# DXP, DXP Plus, FXS, and FXT
Digital Communications System
LCD Speakerphone Station User's Guide

**This publication supports both
Impact and Impact SCS LCD Speakerphones**
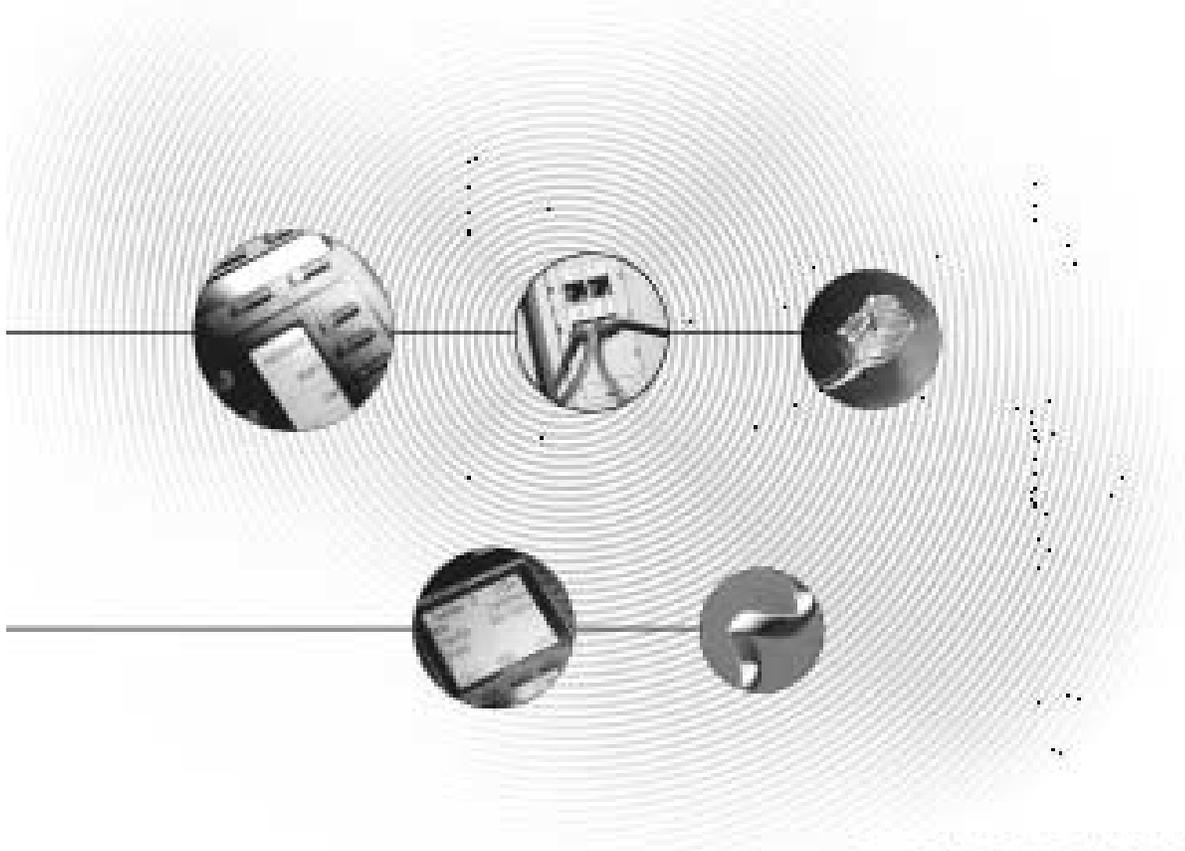
COMDIAL®

The Rising Star

This User's Guide is for the following system:

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

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

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

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

About This Book

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

Introduction

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

1   Getting Started

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

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

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

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

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

Index

> **NOTE**: Throughout this book, all references to fixed buttons (keypad, *DSS/BLF, SPEAKER, HOLD*, etc...) are printed in upper case, italic type; for example, "**PRESS** *INTERCOM.*"
>
> All references to interactive buttons (which are used to make selections on the speakerphone display) are printed in upper case, bold italic type; for example, "**SELECT** OPTIONS ."
>
> Also, to eliminate confusion, the text of this guide instructs users to "**PRESS**" fixed buttons of the telephone and "**SELECT**" interactive buttons as in the examples above. Instructions to "**DIAL**" refer to numbers or symbols on the keypad.

System-to-System Network

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

Contents

Notes

1 *Getting Started*

Welcome

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

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

- Setting Up Your Speakerphone

- Understanding the Basic Functions

- Your Speakerphone's Buttons

- Your Speakerphone's Display Lights

Setting Up Your Speakerphone

When your new speakerphone arrives, the system installer unpacks your speakerphone and connects the line to a system jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls with some of the most basic features.
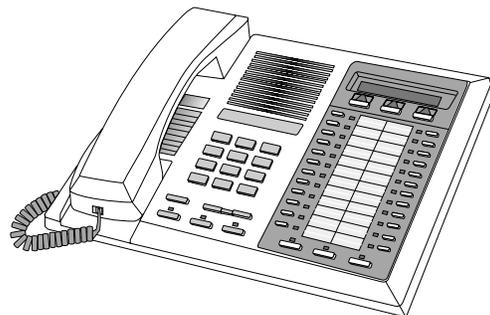
An Impact 8024 LCD Speakerphone

Positioning Your Speakerphone

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

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

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

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

    1. **GRASP** the rear of the pedestal base firmly with one hand **AND LIFT** the rear portion of the telephone upward with your other hand.

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

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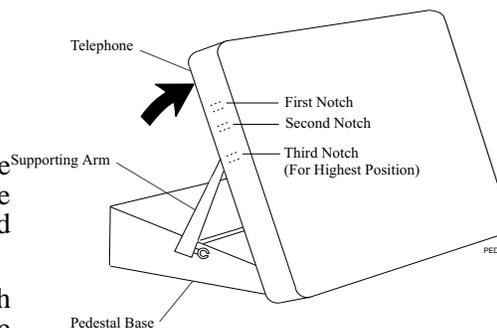
Adjusting The Pedestal

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

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

Setting Display Contrast

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

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

Setting a Personal Ringing Tone

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

- ### *To select one of the ring tones, proceed as follows:*
    1. **SELECT** OPTIONS.
    2. **SELECT** NEXT until the RING option appears.
    3. **SELECT** RING.
    4. **SELECT** UP **OR** DOWN to choose ring tone in display (a new tone will sound at each up or down press).
    5. **PRESS** *SPEAKER* to end.

Setting Volume Levels

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

Impact SCS Volume Buttons

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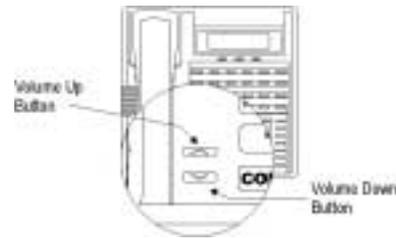
NOTE: If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station.

- ### *To set the speaker and handset loudness levels,*
    1. **PRESS** *INTERCOM* button.

    2. **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in speaker volume that you desire.

    3. **LIFT** handset.

    4. **PRESS** the *VOLUME UP* **OR** *VOLUME DOWN* button once for each change in handset volume that you desire.
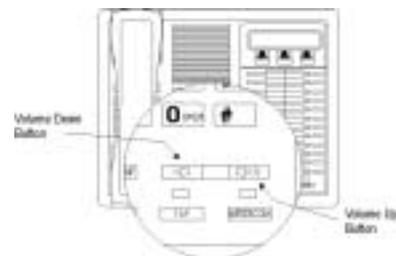
Impact Volume Buttons

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

Answering and Making Calls

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

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

   1. **PRESS** flashing line button.

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

- *When you hear intercom ringing (two short bursts),*

   1. **PRESS** *INTERCOM.*

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

- *To dial an outside number manually,*

   1. **PRESS** *INTERCOM.*

   2. **DIAL** 9 **OR PRESS** other line button to select line (See *Line Groups* in the system specific Features chapters for more information on selecting an outside line).

   3. **LISTEN** for dial tone.

   4. **DIAL** number.

   5. **LIFT** handset if privacy is desired.

- *To dial an intercom number manually,*

   1. **PRESS** *INTERCOM.*

   2. **DIAL** extension number (called telephone will ring or tone will be heard).

