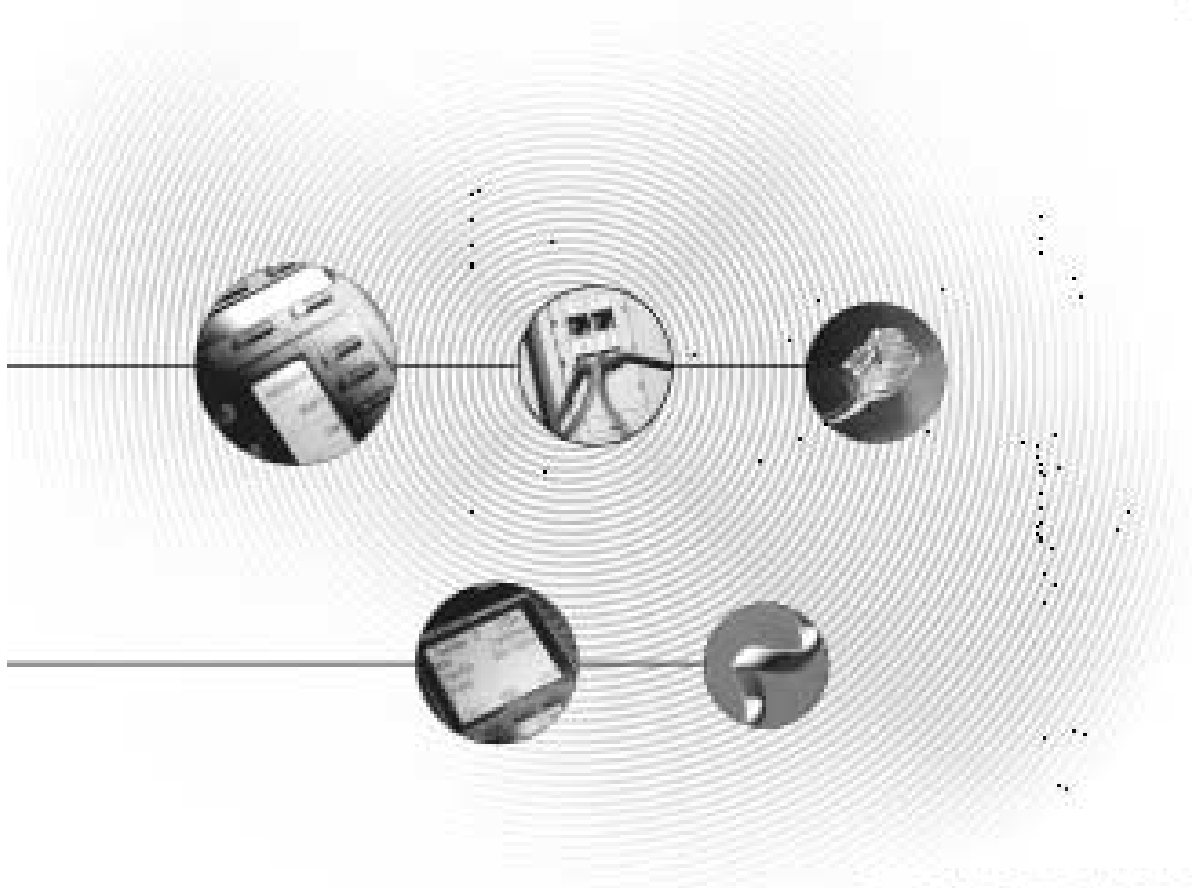


DSU II Digital Expandable Systems Non-LCD Speakerphone Station User's Guide

This publication supports both
Impact and Impact SCS LCD Speakerphones



COMDIAL
The Rising Star

This User's Guide is for the following system :

DSU II Digital Expandable Systems

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

- Impact 8124S-** Rev. A and later.
- Impact 8112S-** Rev. A and later.
- Impact 8112N-** Rev. A and later.
- Impact SCS 8212S-** Rev. A and later.
- Impact SCS 8212N-** Rev. A and later.

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

About This Book

This user's guide serves as both an introduction for new speakerphone users and a reference for experienced users.

Introduction

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

1 Getting Started

The following chapters describe the basic and advanced features of the DSU II Digital Expandable Systems.

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

Following the advanced features descriptions are a reference table, a glossary, and tips on speakerphone use for the new user are described in Appendix C.

- Appendix A** Quick Reference Guide .
- Appendix B** Glossary
- Appendix C** Speakerphone Characteristics

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

Index

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

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

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

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1

Getting Started

Welcome

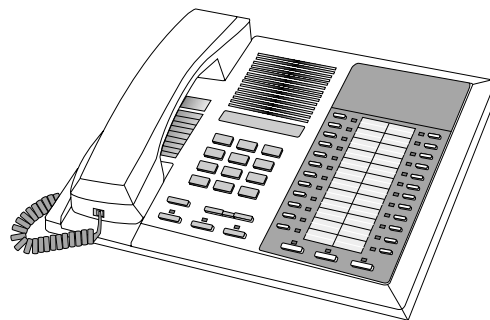
Congratulations and thank you for using a Comdial telephone! Your digital station is supported by a communication system with hundreds of built-in, standard features. This manual serves as a helpful guide for using these various functions.

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

- Setting Up Your Station
- Understanding the Basic Functions
- Your Station's Buttons
- Your Station's Display Lights
- Supported Telephone Models

Setting Up Your Station

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



An Impact 8124 Station

Positioning Your Station

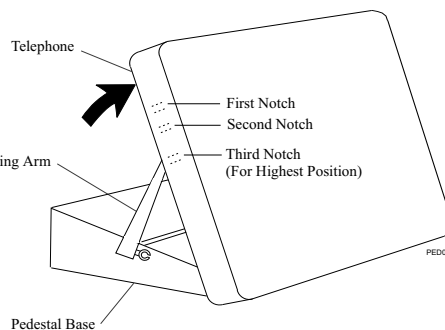
You should adjust the position of the station on your desk or table to suit your individual needs and, if applicable, maximize the performance of the sound activated features. When using a speakerphone, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning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

- For the microphone to best detect your voice, speak within three feet of it and face the station.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Place the speakerphone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone.

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

To adjust the pedestal (Models 8212S and 8212N only),

1. **GRASP** the rear of the pedestal base firmly with one hand **AND LIFT** the rear portion of the telephone upward with your other hand.
2. **LIFT** the telephone upward with one hand **AND RAISE** the telephone supporting arms upward with your other hand. (Notice there are three sets of notches under the telephone corresponding to the three positions available.)
3. When the telephone is at the desired height, **SELECT** the closest pair of notches **AND INSERT** the supporting arms in the notches. **PRESS DOWN slightly** on the telephone **UNTIL** you feel the supporting arms snap into place.



Adjusting The Pedestal

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

Setting a Personal Ringing Tone

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

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

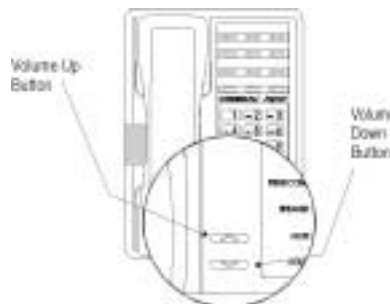
1. **PRESS INTERCOM.**
2. **DIAL** * * 4.
3. **DIAL** number (1 to 6) to select ring tone.
4. The next time your telephone rings, you will hear the new ring tone.

Setting Volume Levels

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

To set the ringer loudness level,

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



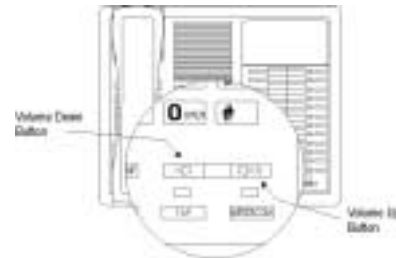
Impact SCS Volume Buttons

NOTE: If you set the ringer to the “off” position, your telephone will sound a short ring burst once for each call you receive at your station.

NOTE: On the 8112N, the ringer volume is controlled by a three-position switch on the bottom of the telephone. There is no handset volume control.

To set the speaker and handset loudness levels,

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



Impact 8124 Volume Control

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

Answering and Making Calls

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


When you hear outside ringing (two long bursts),

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

When you hear intercom ringing (two short bursts),

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

To dial an outside number manually,

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

To dial an intercom number manually,

1. **PRESS INTERCOM.**
2. **DIAL** extension number (called telephone will ring or tone will be heard).
3. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

Understanding the Basic Functions

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

Message-Waiting Light

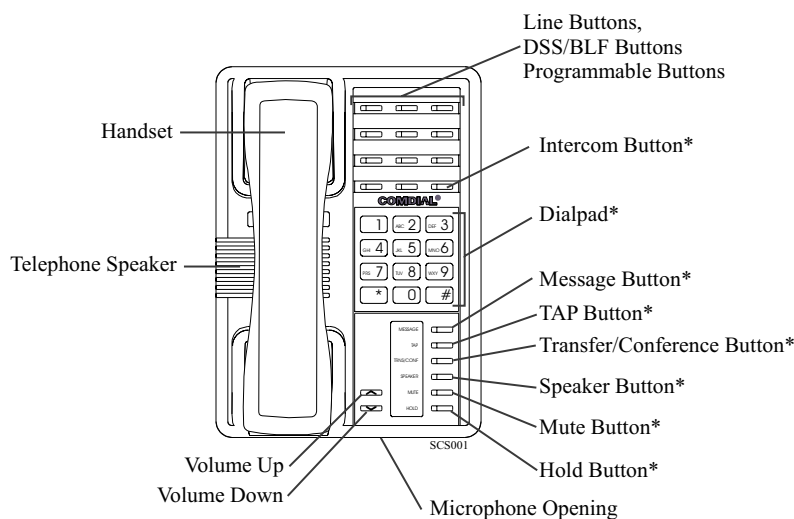
- Indicates that a message awaits pick up.

Microphone Opening (not available on 8112N and 8212N)

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

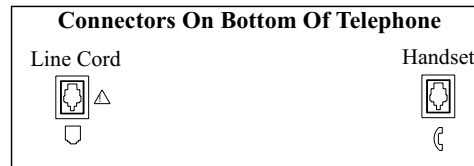
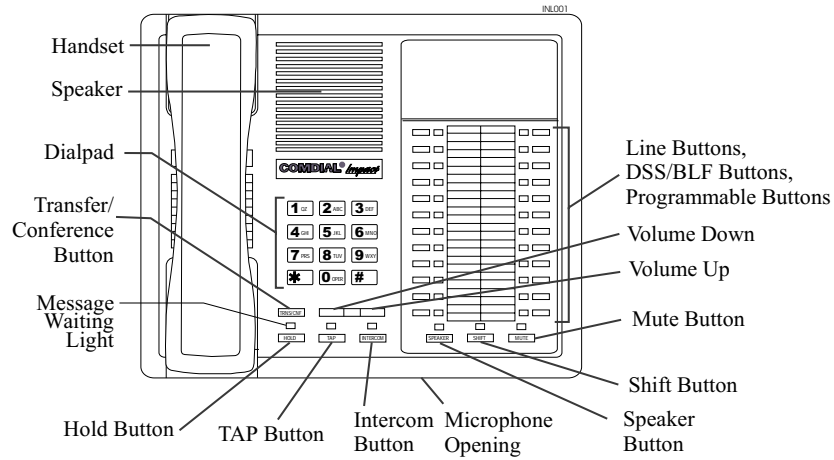
Speaker (not available on 8112N and 8212N)

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

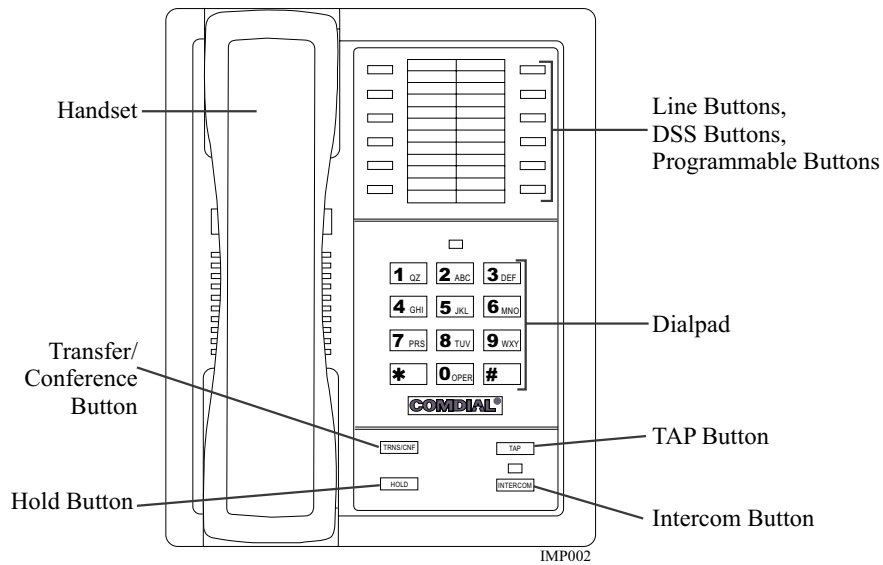


***NOTE:** These are default button locations.
Your system installer may have reprogrammed
these buttons to better suit your needs.

Impact SCS 8212S-** Speakerphone



Impact 8124S-** Speakerphone



Impact 8112N-** Telephone

Your Station's Buttons

Hold Button (HOLD)

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

Intercom Button (INTERCOM)

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

Mute Button (MUTE)

- Keeps the person on the line from hearing your conversation.

Direct Station Select/Busy Lamp Field Buttons (DSS/BLF)

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

Message Button (MESSAGE) (8212S and 8212N only)

- Allows you to activate the message waiting light at another station by pressing this button and dialing the extension.
- Allows user to quickly return the call of another station that left a message using the indicating light.

Shift Button (SHIFT)

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

Speaker Button (SPEAKER) (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 (TAP)

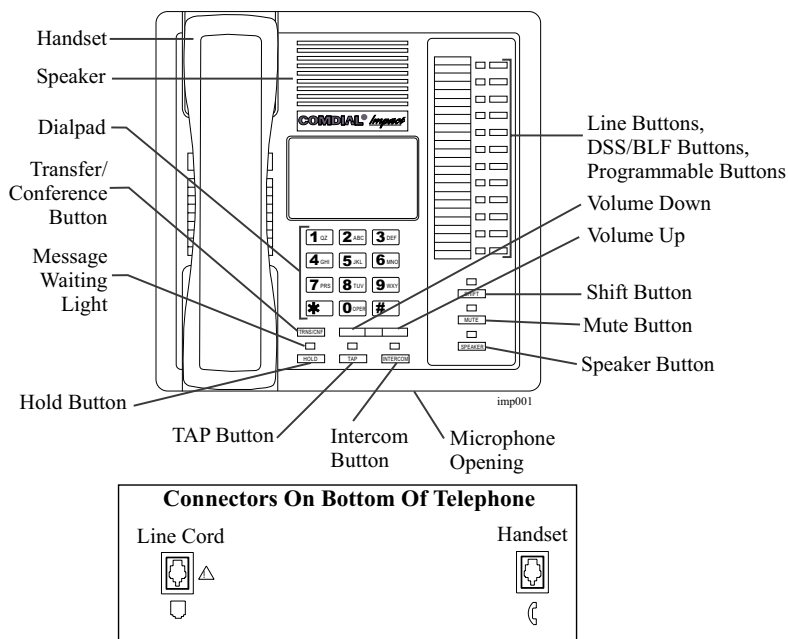
- Recalls dial tone or generates a hookflash.
- Retrieves held calls or last call placed on hold.

Transfer/Conference Button (TRNS/CONF)

- Transfers calls.
- Sets up conference calls.

Volume Control (VOLUME UP or VOLUME DOWN)

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



Impact 8112S-** Speakerphone

Your Station's Display Lights

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

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

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

Next to a line button:

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

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

Next to a fixed feature or programmable feature button:

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

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

Above the MUTE button:

- On steady = called party cannot hear your conversation.