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

Understanding the Basic Functions

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

Alphanumeric Display (Liquid Crystal Display—LCD)

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

Auxiliary Jack

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

Message-Waiting Light

- Indicates that a message awaits pick up

Microphone Opening

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

Speaker

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

AW700A

Handset

Keypad

TAP
Button

Transfer/
Conference
Button

Message
Waiting
Light

Hold
Button

Intercom
Button

Microphone
Opening

LCD Alphanumeric
Display

Interactive Buttons
(NOT programmable)

DSS/BLF
Programmable Buttons

Volume Up

Volume Down

Shift
Button

Mute
Button

Speaker
Button

COMDIAL Impact

Connectors On Bottom Of Telephone

Line Cord   Optional   Handset
                 Headset

Impact 8024S-** LCD Speakerphone

LCD Alphanumeric
Display

SCS03

Interactive Buttons
(NOT programmable)

Handset

Telephone Speaker

Dialpad

COMDIAL

Volume Up

Volume Down

Programmable Buttons

Intercom Button*

Message Waiting Light*

Shift Button*

TAP Button*

Transfer/Conference Button*

Speaker Button*

Mute Button*

Hold Button*

Microphone Opening

Connectors On Bottom Of Telephone

Optional IMIST Module

Optional Console-Top
Line Cord-Bottom

Handset or
Headset

*NOTE: These are default button locations.
Some systems may permit reprogramming of
these buttons to better suit your application.*

Impact SCS 8312S-** LCD Speakerphone

Your Speakerphone's Buttons

Hold Button (HOLD)

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

Interactive Buttons (located below alphanumeric display)

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

Intercom Button (INTERCOM)

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

Mute Button (MUTE)

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

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

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

Shift Button (SHIFT)

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

Speaker Button *(SPEAKER)*

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

### Tap Button *(TAP)*

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

Transfer/Conference Button *(TRNS/CNF)*

- 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
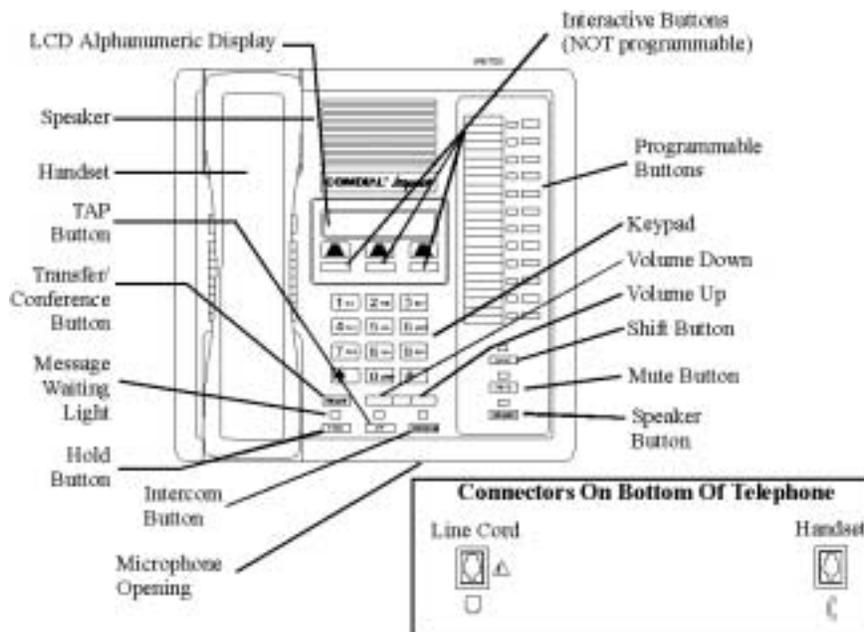
Impact 8012S-** LCD Speakerphone

Your Speakerphone's Display Lights

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

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

- Steady red = station is in use.
- Flashing red = station is receiving a call.
- Winking/Fluttering red = message-waiting light set for you by station associated with that DSS 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.
- Winking green = a line is on hold at your station (DXP, DXP Plus, FXS and FXT Systems only).

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.

Notes

2   *Answering Calls*

Answering Outside Calls

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

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

    1. For speakerphone, **PRESS** flashing line button **OR SELECT** ANS **AND SPEAK** toward telephone.

    2. For privacy, **LIFT** handset.

    3. **SELECT** DND if you do not wish to answer the call at this time.
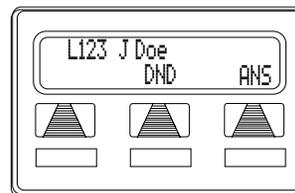
Outside Call On Line 123

- *When you hear outside ringing (two long bursts) and observe a <u>red</u> flashing light,*

    1. **PRESS** flashing line button **OR SELECT** ANS.

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

    3. **SELECT** DND if you do not wish to answer the call at this time.

**NOTE**:   For more information on setting DND at your station, see section titled Do Not Disturb Condition on page 63.

Answering Intercom Calls

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

As with an outside call, your LCD screen displays the extension number of the incoming call (e.g., Ext 3213) and any caller ID information that your station is programmed to receive.

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

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

- ### *When you hear intercom ringing (two short bursts),*

  1. **PRESS** *INTERCOM* **OR SELECT** ANS.

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

  3. **SELECT** DND if you do not wish to answer the call at this time.
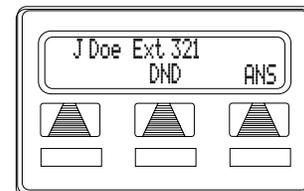
Intercom Call From J Doe

NOTE: For more information on setting DND at your station, see section titled Do Not Disturb Condition on page 63.

Night-Transferred Calls -
Line Access From Any Station

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

- *If your telephone rings,*
  1. **PRESS** line button with flashing light.
  2. **LIFT** handset to talk.

- *When you hear loud ringing anywhere in the system,*
  1. **LIFT** handset.
  2. **PRESS** *INTERCOM.*
  3. **CHOOSE** ringing zone:

     - **DIAL** 6 5 through 6 8 to select ringing zone (1-4).
   - **DIAL** 6 9 to answer for any zone.

Holding Calls

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

- ## *To place a call on hold,*

  1. **PRESS** *HOLD* (station button) or **SELECT** HOLD (interactive button). The light above your *HOLD* button begins to blink.
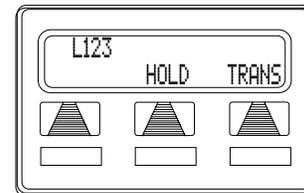
- ## *To retrieve a held call,*

Holding a Call

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

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

- ## *To place a call on exclusive hold,*

  1. **PRESS** *HOLD* twice.

- ## *To retrieve exclusive hold,*

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

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

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

  1. **SELECT** HOLD to place the call on hold at your station and restart hold timer.

  2. **LIFT** handset, **PRESS** line button (with flashing orange light) **OR SELECT** ANS to retrieve the call.
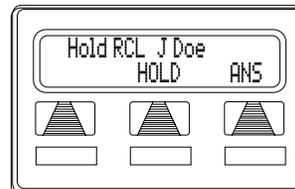
A Recalling Held Line

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

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

  1. **ANSWER** call.

  2. **PRESS** *INTERCOM* **OR** *TRNS/CNF* if intercom call.

  3. **DIAL** ⁎ 9 0 .

  4. **DIAL** extension number of station to receive held call.

  5. **HANG UP**.

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

  1. **PRESS** *INTERCOM*.

  2. **DIAL** # 9 0 .

  3. **DIAL** extension number of station where call is currently on hold.

  4. **PRESS** *DSS/BLF* button **OR** *TAP* to answer call.

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

- *To scan your held calls and retrieve a specific one:*

  1. **REPEATEDLY PRESS** *HOLD* to scan held call list.

  2. **PRESS** *TAP* to retrieve call.

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** `#` `4`.
  3. **SPEAK** toward telephone, **OR LIFT** handset if privacy is desired.

Directed Call Pickup

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

- ### *To answer a call that is ringing at any telephone in the system,*
  1. **PRESS** *INTERCOM.*
  2. **DIAL** `*` `4`.
  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.

If ringing telephone is within your designated calling group...

...DIAL # 4

For any ringing telephone...

...DIAL ✳ 4 + extension code

Your Station

Ringing Station

If you have programmed a DSS/BLF button for the ringing telephone...