Next to INTERCOM button:

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

Above the HOLD button:

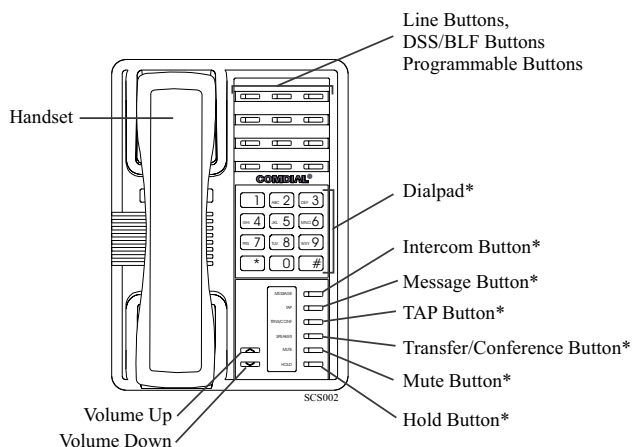
- (Non-SCS Series models) Flashing/Fluttering red = message waiting.

Next to the MESSAGE button (SCS Series Models only):

- Winking green = message awaits pick up.

Above the SPEAKER button:

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



**NOTE: These are default button locations.
Your system installer may have reprogrammed
these buttons to better suit your needs.*

Impact SCS 8212N-** Telephone

Supported Telephone Models

This user's guide covers five different telephone models. The overall operation of each of the telephones is very similar. There are, however, several differences that are summarized in the following table.

Models	Exceptions
Non-speakerphone Models (8112N and 8212N)	<ul style="list-style-type: none"> • No speakerphone capability. Therefore, you must lift the handset to perform any telephone functions: making calls, answering calls, programming your telephone, etc. • Cannot receive voice announce calls. • Cannot use the Group Listen feature. • Cannot use the Background Music feature.
Impact Non-speakerphone Model (8112N)	<ul style="list-style-type: none"> • No LEDs beside its programmable buttons and therefore does not provide any status indications for these buttons. • No mute key. • No handset volume control. • Message waiting light is above the dialpad.
Impact Speakerphone Models (8112S and 8124S)	<ul style="list-style-type: none"> • Has a rocker switch style volume control instead of separate volume up and volume down buttons. • Message waiting light is above the <i>HOLD</i> button.
Impact SCS Speakerphone Models (8212S and 8212N)	<ul style="list-style-type: none"> • The IMIST module only works with the 8212S and 8212N telephones. • Has a dedicated message button with an associated light beside it. • Supports the ICVOL handset with independent volume control.

2**Answering Calls****Answering Outside Calls**

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

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

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

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

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

Answering Intercom Calls

An intercom call is a call between two system stations. If a speakerphone, your station will receive intercom calls in one of two ways depending upon system programming. In a *voice-first* setting, a short tone followed by the caller's voice heard on the speaker. With a *tone-first* setting, the telephone rings in a distinctive pattern and the receiving station must take action to answer. Of course, if either station is not speakerphone equipped, all calls will arrive *tone-first*.

You can block voice-announce calls if you wish. See the discussion titled *Blocking Voice Announce Calls* for details.

When you hear an intercom tone followed by a caller's voice,

1. **SPEAK** toward the telephone to answer, **OR LIFT** handset if privacy is desired.

When you hear intercom ringing (two short bursts),

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

Night Transferred Calls - Line Access From Any Station

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

When you hear ringing,

1. **PRESS INTERCOM.**
2. **DIAL** **8** **0**.
3. **SPEAK** toward telephone to answer call **OR LIFT** handset if privacy is desired.

Do Not Disturb Condition

The Do Not Disturb feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.

NOTE: For instructions on programming a dedicated **DO NOT DISTURB** button at your station, see the *Feature Buttons* section of page 49.

To enable DND, choose one of the following:

1. **PRESS** programmed DO NOT DISTURB button. The light next to the DO NOT DISTURB button turns on when the feature is active,
2. **PRESS INTERCOM AND DIAL** .

To override a do not disturb condition at another telephone,

1. **MAKE** intercom call **AND HEAR** Do Not Disturb tone.
2. **DIAL** (called party will hear several short tone bursts).
3. **WAIT** for reply.

To disable DND,

1. **PRESS** programmed DO NOT DISTURB button. The light associated with the DO NOT DISTURB button turns off when the feature is disabled,
2. **PRESS INTERCOM AND DIAL** .

Holding Calls

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

To place a call on hold,

1. **PRESS HOLD.** The light above your *HOLD* button begins to blink.

To retrieve a held call,

1. **PRESS** line button of the held call (with winking light), **OR PRESS TAP.**
2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

Exclusive Hold

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

To place a call on exclusive hold,

1. **PRESS HOLD** twice.

To retrieve exclusive hold,

1. **PRESS** line button of held call (with winking light), **OR PRESS TAP.**
2. **SPEAK** toward telephone **OR LIFT** handset if privacy is desired.

Handling Hold Recalls

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

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

1. **PRESS HOLD** (station button) to place the call on hold at your station and restart hold timer
2. **PRESS** line button (with flashing orange light) **OR PRESS TAP** to retrieve the call.

Directed Hold

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

To place a call on hold at another telephone (directed hold),

1. While on line, **PRESS INTERCOM**.
2. **DIAL** .
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** .
2. **DIAL** extension number of that telephone.
3. **ANSWER** call as desired **OR PRESS SPEAKER** to hang up.

To pick up a call that was placed on hold at your telephone by a user at another telephone,

1. **PRESS INTERCOM AND DIAL** .

Call Pickup

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

Group Call Pickup

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

To answer a call that is ringing within your group,

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

Directed Call Pickup

Also, you can answer calls that ring at any telephone in the system if you know the telephone's extension number.

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

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

Pickup For Monitored Stations

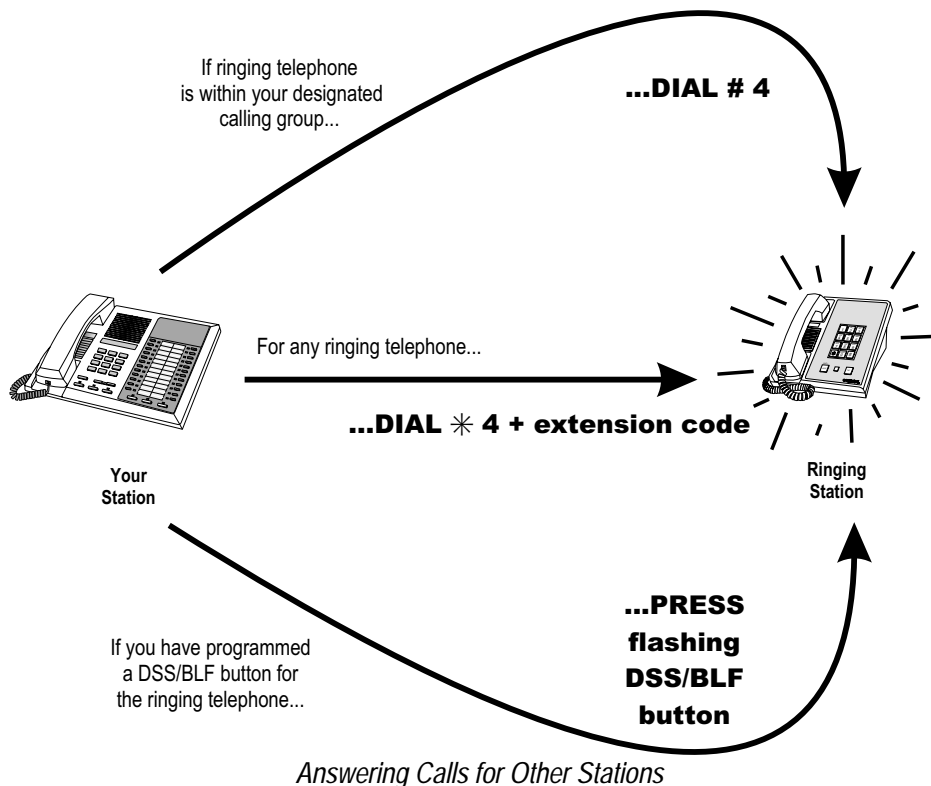
Your telephone may have the personal intercom number of another telephone appearing at a programmable button location. You can use the light associated with this button to monitor the status of that telephone, and you can press the button to make a call to that telephone if you wish.

To monitor another telephone,

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

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

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



Receiving Subdued Off-Hook Voice Announcements (SOHVA)

Handling an Incoming SOHVA

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

To respond to a SOHVA verbally (not available on 8112N),

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

To respond to a SOHVA nonverbally through Response Messaging (if announcing station has an LCD Speakerphone),

NOTE: For instructions on programming a dedicated **RESPONSE MESSAGE** button at your station, see page 50.

1. **PRESS** programmed **RESPONSE MESSAGE** button. (Message appears in the display of the telephone making the SOHVA).
2. **CONTINUE** your current call with distant party. (SOHVA caller is automatically disconnected from your telephone. If caller is not sending from an LCD Speakerphone, no message is sent and call is disconnected.)

To respond to a SOHVA by blocking (see below for more information),

1. **PROGRAM** Voice Announce Block when you hear SOHVA tone. (SOHVA call is disconnected).

NOTE: A station that is currently active in speakerphone mode **CAN NOT** respond to a SOHVA. When a SOHVA tone is received, you must lift the handset before responding as detailed above.

Voice Announce Blocking

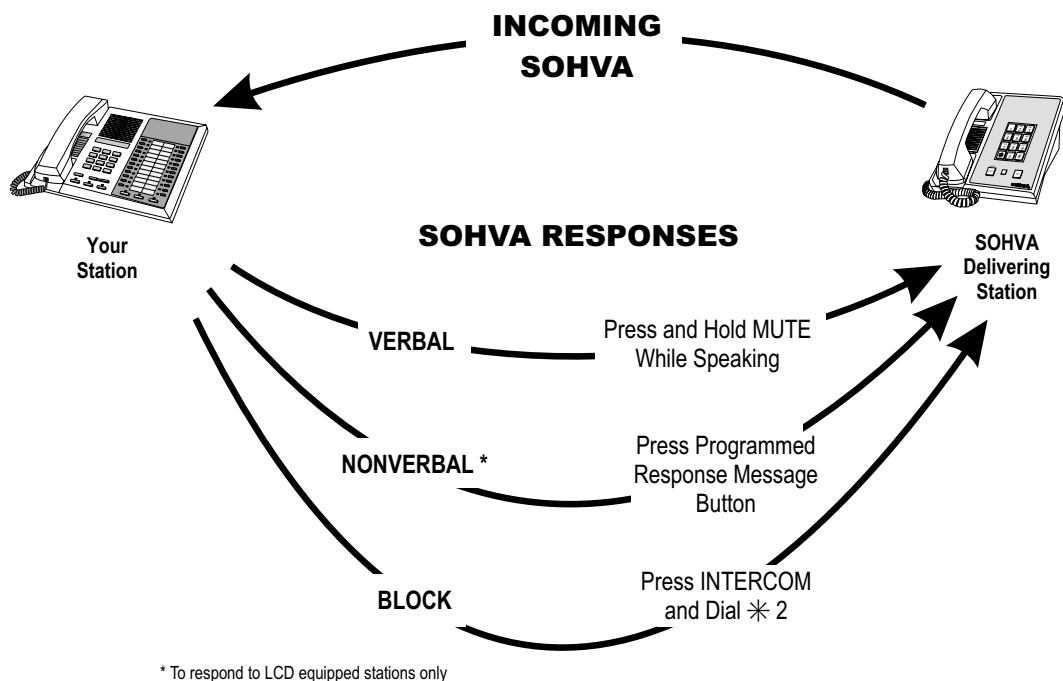
If your system installer makes Voice Announce Blocking available, you can prevent voice announcements from sounding over your telephone speaker if you wish. This feature also blocks Subdued Off-Hook Voice Announcements (SOHVA) and generates a tone in response to attempted SOHVAs.

To block all voice-announced calls,

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

To unblock all voice-announced calls,

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



Answering a SOHVA


Notes

3**Making Calls****Making Outside Calls**

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

NOTE: 8112N and 8212N users must lift handset before any dialing activity.

To dial an outside number manually,

1. **PRESS INTERCOM OR LIFT** handset if privacy is desired. (8112N and 8212N users must lift handset.)
2. **DIAL**  **OR** other line button to select line (See *Line Groups* on page 53 for more information on selecting an outside line).
3. **LISTEN** for dial tone.
4. **DIAL** number.

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

To dial an outside number using your prime line,

1. **PRESS SPEAKER OR LIFT** handset if privacy is desired. Outside line is automatically selected. (8112N and 8212N users must lift handset.)
2. **LISTEN** for dial tone.
3. **DIAL** number.

Making Intercom Calls

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

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

To manually cause the other telephone to ring (tone calling),

1. **PRESS INTERCOM OR LIFT** handset if privacy is desired. (8112N and 8212N users must lift handset.)
2. **DIAL** extension number (called telephone will ring).

To tone call automatically,

1. **PRESS DSS/BLF** button (called telephone will ring). (8112N and 8212N users must lift handset first.)

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

To voice announce manually,

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

To voice announce automatically,

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

Automatic Dialing

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

NOTE: When you call from a station not equipped with a speaker (for example, 8112N and 8212N) you must **LIFT** the handset **AND PRESS TAP** before initiating any automatic dialing activity.

To automatically dial a speed dial number stored at one of the programmable buttons on your station, choose one of the following:

1. **PRESS** programmed speed dial button (line selection is usually a part of the stored speed dial number).
2. **PRESS SHIFT AND** programmed speed dial button (to choose number stored as second choice at that button).

To speed dial a personal speed dial number stored at the dial pad,

1. **DIAL** speed dial number on dial pad (**0** to **9**).

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

To speed dial a system speed dial number stored at the dial pad,


1. **DIAL** ***** **AND** system speed dial number.

Redialing

Redial - Last-Dialed Number

The system temporarily saves the first 16 digits of the last manually dialed number for your redial use—if the last number you called is busy or is not answering, you can redial it once or initiate repeated redialing. Subsequent dialing activity overwrites a temporarily saved number.

To redial the last-dialed number,

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

Automatic Redialing

To redial the number once a minute for 10 minutes,

1. **PRESS** programmed AUTOMATIC REDIAL button. (See page 51 for directions on programming an AUTOMATIC REDIAL 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,

1. **LIFT AND REPLACE** handset **OR, USE** the telephone for some other function.

The INTERCOM light then turns off and the phone returns to idle.

Redial Programming (Storing Numbers)

You can permanently store a number at any programmable button location that does not currently have a number or feature associated with it. (For programming of a SAVED NUMBER REDIAL button at your station, refer to *Feature Buttons* section on page 49.)

To permanently store a number you've just dialed,

1. **DIAL** number.
2. **PRESS** programmed SAVED NUMBER REDIAL button.

To dial the saved number,

1. **PRESS SPEAKER OR LIFT** handset if privacy desired.
2. **PRESS** button where number is saved, **OR PRESS** programmed SAVE NUMBER REDIAL button.

Sending Subdued Off-Hook Voice Announcements (SOHVA)

You can make a private voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature. (See page 50 for instructions on programming a dedicated SOHVA button.)

Make a SOHVA announcement using the SOHVA button as follows:

1. **MAKE** intercom call **AND HEAR** busy tone. If called station is on outside line, ring-back tone is heard, but SOHVA is still available.
2. **PRESS** programmed SOHVA button **AND HEAR** several quick tone bursts.
3. **MAKE** announcement (busy tone means that the called telephone is in station mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has blocked your SOHVA).
4. **WAIT** on line for reply.

Camping On Options

Busy or Idle Station, 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.

NOTE: *If you make a call in the voice-announce mode and receive no answer at the called station, press INTERCOM before dialing * 6 in order to camp-on at that station.*

2. **DIAL** * 6.
3. Your telephone immediately hangs up. When the telephone you called becomes idle, your telephone will ring with five short ring bursts.
4. **PRESS INTERCOM** when you hear the ring bursts. The other telephone will start ringing.

To cancel automatic ringback,

1. **PRESS INTERCOM AND DIAL** # 6.