...PRESS flashing DSS/BLF button

Answering Calls for Other Stations
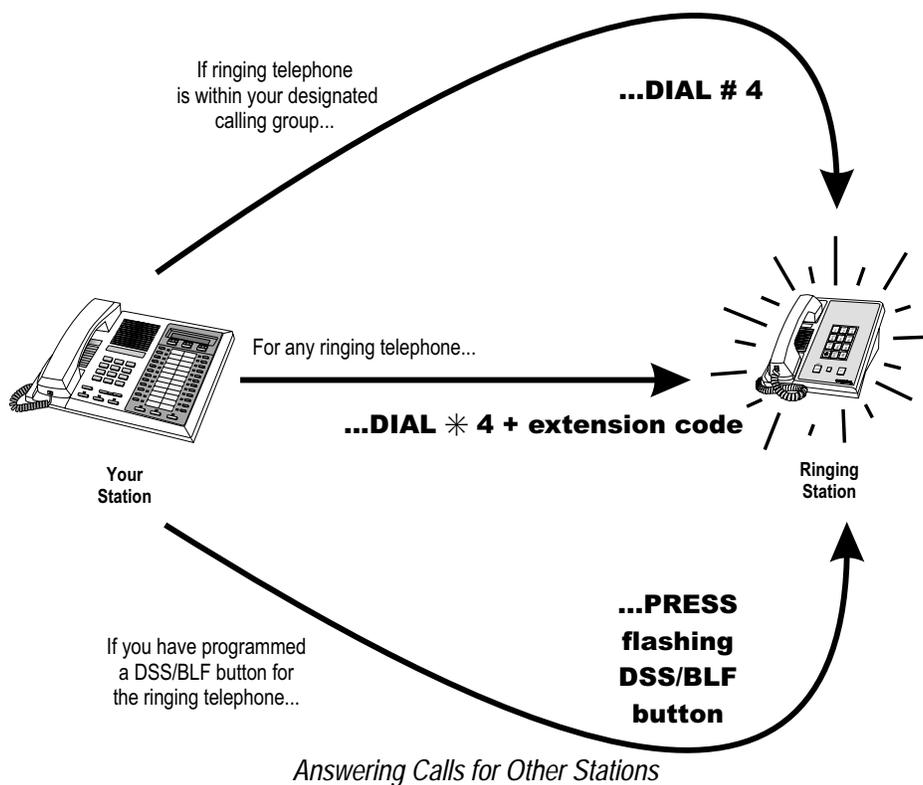
Receiving Subdued Off-Hook Voice Announcements (SOHVA)

Handling an Incoming SOHVA

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

- *To respond to a SOHVA verbally,*

  1. **SELECT AND HOLD** REPLY **OR PRESS** *MUTE.*

  2. **SPEAK** into handset. Distant party cannot hear your response.

  3. **RELEASE** REPLY **OR** *MUTE* after response is complete to return to distant party.
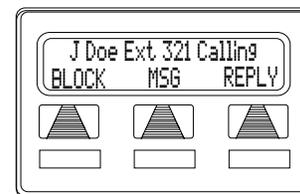
Incoming SOHVA

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

  1. **SELECT** MSG.

  2. **SELECT** HAVE HOLD **OR** TAKE MSG. (Message appears in the display of the telephone making the SOHVA).

  3. **CONTINUE** your current call with distant party. (SOHVA caller is automatically disconnected from your telephone).
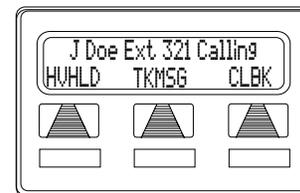
Message Response

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

  1. **SELECT** BLOCK when you hear SOHVA tone. (SOHVA call is disconnected).

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

Voice Announce Blocking

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

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

   1. **SELECT** OPTIONS.

   2. **SELECT** NEXT until VAB appears.

   3. **SELECT** VAB.

   4. **SELECT** ON to block (**OR** OFF to unblock).

   5. **PRESS** *SPEAKER* to end.

INCOMING SOHVA

Your Telephone

SOHVA RESPONSES

SOHVA Delivering Telephone

VERBAL — Select and Hold REPLY While Speaking

NONVERBAL — Select MSG And Choose Message To Deliver

BLOCK — Select BLOCK To Disconnect

Answering a SOHVA
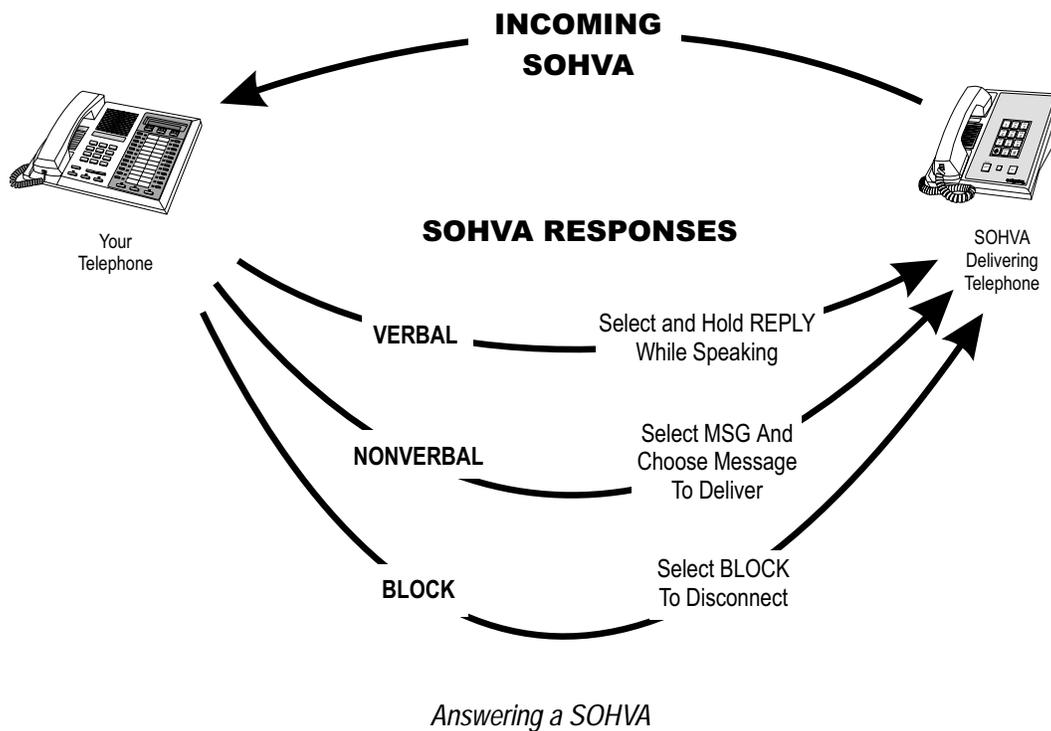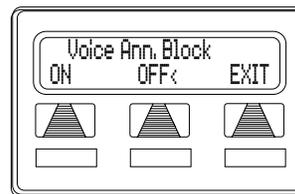
Caller ID (Automatic Number Identification)

When installed by system programming, the Caller ID feature allows you to view incoming call numbers before you answer them. Incoming call numbers flash in the lower half of the LCD. If you answer the call, the number appears in the upper half of the LCD.

The system also stores numbers that ring on your line but receive no answer. If the call has been returned by someone else, selecting the ✳ key reveals who returned the call. Everyone sharing your line can scroll through the stored numbers and choose which calls to return.

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

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

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

3   *Making Calls*

Making Outside Calls

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

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

```
 L123
        CONF   ARDL
```
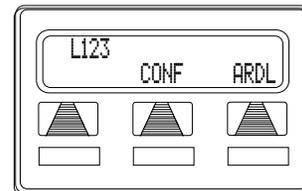
Outside Dialing Display

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

- *To dial an outside number using your prime line,*
    1. **PRESS** *SPEAKER* **OR LIFT** handset if privacy is desired. Outside line is automatically selected.
    2. **LISTEN** for dial tone.
    3. **DIAL** number.

Making Intercom Calls

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

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

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

    1. **PRESS** *INTERCOM*.

    2. **DIAL** extension number (called telephone will ring).

Tone-First Calling

- *To tone call automatically,*

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

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

- *To voice announce manually,*

    1. **PRESS** *INTERCOM*.

    2. **DIAL** extension number.

    3. **SPEAK** your announcement.
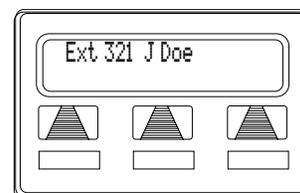
Voice-First Intercom Call

- *To voice announce automatically,*

    1. **PRESS** *DSS/BLF* button.

    2. **SPEAK** your announcement.

Automatic Dialing

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

- **To automatically dial a number stored at one of the programmable buttons on your station, choose one of the following:**
  1. **PRESS** programmed speed dial button (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,**
  1. While on hook, **DIAL** speed dial number on dial pad (0 to 9).

- **To speed dial a system speed dial number,**
  1. While on hook, **DIAL** * **AND** system speed dial number.

Speed Dialing Options

Redialing

For instruction on using your system's Automatic Redial feature, see page 64 in the *Other Features* chapter.