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

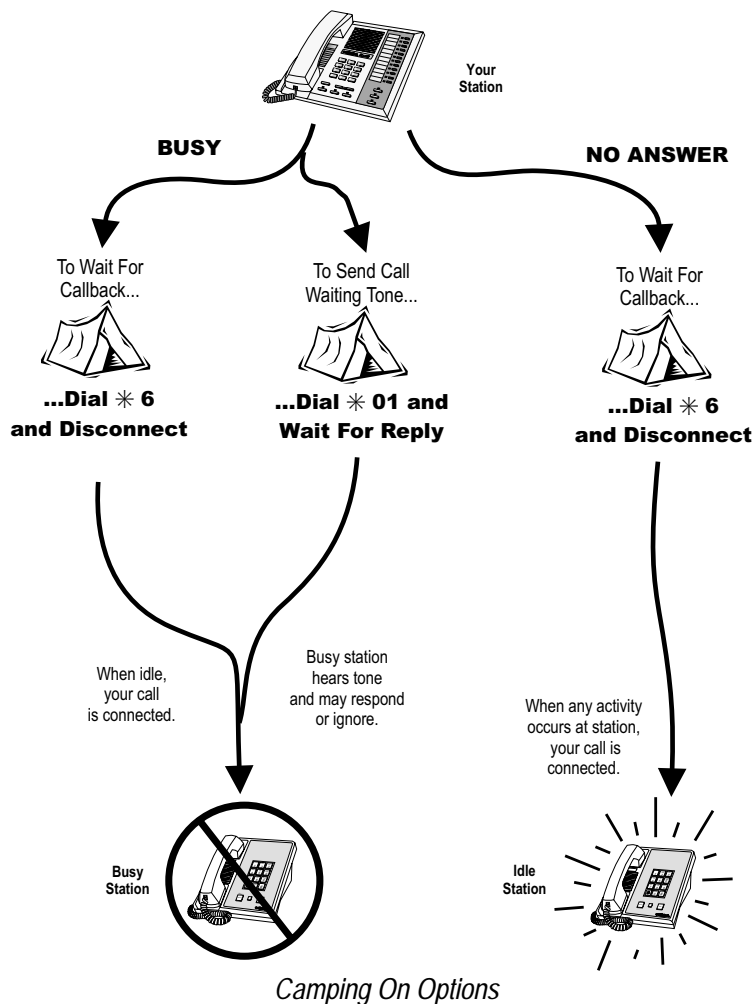
1. **MAKE** intercom call.
2. **DIAL** * 6. A callback will occur when called station is no longer set in the Do Not Disturb mode.

Busy Station, Wait For An Answer (Call Waiting)

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

To camp on when you hear a busy signal,

1. **MAKE** intercom call **AND HEAR** busy signal.
2. **DIAL** .
3. Remain on line awaiting a reply.
4. 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.



Paging

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

If your system provides an external paging unit,

1. **LIFT** handset.
2. **PRESS INTERCOM AND CHOOSE** one of the following options:
 - **DIAL** extension number of station equipped and enabled for paging (see programming section of this user's guide), or
 - **PRESS** paging button assigned by the installer, or
 - **DIAL** **8****9** 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** **8****7** for all-call, **OR DIAL** **8****4**, **8****5**, or **8****6** for zone 1, 2, or 3.
4. **MAKE** announcement.
5. **STAY** on line if awaiting a reply (known as Meet-Me page), **OR HANG UP** to end.

To make a reply to a Meet-Me page,

1. **LIFT** handset of nearest telephone.
2. **PRESS INTERCOM.**
3. **DIAL** **8****8**.
4. **MEET** paging party on line.

4**Advanced Call Handling****Waiting for a Line (Queuing)**

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

To queue for a line group,

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

To cancel line group queuing,

1. **PRESS INTERCOM, DIAL** **AND HANG UP.**

To queue for a line that appears on your telephone,

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

Call Transferring

Screened Call Transfers

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

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

1. **ANSWER** call.
2. **PRESS TRNS/CONF** (call is automatically placed on hold).
3. **DIAL** extension number of telephone to receive transfer, **OR PRESS DSS/BLF** button for that extension.
4. **ANNOUNCE** call when intercom party answers.
5. **PRESS SPEAKER** to disconnect (if in station mode), **OR HANG UP**.

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

If the intercom party is busy or does not answer,

1. **PRESS** flashing line button **AND LIFT** handset if privacy is desired.

Unscreened Call Transfers

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

To transfer an unscreened call to another system telephone,

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

If the intercom party is busy or does not answer,

1. **PRESS** flashing line button **AND LIFT** handset if privacy is desired.

Conferencing

Creating a Conference Call

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

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

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

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

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

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

Unsupervised Conference Calls

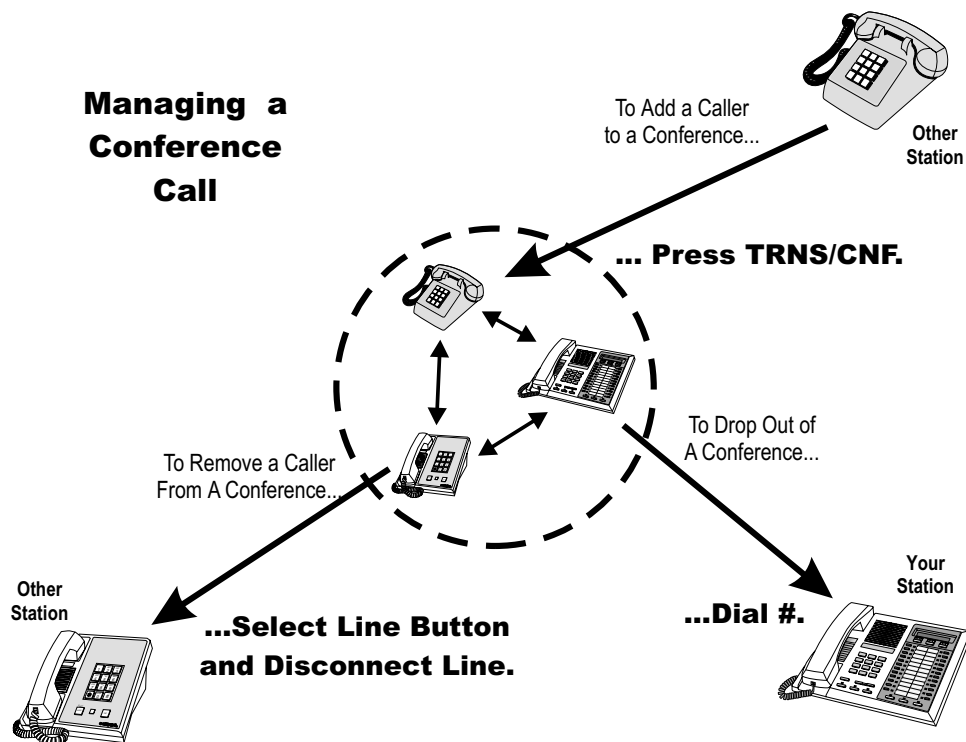
If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an *unsupervised conference* call.

To drop out of a conference call between you and two outside lines (creating an unsupervised conference),

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.



Managing a Conference Call

Call Forwarding

Forwarding a Call

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

To forward intercom and prime line calls to another telephone,

1. **PRESS INTERCOM AND DIAL** .
2. **DIAL** extension number of telephone to receive your forwarded calls.
3. **HANG UP OR PRESS SPEAKER** to end. (Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening).

To cancel intercom and prime line call forwarding,

1. **PRESS INTERCOM AND DIAL** .
2. **HANG UP OR PRESS SPEAKER** to end.

To forward all calls to another telephone,

1. **PRESS INTERCOM AND DIAL** .
2. **DIAL** extension number of telephone to receive your forwarded calls.
3. **HANG UP OR PRESS SPEAKER** to end. (Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening).

To cancel all call forwarding,

1. **PRESS INTERCOM AND DIAL** .
2. **HANG UP OR PRESS SPEAKER** to end.

Call Forward Outside System (CFOS)

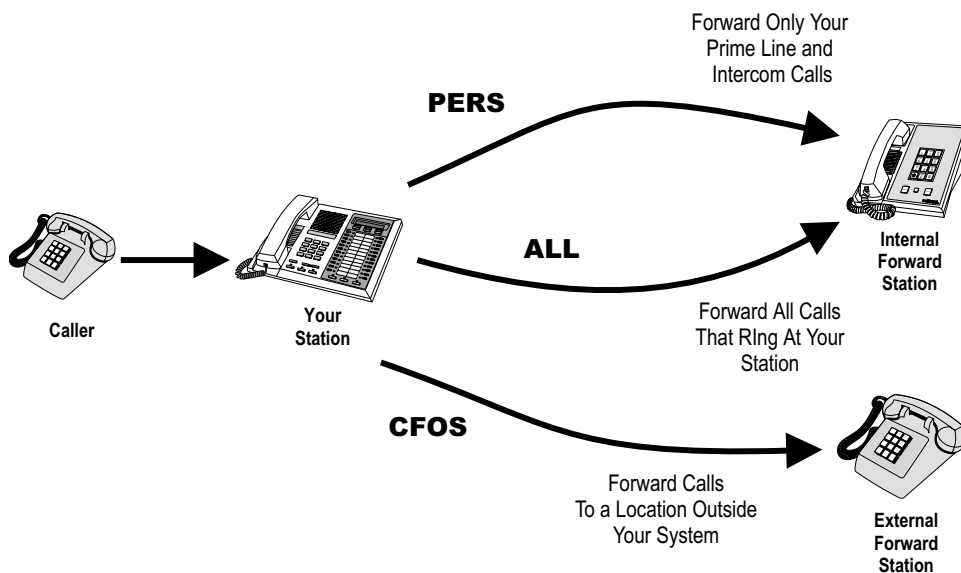
The Call Forward Outside System (CFOS) feature gives you the ability to forward line calls to a remote location outside the system. CFOS remains in effect in the event of a loss of power or a system reset.

To activate the CFOS feature,

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

To deactivate the CFOS feature,

1. **PRESS INTERCOM** .



Call Forwarding Options

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

Call Parking

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

To place 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 AND DIAL** .
2. **DIAL** code for park location (orbit) (to 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 AND DIAL** .
2. **DIAL** code for orbit 1–9 (to).

Handling Park Recalls

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


To answer a park recall,

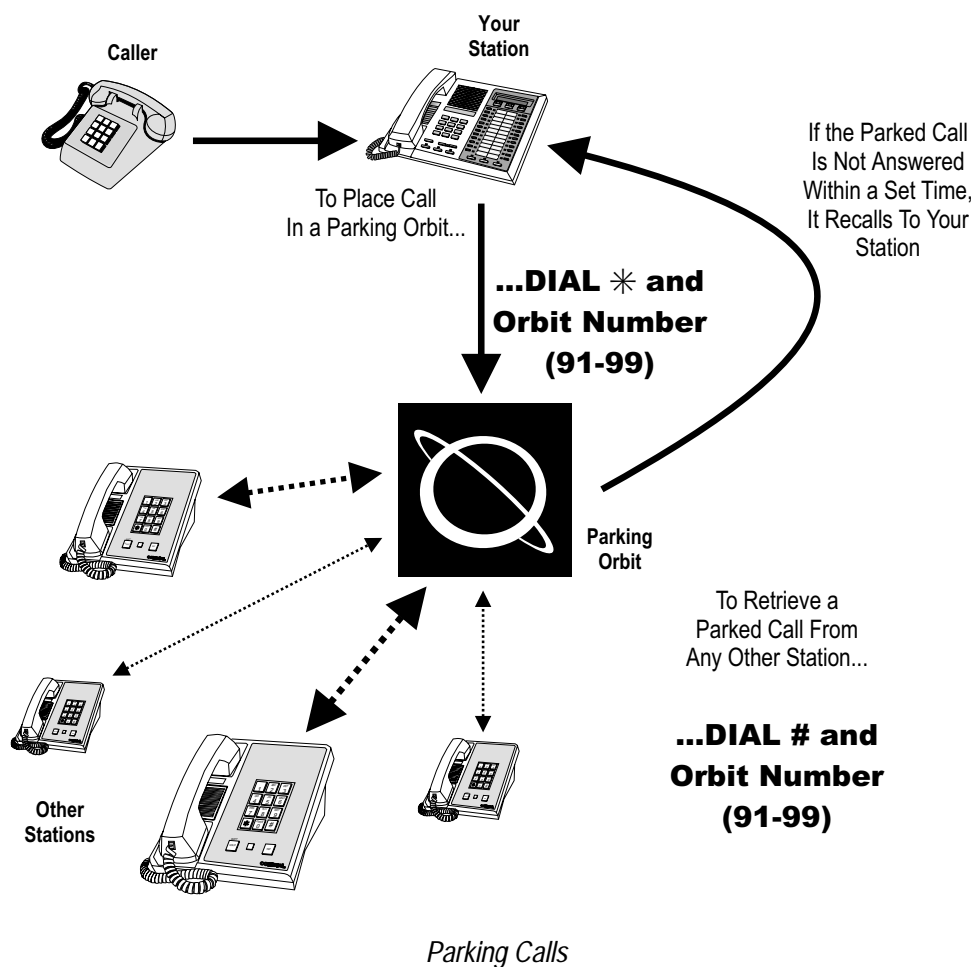
1. **PRESS** associated line button. The call will then connect to your station.

To place a park recall on hold at your station,

1. **PRESS** associated line button. The call will then connect to your station.
2. **PRESS HOLD**. If the call remains on hold for a period of time, it will ring back to your telephone as a hold recall.

To re-park a park recall and restart the park timer,

1. ANSWER/RETRIEVE call.
2. **PRESS INTERCOM AND DIAL**  and park code (the call will then be placed back in its original park orbit and will remain there until it is answered or until it recalls again).



Account Codes

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

NOTE: For instructions on programming a dedicated ACCOUNT CODE button at your station, see the Feature Buttons section of page 49.

To enter account code on an incoming call,

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

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

To enter account code on an outgoing call,

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

5

Nonverbal Messaging

Station-To-Station Message Delivery

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

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

To turn on message light,

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

To turn off message light,

1. **PRESS INTERCOM.**
2. **DIAL** .
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/BLF* button associated with lighted BLF light.

LCD Message Delivery

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

To turn message on,

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

LCD Message List (Write attendant supplied messages here.)	
Dial Code	Message
0	
1	Back At
2	Call
3	
4	

LCD Message List (Write attendant supplied messages here.)	
Dial Code	Message
5	
6	
7	
8	
9	

Assist Button Message Delivery

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/BLF** of the telephone user you need help from. (This is not necessary when the desired extension number was stored along with the ASSIST button programming.)
3. If the assisting telephone is idle, a ring burst sounds and a message appears in its display. If it is busy, the message appears when it becomes idle.

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 in the system.

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

1. **PRESS MESSAGE.** (**PRESS INTERCOM AND DIAL** for models 8112N, 8112S and 8124S).
2. **DIAL** extension number of station to be alerted. The message waiting light of called station will flash.

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

1. **PRESS MESSAGE.** (**PRESS INTERCOM AND DIAL** for models 8112N, 8112S and 8124S).
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.** (**PRESS INTERCOM AND HOLD** for models 8112N, 8112S and 8124S). Connection to the station that left message is automatic.

6

Programming

DSS Numbers

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

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

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

1. **PRESS INTERCOM.**
2. **DIAL** .
3. **PRESS** programmable button to choose location.
4. **DIAL** extension number.
5. **PRESS** next location button **AND STORE** next DSS number.
6. **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 causes the system to make features unavailable. If interactive buttons are inadvertently programmed, you can retrieve their original functions in the following manner:

1. **PRESS INTERCOM AND DIAL**
2. **PRESS** desired interactive button to reprogram
3. **DIAL** , , or to program buttons from left to right.

Autodial And Speed Dial Numbers

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

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

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

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

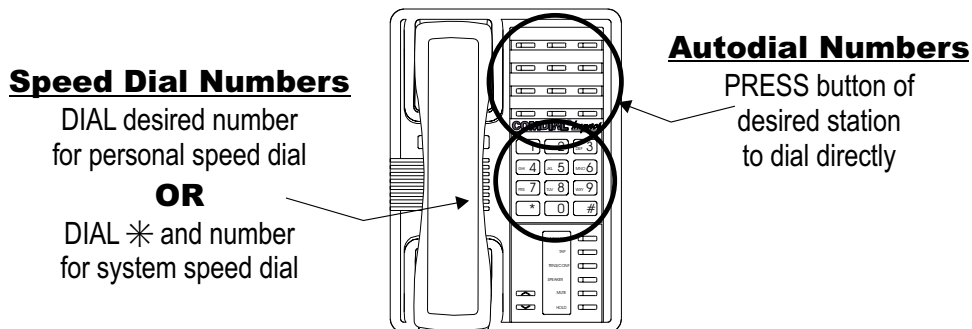
To store an outside number or a feature code as an autodial or speed dial number, follow the display prompts and proceed as follows:

- 1. PRESS INTERCOM.**
- 2. DIAL** .
- 3. PRESS** programmable button or keypad button to choose storage location.
- 4. SELECT** line button to dial out on or press *INTERCOM*.
- 5. 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, select **BKSP** once for each digit to be removed.