Redial - Last-Dialed Number

- ### *To redial the last-dialed number,*
    1. **PRESS** *SPEAKER* **OR HANG UP** handset to disconnect current ringing or busy tone.
    2. **DIAL** [#].
    3. **LISTEN** for ringing or busy tone over the telephone speaker:

Redial Programming (Storing Numbers)

- ### *To permanently store a number you've just dialed, choose one of these methods:*
    1. **SELECT** SAVE **AND PRESS** unused programmable button **OR,**
    2. **PRESS** programmed SAVED NUMBER REDIAL button (see *Feature Buttons* section on page 56 for set up details).
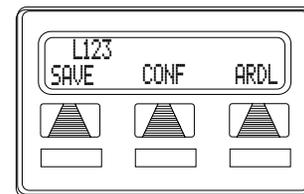
Saving a Dialed Number

- ### *To store a number while you are on a call (if available),*
    1. **PRESS** programmed SAVE NUMBER REDIAL button twice (the display prompts you to dial a number).
    2. **DIAL** the number that you wish to save (the system immediately saves the number for later redial; it does not dial it over the line you are on now).

- ### *To redial the saved number,*
    1. **PRESS** line button to select a line.
    2. **PRESS** programmed SAVE NUMBER REDIAL button (system automatically dials the number that you saved earlier).

Camping On - Busy Station, Automatic Callback

If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available.

- **To camp on at any busy station,**

  1. **SELECT** CAMP.

  2. Your telephone immediately hangs up. When the station you called becomes available, your telephone will ring with five short tone bursts.
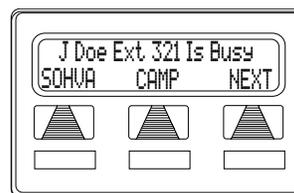
Camping On Selection

- **When you hear five short tone bursts,**

  1. **PRESS** *INTERCOM* **OR SELECT** ANS. The other telephone will start ringing.

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

- **To cancel the call back before your telephone sounds the tone bursts,**

  1. **PRESS** *INTERCOM* **AND DIAL** #6.
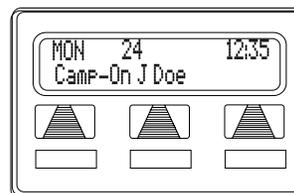
- **To camp on at a station with a Do Not Disturb condition set,**

Camping-On Set

  1. **SELECT** CAMP. A call back will occur when called station is no longer set in the Do Not Disturb mode.

Advanced Camping On Options

Camping On - Idle Station, Automatic Callback

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

- *To camp on at a station for which you hear ringing but receive no answer,*
  1. **SELECT** CALLBK. Callback will occur after any activity is initiated at dialed station.

- *To cancel the camp-on condition,*
  1. **PRESS** *INTERCOM* **AND DIAL** # 6.
  2. **HANG UP OR PRESS** *SPEAKER* to end.

```
Calling J Smith
          CALLBK    MSG
   ▲       ▲       ▲
  ___     ___     ___
```
Requesting Callback

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

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

- *To activate call waiting when you hear a busy signal,*
  1. **DIAL** * 6 (called party hears tone).
  2. **WAIT** on line for reply.
  3. Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.
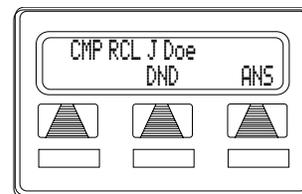
```
CMP RCL J Doe
          DND       ANS
   ▲       ▲       ▲
  ___     ___     ___
```
Camped Station Calling

- *To cancel call waiting,*
  1. **PRESS** *INTERCOM* **AND DIAL** # 6.
  2. **HANG UP OR PRESS** *SPEAKER* to end.

- *To answer a call-waiting tone if you receive one while on a call,*

    1. **HEAR** short tone burst in receiver.

    2. **PLACE** current call on hold, **OR** complete call **AND HANG UP** (waiting call will ring at your telephone).

    3. **LIFT** handset to answer call.

Your
Station

To Wait For
Callback...

...Select
CALLBACK
and Disconnect

To Send Call
Waiting Tone...

...Dial *6 and
Wait For Reply

To Wait For
Callback...

...Select CAMP
and Disconnect

When idle,
your call
is connected.

Busy station
hears tone
and may respond
or ignore.

When any activity
occurs at station,
your call is
connected.

Busy
Station

Idle
Station

Camping On Options
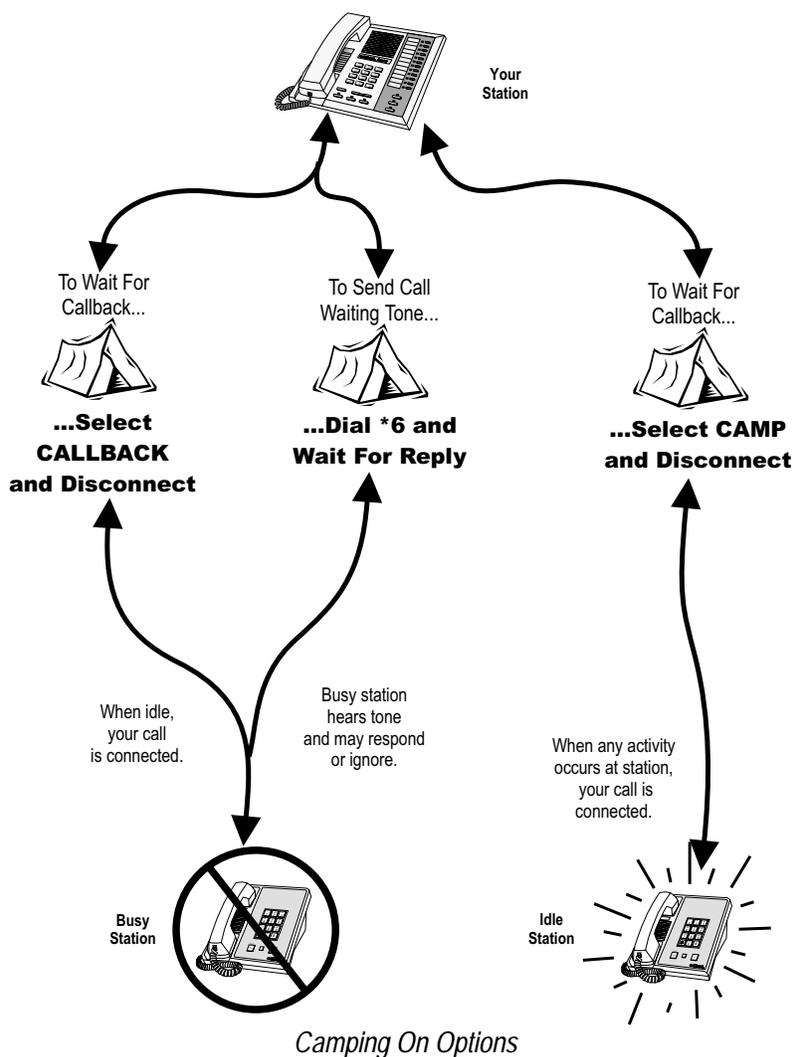
Sending Subdued Off-Hook
Voice Announcements (SOHVA)

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

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

    1. **MAKE** intercom call **AND HEAR** busy tone. If called station is on outside line, ring-back tone is heard, but SOHVA is still available.

    2. **SELECT** SOHVA **AND HEAR** several quick tone bursts.

    3. **MAKE** announcement.

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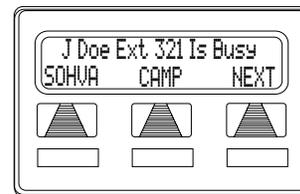
Making a SOHVA

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

---

4   *Advanced Call Handling*

Waiting For A Line (Queuing)

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

- *To queue for a line group,*
    1. **PRESS** *INTERCOM.*
    2. **DIAL** the line group access code (see Line Group Access code table on page 62 for your system's codes).
    3. **HEAR** busy tone.
    4. **DIAL** `*` `6`.

- *If you have line appearance for a particular line and wish to queue for it,*
    1. **OBSERVE** the busy status light (LED).
    2. **PRESS** *INTERCOM.*
    3. **DIAL** `*` `6`.
    4. **PRESS** line button.
    5. When line group is free, your telephone sounds several short tone bursts. When you hear this, lift handset, hear dial tone, and place call.

- *To cancel line queuing or line group queuing,*
    1. **PRESS** *INTERCOM.*
    2. **DIAL** `#` `6`.

Conferencing

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

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

- *To set up a conference call that includes any combination of outside lines and intercom parties,*

    1. **MAKE** first call.

    2. **SELECT** `CONF`. Call is placed on hold automatically.

    3. **SELECT** next line **AND MAKE** next call.

    4. **SELECT** `CONF` to establish conference.

   5. **PRESS** *TRNS/CNF* button to add more parties.
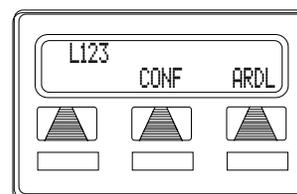
Establishing a Conference

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

    1. **PRESS** *HOLD*.

    2. **PRESS** the line button of the remaining party.
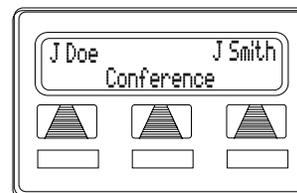
- *To retrieve a line from hold and bring that party back into the conference,*

    1. **PRESS** *TRNS/CNF*.

    2. **PRESS** line button.

    3. **PRESS** *TRNS/CNF*.

A Conference

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

- *To drop out of a conference call you initiated involving outside lines (creating an unsupervised conference),*

   1. **DIAL** [#] (lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until he hangs up or the line is answered).

- *To rejoin an unsupervised conference between two outside lines,*

   1. **PRESS** *TAP* or *DSS/BLF* button of one of the conferencing stations.

Other Station

To Add a Caller to a Conference...

Managing a Conference Call

...Select CONF or Press TRNS/CNF.

To Remove a Caller From A Conference...

To Drop Out of A Conference...

Other Station

...Select Line Button and Disconnect Line.

**...Dial #.**

Your Station
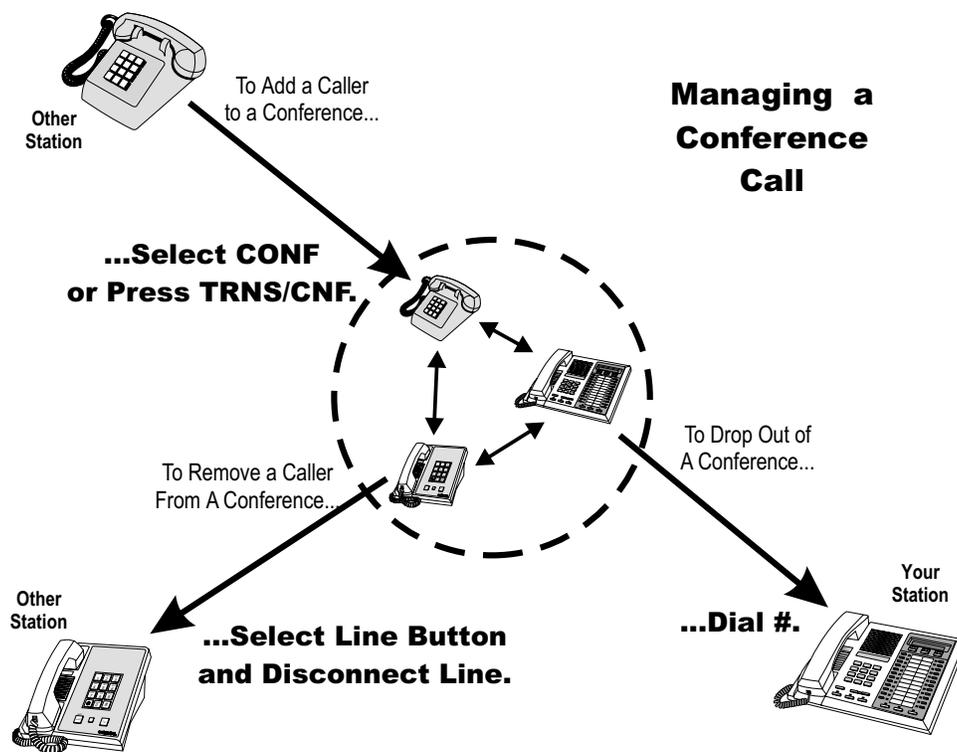
Conferencing Options

Call Forwarding

Forwarding a Call

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

- *To forward your calls,*

    1. **SELECT** OPTIONS.

    2. **SELECT** NEXT until the CFWD option appears.

    3. **SELECT** CFWD.

    4. **SELECT** SET.

Selecting Call Forwarding

    5. Choose one of the following call forwarding options:

        - **SELECT** PERS to forward prime line and intercom calls

        - **SELECT** ALL to forward all calls

        - **SELECT** NEXT **AND** No ANS to forward calls that ring at your station but receive no answer after a preprogrammed number of rings (**THEN PRESS** PERS to forward your prime line and intercom calls, **OR PRESS** ALL to forward all calls that ring with no answer at your telephone).

Call Forwarding Options

    6. **DIAL** extension number of telephone to receive your forwarded calls.

    7. **PRESS** *SPEAKER* to end. Display shows FWD.

- *To cancel call forwarding,*

    1. **SELECT** the right interactive button.

Call Forwarding Active

    2. **SELECT** NEXT until the CFWD option appears.

    3. **SELECT** CFWD.

    4. **SELECT** CLR to disable call forwarding.

    5. **PRESS** *SPEAKER* to end.
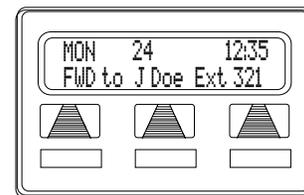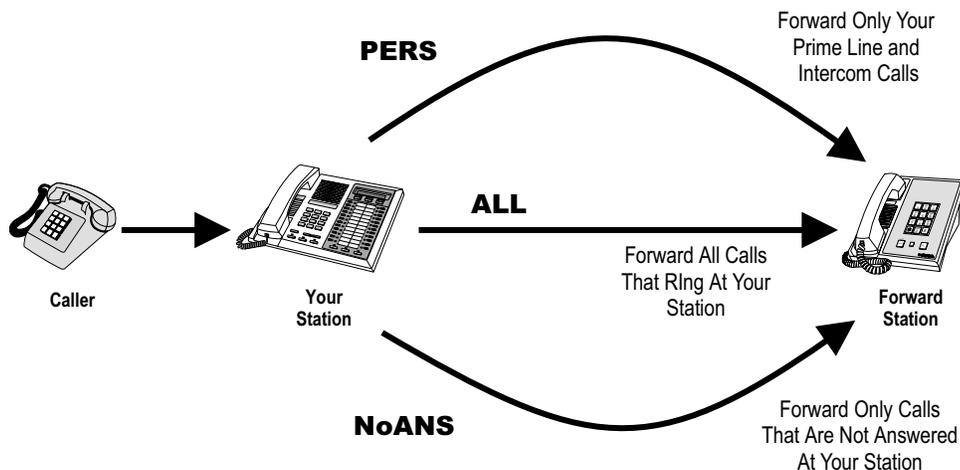
Call Forwarding Options

Diverting All Incoming Calls To Another Station

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

- *To identify the station to receive diverted calls,*

    1. **PRESS** *INTERCOM.*

    2. **DIAL** $\boxed{*}\boxed{5}\boxed{5}$.

    3. **DIAL** extension number of station to receive diverted call.

- *To divert calls to the designated station,*

    1. **HEAR** ringing **AND/OR SEE** flashing line status light.

    2. **PRESS** programmed CALL FORWARD button (system immediately forwards ringing call to station you designated). See page 54 for programming instructions.

Call Forward Outside System (CFOS)

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

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

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until CFWD appears.

  3. **SELECT** CFWD.

  4. **SELECT** SET.

  5. **SELECT** NEXT until CFOS appears.

  6. **SELECT** CFOS.

  7. **CHOOSE** a type of CFOS and **SELECT** the desired interactive button (to switch the type of CFOS you wish to select, **PRESS** TGL):

     - **SELECT** Itcm for intercom calls

     - **SELECT** Line for prime line calls

     - **SELECT** Itcm/Ln for all calls

     - **SELECT** RNA Itcm for ring-no-answer intercom calls

     - **SELECT** RNA Line for ring-no-answer prime line calls

     - **SELECT** RNA Itcm/Ln for all ring-no answer calls.

  8. **SELECT** outbound line (press line button, dial appropriate code, or do nothing and let previously selected line remain in effect). If you want to change the destination, you must enter something for the outbound line. (See page 62 for line access codes.)
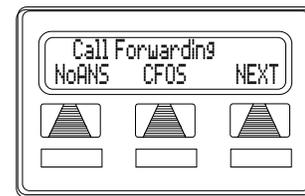
Selecting CFOS
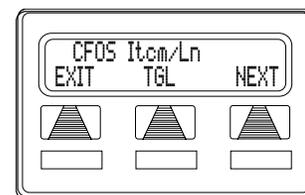
Selecting Forwarding Type
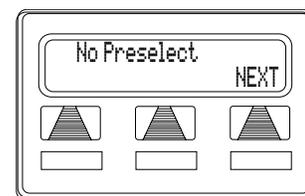
Selecting Line

9. **SELECT** forward destination (dial number, press speed dial button, or do nothing and let previously selected destination remain in effect).