6. **PRESS** *TRNS/CONF* to store number.
7. **PRESS** next location button **AND STORE** next number.
8. **REPEAT** previous step until all numbers are stored, **OR PRESS** *SPEAKER* to end.



Speedial and Autodial Programmable Locations

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

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

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


Feature Buttons

If you find that you are using certain miscellaneous features often, access buttons for these features may make operation easier. Some examples of common feature buttons include:

- **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.

You can store feature access codes at programmable buttons to provide yourself with one-button access to features that you use quite often. To find your feature code of interest, refer to Appendix A on page 65.

To manually store an access code,

1. **PRESS INTERCOM.**
2. **DIAL** .
3. **PRESS** programmable button to choose storage location.
4. **DIAL** access code for feature.
5. **LABEL** button location.
6. **PRESS** next location button and store next feature code.
7. **REPEAT** previous steps until all desired feature codes are stored.
8. **PRESS SPEAKER** to end.

Special Purpose Feature Buttons

Response Message Button

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

To assign a button for nonverbal response:

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

NOTE: *Programmed messages available for use are created by the system attendant and are listed in a table on page 42.*

5. **PRESS SPEAKER** to end.

Transfer Button

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

To assign a "transfer to voice mail" button:

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

Subdued Off-Hook Voice Announce (SOHVA) Button

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

To program a SOHVA button,

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

Group Listening Button

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

To program a group listening button,

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

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

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

Assist Button

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

To program an assist button,

1. **PRESS INTERCOM AND DIAL** .
2. **PRESS** programmable button you want as ASSIST button.
3. **DIAL** .
4. **CHOOSE** form one of the following options to select the type of message that will be delivered with the ASSIST button:
 - **DIAL** to choose system-provided message (ASSIST plus name or extension number of station sending message)
 - **DIAL** keypad number (, , etc.) to choose pre-programmed message (see attendant or table on page 42 for list of LCD messages).
5. **IF** one particular station must always receive message, **DIAL** extension number of that station.
6. **PRESS SPEAKER** to end.

7

Other Advanced Features

Line Groups

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

To access a system line group,

1. **PRESS INTERCOM.**
2. Dial desired line group access code:

Line Group Access Codes		
Line Group	Default Code	Active Code*
1	9	
2	8 1	
3	8 2	
4	8 3	

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

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

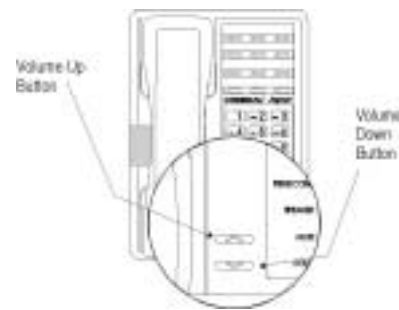
Volume Control

Setting Current Volume Level

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

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

1. While your telephone is on-hook and idle, **PRESS** the **VOLUME UP OR VOLUME DOWN** button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting. (On the 8112N, the ringer volume is controlled by a three position switch on the bottom of the telephone.)



Impact SCS Volume Buttons

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

There are eight speaker loudness levels. Set these levels for the current call as follows:

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

There are at least eight handset loudness levels that you can set for the current call as follows (not available on 8112N):

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

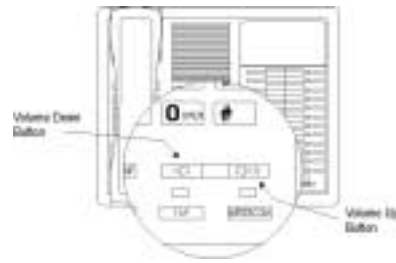
NOTE: When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your station's default volume, see *Default Volume Control* section in the system specific *Advanced Features* chapter.

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

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

There are eight group listening loudness levels. Set the level for the current call as follows:

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



Impact Volume Buttons

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

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

Muting Your Station (not available on 8112N)

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

To mute your station,

1. **PRESS MUTE** (mute function and light turn on). You can still hear the distant party, but he or she cannot hear you.

To speak to the distant party,

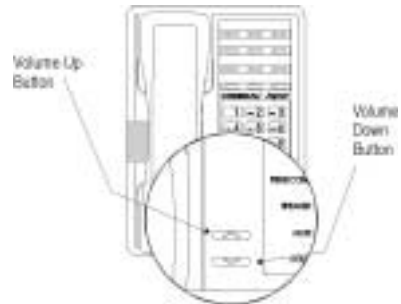
1. **PRESS MUTE** again (mute function and light turn off).

Default Volume Control

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

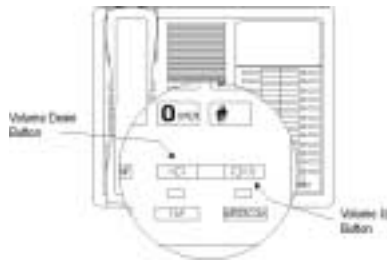
Set the speaker, headset, handset, or group listening loudness for all future calls using the following steps:

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** 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.



Impact SCS Volume Buttons

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.



Impact Volume Buttons

Background Music (not available on 8112N or 8212N)

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

To turn the music on,

1. **PRESS INTERCOM.**
2. **DIAL** for music source one **OR** for music source two if available (the SPEAKER light turns on when background music is on).
3. **ADJUST** music volume with the volume button.

NOTE: *The system may provide music from two sources; however, this feature must be enabled by the system installer.*

To turn the music off,

1. **PRESS INTERCOM.**
2. **DIAL** , (the SPEAKER light turns off when background music is off).

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.

To enable a Tracker Pager at your station,

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

To disable a Tracker Pager at your station,

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

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

1. **MAKE** an intercom call to someone and receive no answer.
2. **PRESS** programmed TRACK button **OR DIAL** #01.
3. After your station returns to idle* hang up handset or press **SPEAKER** to end. The 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 sounds 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** *TRNS/CONF*.
2. **DIAL** Extension.
3. **PRESS** programmed *TRACK* button **OR DIAL** **# 0 1**.
4. 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.)

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

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

1. From any system station, **PRESS** *INTERCOM*.
2. **DIAL** **#**.
3. **DIAL** displayed orbit code (**9 1** to **9 9**).
4. **RETRIEVE** call.

Automatic Set Relocation


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

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

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

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

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

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

Data Interface Unit

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

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

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

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

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

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

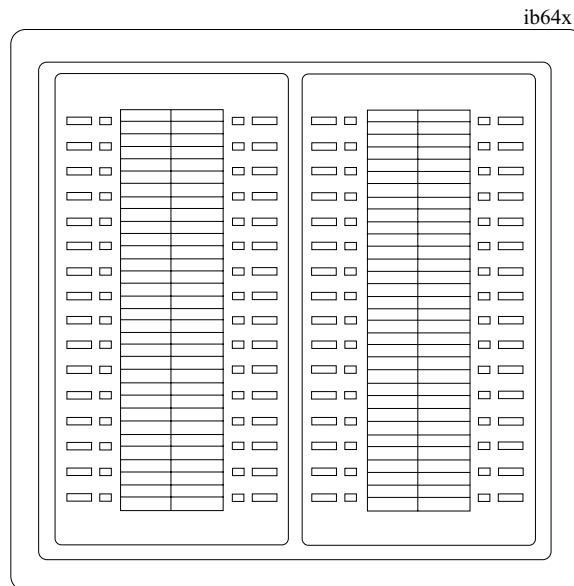
PRESS the DATA button. If a call is in progress on your telephone, it transfers to the IST device if the device is off-hook; otherwise, the call drops. Your telephone still provides visual messages and indications even though its voice path is routed to the IST device.