10. **PRESS** *SPEAKER* to end (display shows `CFOS` and type of forwarding).
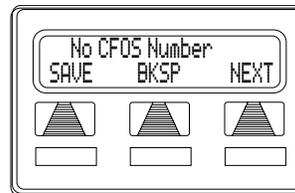
Set Forward Destination

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

   1. **PRESS** *INTERCOM* **AND DIAL** [*][5][6] **OR**,

   2. **SELECT** `OPTIONS`.

   3. **SELECT** `NEXT` until `CFWD` appears.

   4. **SELECT** `CFWD`.

   5. **SELECT** `CLR`.

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

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

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

Call Parking

Parking a Call

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

- ### *To park a call in orbit*,
   1. While on the call, **PRESS** *INTERCOM* **OR PRESS** *TRNS/CNF* if intercom call.
   2. **DIAL** $\boxed{*}$.
   3. **DIAL** code for park orbit ($\boxed{9}\boxed{1}\boxed{0}$ to $\boxed{9}\boxed{9}\boxed{9}$ for orbit 10–99).
   4. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.

- ### *To park a call using a programmed PARK button*,
   1. While on the call, **PRESS** the programmed PARK button (the system places the call in a preselected park orbit and lights the PARK light).

- ### *To retrieve a call that was placed on hold in the system (parked)*,
   1. **PRESS** *INTERCOM*.
   2. **DIAL** $\boxed{\#}$.
   3. **DIAL** code for orbit ($\boxed{9}\boxed{1}\boxed{0}$ to $\boxed{9}\boxed{9}\boxed{9}$ for orbit 10–99), **OR PRESS** programmed PARK button.

Handling Park Recalls

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

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

- **• *To place a park recall on hold at your station*,**
    1. **SELECT** HOLD. After the call remains on hold for a period of time, it rings back to your telephone as a hold recall.

- **• *To re-park a park recall and restart the park timer*,**
    1. **ANSWER/RETRIEVE** call.
    2. **SELECT** PARK (the system places the call back in its original park orbit where it remains until it is answered or recalls again).

```
Prk 14 RCL J Doe
PARK    HOLD    ANS
```

A Park Recall

Caller   **Your Station**

To Place Call
In a Parking Orbit...

If the Parked Call
Is Not Answered
Within a Set Time,
It Recalls To Your
Station

**...DIAL * and
Orbit Number
(910-999)**

**Parking
Orbit**

To Retrieve a
Parked Call From
Any Other Station...

**Other
Stations**

**...DIAL # and
Orbit Number
(910-999)**

*Parking Calls*
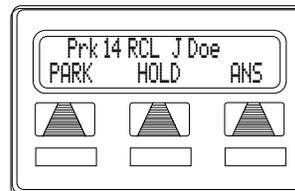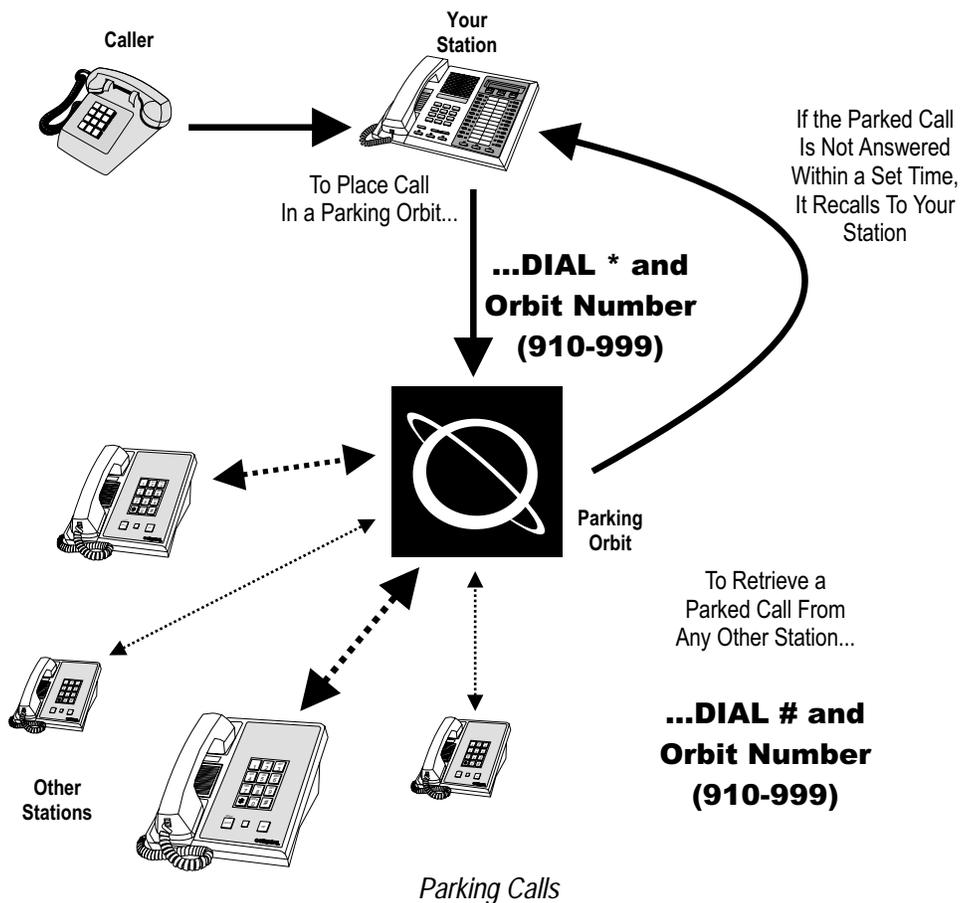
Call Transferring

Screened Call Transfers

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

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

    1. **ANSWER** call.

    2. **PRESS** *TRNS/CNF* (call is automatically placed on hold).

    3. **DIAL** extension number of telephone to receive transfer, **OR PRESS** *DSS/BLF* button for that extension.

    4. **ANNOUNCE** call when intercom party answers.

    5. **PRESS** *SPEAKER* to disconnect (if in speakerphone mode), **OR HANG UP**.

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

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

    1. **SELECT** RECON to reconnect the call to your station.

    2. **SELECT** SOHVA to interrupt the call and tell the intercom party that a call awaits.

    3. **SELECT** MSG to leave a message-waiting indication at the called station.
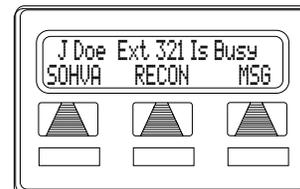
Attempting a Transfer

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

> ```
> ┌─────────────────────┐
> │ Calling J Doe Ext 321│
> │          RECON   MSG │
> └─────────────────────┘
> ```
> *No Answer From J Doe*

1. **SELECT** RECON to reconnect the call to your station.

2. **SELECT** MSG to leave a message-waiting indication at the station.
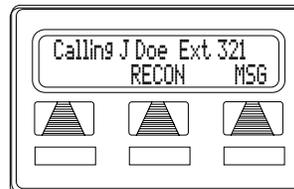
Unscreened Call Transfers

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

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

1. **ANSWER** call.

2. **PRESS** *TRNS/CNF* (call is automatically placed on hold).

3. **DIAL** extension number of telephone to receive transfer, **OR PRESS** *DSS/BLF* button for that extension.

4. **PRESS** *SPEAKER* to disconnect (if in speakerphone mode), **OR HANG UP**. The transfer will ring at the called telephone.

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

> ```
> ┌─────────────────────┐
> │ RCL L123 J Doe Ext 321│
> │SEND   HOLD      ANS  │
> └─────────────────────┘
> ```
> *Attempted Transfer of Line 123 To J Doe Is Recalling*

1. **PRESS** *HOLD* to place the call on hold at your telephone.

2. **SELECT** ANS to return to the call.

3. **SELECT** SEND to retry the transfer.

Other Call Transferring Options

Hot Transfer

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

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

Quick Transfer

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

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

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

Call Transferring Summary			
Transfer option	**What are the sender's actions after answering original call?**	**How is the transferred call delivered to the receiver?**	**Best suited for:**
Screened Transfer	1. Press TRNS/CNF 2. Dial extension 3. Announce call 4. Disconnect	Normal intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer	Normal transfers that require introduction.
Unscreened Transfer	1. Press TRNS/CNF 2. Dial extension 3. Disconnect	Normal intercom ringing (two short bursts)	Expected transfers that need no introduction.
Hot Transfer	1. Press TRNS/CNF 2. Dial extension 3. Announce call 4. Press TRNS/CNF 5. Disconnect	Transfer introduction followed directly by the incoming call	Personnel who must receive speakerphone calls in a hands-free mode.
Quick Transfer (with intro)	1. Dial extension 2. Announce call 3. Disconnect	Intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer	Normal transfers from attendants and operators who handle a large number of incoming calls which require transfer.
Quick Transfer (without intro)	1. Dial extension 2. Disconnect	Normal intercom ringing (two short bursts)	Expected transfers from attendants and operators who handle a large number of incoming calls which require transfer.

Notes

5   *Nonverbal Messaging*

LCD Message Delivery

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

- ***To turn on a message from your telephone,***
  1. **PRESS** *INTERCOM* **AND DIAL** `*` `0` `2` .

  2. **DIAL** the desired code number from your message list (01–30) on the next page, **OR PRESS** *HOLD* button to scroll through the available messages **AND DIAL #** to select.

  | **NOTE**: | See following page for LCD dialing codes. |

  - For a "Back At" message, dial the code for time numbers and colon from dialing codes table.
    (For example, **DIAL** `#` `0` `0` `0` `1` `2` `9` `0` `4` `0` `5` for the time 01:45).

  - For a "Call" message, dial code for telephone number of your new location.
    (For example, **DIAL** `#` `0` `9` `0` `7` `0` `8` `1` `5` `0` `2` `0` `2` `0` `0` `0` `0` for the number 978–2200).

  3. **DIAL** `#` **AND PRESS** *SPEAKER* to end message.

- ***To turn off the message and your intercom light,***
  1. **PRESS** *INTERCOM* **AND DIAL** `#` `0` `2` .

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

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

LCD MESSAGE LIST (Write the attendant supplied messages here.)	
Dial Code	**Message**
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	

Message Waiting Light and Messaging

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

- *To turn on the message-waiting light (and a broken dial tone, if installer programmed) at another station that is idle or busy,*

    1. **PRESS** *INTERCOM*.

    2. **DIAL** ⌈*⌉⌈3⌉.

    3. **DIAL** extension number **OR PRESS** *DSS/BLF* button of station to be alerted. The message-waiting light of called station will flash.

- *You can also turn on the message-waiting light and broken dial tone at another station when that station is busy,*

    1. **HEAR** the busy tone **AND REMAIN** on the line.

    2. **SELECT** MSG.

    3. **HANG UP**.

```
Calling J Smith
          CALLBK    MSG
```

Leaving an LCD Message

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

    1. **PRESS** *INTERCOM*.

    2. **DIAL** ⌈#⌉⌈3⌉.

    3. **DIAL** extension number **OR PRESS** *DSS/BLF* button of station that was alerted. The message-waiting light of called station will turn off.

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

    1. **PRESS** *INTERCOM* once if off-hook, twice if on-hook.

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

    1. **OBSERVE** flashing message waiting light and the LCD message indicating who called for you.

    2. **SELECT** ⌷⌷⌷⌷ to dial the messaging station automatically.

    3. **SELECT** ⌷⌷⌷⌷⌷ to clear the message from your station.
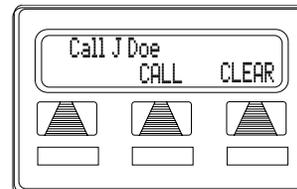
Receiving a Message

Response Message Delivery

By programming one or more RESPONSE MESSAGE buttons on your LCD speakerphone, you can respond with a variety of messages to many calling situations. A scrolling RESPONSE MESSAGE button allows the sender to select from several different messages which have been programmed by the system attendant. A fixed RESPONSE MESSAGE button sends the same message you previously select each time it is pressed. (See page 59 for instructions on programming a dedicated RESPONSE MESSAGE button.

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

    1. While still on the call, **PRESS** the appropriate RESPONSE MESSAGE button to send a preselected message to the other telephone,

    2. If a scrolling Response Messaging was programmed, continue to **PRESS** RESPONSE MESSAGE button **AND DIAL** # when your display shows the message you wish to send.

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

    1. **HEAR** the SOHVA tone or voice announcement in your handset or headset.

    2. **PRESS** the appropriate fixed RESPONSE MESSAGE button to send a preselected message to the calling telephone,

    3. If a scrolling Response Messaging was programmed, continue to **PRESS** RESPONSE MESSAGE button **AND DIAL #** when your display shows the message you wish to send.

# Notes

6   *Programming*

DSS Numbers

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

- ### To store an intercom number as a DSS number,

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

1. **SELECT** OPTIONS.

2. **SELECT** NEXT until the DSS option appears.

3. **SELECT** DSS.

4. **PRESS** programmable button to choose *DSS/BLF* button location.

5. **DIAL** extension number.

6. **REPEAT** the previous steps, **OR SELECT** EXIT.

7. **PRESS** *SPEAKER* to end.
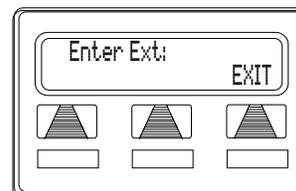
Designating an Extension

CAUTION

Do not attempt to program interactive buttons; doing so can cause the system to make features unavailable. If you inadvertently program interactive buttons, you can retrieve their functions in the following manner:

1. PRESS *INTERCOM* ⌧ ⌧ 1

2. PRESS the interactive button to be reprogrammed

3. DIAL 9 1 , 9 2 , **or** 9 3 **(for buttons from left to right).**

Speed Dial Numbers

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

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

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

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until SDIAL option appears.

  3. **SELECT** SDIAL to choose speed dial programming.

  4. **PRESS** programmable button **OR** dial pad button (**0–9**) to choose storage location (remember, to access second level storage at a programmable button, press *SHIFT* first).
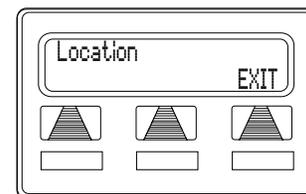

Choosing a Button
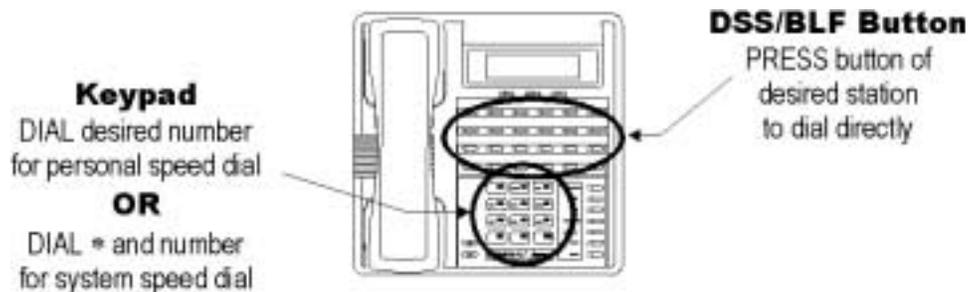
Speed Dialing Options

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5. **CHOOSE** your speed dial route from the following list:

   • **PRESS** line button to select outside line,

   • **DIAL** [0][0] to select prime line or last line used,

   • **DIAL** [0][1] to [1][6] to select line group,

   • **PRESS** *INTERCOM* button or dial [8] to select intercom.
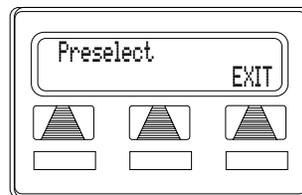
Selecting Line or Intercom

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

---

6. **DIAL** number (up to 16 digits long).

7. **SELECT** SAVE to store the number.

8. **REPEAT** previous steps until all numbers are stored, **OR SELECT** EXIT.

9. **PRESS** *SPEAKER* to end.
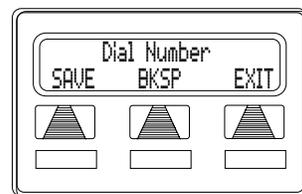
Dialing a Speed Number

Feature Access Codes

In addition to the system features which may be programmed using the interactive buttons, several other features may be programmed by using their access codes. The feature codes are programmed like speed dial numbers and can occupy the same programmable buttons on your telephone. Access codes are listed in Appendix A, *Feature Access Codes* found on page 81.

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

    1. **SELECT** OPTIONS.

    2. **SELECT** NEXT until SDIAL option appears.

    3. **SELECT** SDIAL to choose speed dial programming.

    4. **PRESS** programmable button **OR** dial pad button (**0–9**) to choose storage location (remember, to access second level storage at a programmable button, press *SHIFT* first).

    5. **PRESS** *INTERCOM* when prompted to preselect line.

    6. **DIAL** access code associated with feature.

    7. **SELECT** SAVE to store the number.

    8. **REPEAT** previous steps until all numbers are stored, **OR SELECT** EXIT.