DSS/BLF Console Operation

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

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

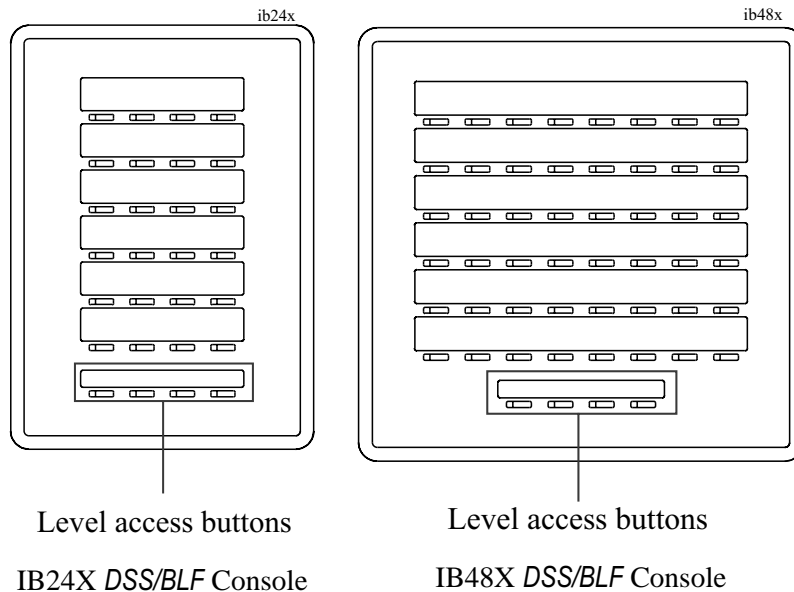
The *DSS/BLF* console will not operate in a bridged mode.



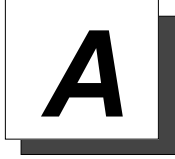
IB64X *DSS/BLF* Console

Accessing The DSS/BLF Console Button Levels

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



Notes



Feature Access Codes

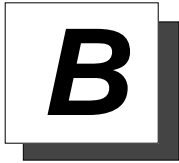
This quick reference guide provides you with a list of the feature dialing codes used on the Impact digital telephone system.

Feature	Enable Code	Disable Code
Account Codes	INTERCOM + * 0 4 + account code	
All Call Paging	INTERCOM + 8 7	
Attendant	INTERCOM + 0	
Automatic Callback	INTERCOM + extension number + * 6	INTERCOM + # 6
Background Music	INTERCOM + * 1	INTERCOM + # 1
Call Forwarding, All Calls	INTERCOM + * 5	INTERCOM + # 5
Call Forwarding, Personal Calls	INTERCOM + * 0 5	INTERCOM + # 0 5
Call Forward Outside System (DSU II Digital Expandable Systems)	INTERCOM + * 0 7	INTERCOM + # 0 7
Call Park, Park Orbit 1-9	INTERCOM + * + orbit code (9 1 to 9 9)	

Feature	Enable Code	Disable Code
Call Park, Retrieve Orbit 1-9	INTERCOM + # + orbit code (9 1 to 9 9)	
Call Pickup, Directed	INTERCOM + * 4 + extension number	
Call Pickup, Group	INTERCOM + # 4	
Call Waiting (sends tone)	INTERCOM + * 0 1	
Directed Hold	INTERCOM + * 9 0 + extension number	INTERCOM + # 9 0
Executive Override	INTERCOM + extension number + * 0 3	
Hookflash Code	INTERCOM + # 0 4	
LCD Messaging	INTERCOM + * 0 2 + message number	INTERCOM + # 0 2
Line Group 1	INTERCOM + 9	
Line Group 2 to 4	INTERCOM + 8 1 to 8 3	
Line Group Queue	INTERCOM + group code + * 8	INTERCOM # 8
Message Waiting	INTERCOM + * 3 + extension number	INTERCOM + # 3 + extension number

Feature	Enable Code	Disable Code
Night Answer	INTERCOM + <input type="text" value="8"/> <input type="text" value="0"/>	
Operator	INTERCOM + <input type="text" value="0"/>	
Paging, Zones 1-3	INTERCOM + <input type="text" value="8"/> <input type="text" value="4"/> to <input type="text" value="8"/> <input type="text" value="6"/>	
Paging, All-Call	INTERCOM + <input type="text" value="8"/> <input type="text" value="7"/>	
Paging, External	INTERCOM + <input type="text" value="8"/> <input type="text" value="9"/>	
Paging, Meet-Me Paging	INTERCOM + <input type="text" value="8"/> <input type="text" value="8"/>	
Park Orbit, Send	INTERCOM + <input type="text" value="*"/> + orbit code (<input type="text" value="9"/> <input type="text" value="1"/> to <input type="text" value="*"/> <input type="text" value="9"/> <input type="text" value="9"/>)	
Park Orbit, Retrieve	INTERCOM + <input type="text" value="#"/> + orbit code (<input type="text" value="9"/> <input type="text" value="1"/> to <input type="text" value="*"/> <input type="text" value="9"/> <input type="text" value="9"/>)	
Personal Ringing Tones (1-6)	INTERCOM + <input type="text" value="*"/> <input type="text" value="*"/> <input type="text" value="4"/> + tone code (<input type="text" value="1"/> to <input type="text" value="6"/>)	
Redial Last Number Dialed	<input type="text" value="#"/>	
Service Observe	INTERCOM + <input type="text" value="#"/> <input type="text" value="0"/> <input type="text" value="3"/> + extension number	
Station to Station Messaging	INTERCOM + extension number + <input type="text" value="*"/> <input type="text" value="7"/>	INTERCOM + <input type="text" value="#"/> <input type="text" value="7"/>
System Speed Dialing	<input type="text" value="*"/> + <input type="text" value="0"/> <input type="text" value="1"/> to <input type="text" value="9"/> <input type="text" value="9"/>	

Feature	Enable Code	Disable Code
Tracker Pager	<i>INTERCOM</i> + * 0 6	<i>INTERCOM</i> + # 0 6
Tracker Pager—Send Tracker Page	<i>INTERCOM</i> + # 0 1	
Toll Restriction Override	<i>INTERCOM</i> + * * 6	
Voice Announce Block	<i>INTERCOM</i> + * 2	<i>INTERCOM</i> + # 2
Volume Save	<i>INTERCOM</i> + * * 5	



Glossary

A

Account Code

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

All-Call Paging

Paging through the intercoms of all stations in the system.

Assist Button

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

Attendant

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

Automatic Callback

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

Automatic Dialing (or Autodialing)

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

Automatic Redialing

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

Automatic Route Selection (ARS)

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

Automatic Station Relocation

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

B**Block Programming**

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

Button Query

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

C**Call Forward**

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

Call Forward Outside System (CFOS)

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

Call Park

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

Call Pick-Up

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

Call Transfer

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

Caller ID

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

Camp On

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

Central Message Desk

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

Class Of Service (COS) Programming

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

D**Data Interface Unit (DIU)**

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

Departmental Station Operation

The operation of stations that are organized into departments.

Dial By Name

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

Digital Voice Announcing (DVA)

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

Direct Inward System Access (DISA)

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

Direct Inward Station Dialing (DISD or DID)

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

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

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

Do Not Disturb

A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF)

The tones made by your telephone when you dial.

Dynamic Line Button

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

E**E&M Tie Lines**

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

Exclusive Hold

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

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

H**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.

I**IMIST**

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

Industry Standard Telephone (IST)

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

Intercom

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

K**Keypad**

Buttons  through ,  and  used for dialing.

L**Last Number Redialing**

Automatically dialing the last number dialed.

LCD

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

Line Groups

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

Line Queuing

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

M**Meet-Me Answer Page**

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

Messaging

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

Mute

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

N**Night Transfer**

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

O**Operator Station**

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

P**Paging**

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

Prime Line

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

Privacy

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

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

Pulse/Tone Switching

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

Q**Queue**

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

R**Response Messaging**

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

Ring Line Preference

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

Ring Tones, Personal

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

S**Saved Number Redialing**

Saving a last manually dialed number for later autodialing.

Screened Call Transfer

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

Service Observing

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

Speed Dialing

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

Station

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

Station Message Detail Accounting (SMDA)

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

Subdued Off-Hook Voice Announce (SOHVA)

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

System Alarm Reporting

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

System Speed Dial

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

T**TAP (Flash/Recall)**

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

Toll Restriction

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

Tone Call

A ringing intercom call.

Tracker Pager

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

TRNS/CONF

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

U**Unscreened Call Transfer**

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

Unsupervised Conference

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

V**Voice call**

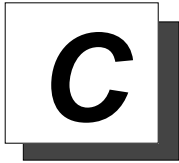
A verbal intercom call.

Voice Announce Blocking (VAB)

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

Z**Zone Paging**

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



Speakerphone Characteristics

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

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).

Speakerphone User Guidelines

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.

- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

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Notes

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