    9. **PRESS** *SPEAKER* to end.
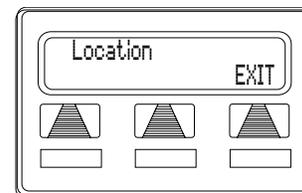
Choose a Location
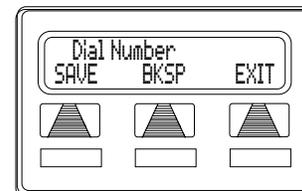
Dial the Access Code

- ## *To manually store an access code,*

    1. **PRESS** *INTERCOM.*

    2. **DIAL** ⁎ ⁎ 3.

    3. **PRESS** programmable button.

    4. **DIAL** access code for feature.

    5. **PRESS** *SPEAKER* to end.

    6. **LABEL** button location.

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

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

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

LCD Feature Buttons

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

- **Account Code Button** (ACCT)—allows you to enter an account code for call record purposes.
- **Auxiliary Pager** (APAGE)—selects external pager operation through the auxiliary jack.
- **Auxiliary Recorder** (ARECD)—selects tape recorder operation through the auxiliary jack.
- **Auxiliary Ringer** (ARING)—selects auxiliary ringer operation through the auxiliary jack.
- **Call Forward Button** (CFWD)—allows you to forward all of your calls to another telephone.
- **Camp-On With Automatic Call Back** (CAMP)—allows you to camp on to a station. The system calls you back as soon as the called station becomes idle or occupied.
- **Camp-On (Call Waiting)** (CAMP)—when calling a busy station, this feature allows you to send a call waiting tone to the station and to wait on-line for a reply.
- **Clear Features** (CLEAR)—clears a currently active or engaged feature.
- **Do Not Disturb Button** (DND)—prevents other telephones from ringing your telephone.
- **Group Listen Button** (GPLSN)—allows others to hear a conversation over the telephone speaker while you use the handset or headset; the distant party can hear only the conversation transmitted through the handset or headset microphone.
- **Headset** (HDSET)—enables headset operation through the auxiliary jack.
- **Music Button** (MUSIC)—allows you to enable or disable background music; also allows you to choose from two pre-programmed music sources.
- **Page Button** (PAGE)—provides one-button access to paging.
- **Park Button** (PARK)—parks calls in preselected park orbit.

- **Pick-Up Button** (PCKUP)—allows you to pick up a call ringing elsewhere in your system.
- **Privacy Release Button** (PRIV)—allows other telephones which share a line appearance for current call to join.
- **Saved Number Redial Button** (SAVE)—redials the last number saved
- **Voice-Announce Block Button** (VAB)—blocks voice announcements.

Programming of the feature access buttons may require several selections involving many LCD screens. If an abbreviation used is not familiar to you, consult Appendix B, Display Abbreviations on page 87.

- *To create a feature access button,*

    1. **SELECT** OPTIONS.

    2. **SELECT** NEXT until the FEAT option appears.

    3. **SELECT** FEAT.

    4. **SELECT** NEXT repeatedly until desired feature choice is displayed.

    5. **SELECT** one of the buttons below the current display to choose desired selection.

    6. **RESPOND** to any menu prompts associated with feature (see example for Pickup).

    7. **PRESS** programmable button for storage location.

    8. **REPEAT** steps 3 through 7 for other features, **OR SELECT** EXIT to end programming.
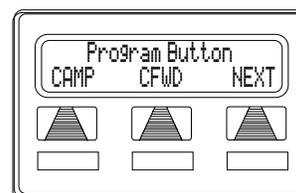
- *To clear a feature button assignment,*

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

Selecting a Feature
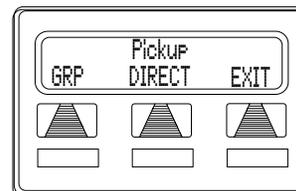
Responding to Prompts to Program a Pickup Button

Reminder Alert

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

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

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until the ALERT option appears.

  3. **SELECT** ALERT.

  4. **SELECT** 1 **OR** 2 to select available alert designation; if you have already programmed an alert for 1, select 2 to set a second alert condition.

  5. **SELECT** ON (**SELECT** OFF to turn off an alert that has already been set).

  6. **DIAL** reminder time using the numbers on the dial pad (remember to add a zero [0] before single digit times: 01 for one o'clock, 02 for 2 o'clock, etc.).

  7. **SET** AM or PM.

  8. **SELECT** SAVE.

  9. **PRESS** *SPEAKER* to quit.
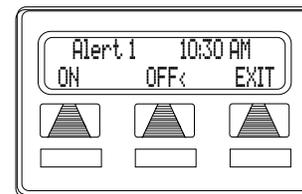
Setting an Alert
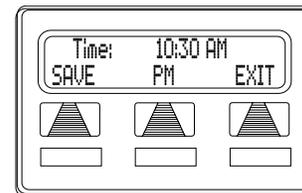
Setting the Alert Time

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

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

  1. **SELECT** CLEAR to turn off the alert.

  2. **SELECT** SET to reset the alert for the same time the following day.
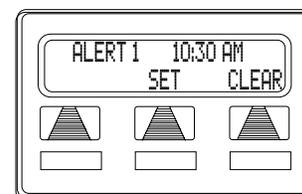
Responding to an Alert

Response Message Button

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

- *To store a scrolling RESPONSE MESSAGE button, proceed as follows (user may press button repeatedly to choose from up to 30 system supplied messages),*
  1. **PRESS** *INTERCOM.*
  2. **DIAL** `*` `*` `6`.
  3. **PRESS** programmable button for RESPONSE MESSAGE button location.
  4. **DIAL** `0` `0`.
  5. **DIAL** `#` to save programming.
  6. **PRESS** *SPEAKER* to end.
  7. **LABEL** button location.

- *To store a fixed RESPONSE MESSAGE button (delivers the same message each time it is pressed),*
  1. **PRESS** *INTERCOM.*
  2. **DIAL** `*` `*` `6`.
  3. **PRESS** programmable button for RESPONSE MESSAGE button location.
  4. **DIAL** message number (**01-30**) from list of messages.

NOTE: Programmed messages available for use are created by the system attendant and listed in a table on page 47.

---

  5. **DIAL** `#` to save programming.
  6. **PRESS** *SPEAKER* to end.
  7. **LABEL** button location.

Notes

7 *Other Advanced Features*

Background Music

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

- ### To turn the music on,

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until the MUSIC option appears.

  3. **SELECT** MUSIC.

  4. **SELECT** SET.

  5. **SELECT** SRC 1 or SRC 2 for the music source.

  6. **PRESS** *SPEAKER* to end (the speaker light turns on when background music is on).

  7. **ADJUST** music volume with the volume buttons.

```
┌─────────────────────┐
│  ┌───────────────┐  │
│  │Background Music│  │
│  │SET    CLR  EXIT│  │
│  └───────────────┘  │
│   ▲▲     ▲▲    ▲▲   │
│  ┌──┐   ┌──┐  ┌──┐  │
│  └──┘   └──┘  └──┘  │
└─────────────────────┘
```
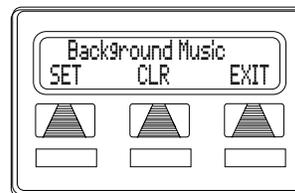
Setting Background Music

- ### To turn the music off,

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until the MUSIC option appears.

  3. **SELECT** MUSIC.

  4. **SELECT** CLR.

  5. **PRESS** *SPEAKER* to end (the speaker light turns off when background music is off).

Line Groups

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

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

1. **PRESS** *INTERCOM.*

2. **DIAL** desired line group access code,

Line Group Access Codes		
Line Group	**Default Code**	**Active Code***
1	9	
2 through 11	8 0 through 8 9	
12 through 16	6 0 through 6 4	

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

3. **LISTEN** for outside dial tone.

4. **DIAL** desired number.

5. **LIFT** handset to talk.

Do Not Disturb Condition

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

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

    1. **SELECT** OPTIONS.

    2. **SELECT** NEXT until the DND option appears.

    3. **SELECT** DND.

    4. **SELECT** ON.

    5. **SELECT** EXIT.

    6. **PRESS** *SPEAKER* to end.
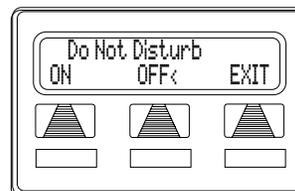
Setting Do Not Disturb

- **To disable the DND condition,**

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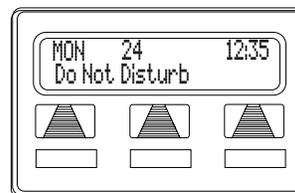
Station With DND Set

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

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

    1. Hear ringing and notice incoming call information in display.

    2. **SELECT** DND. Ringing will stop, caller will hear the do not disturb tone, and your telephone will remain in DND until you disable the feature (described above).
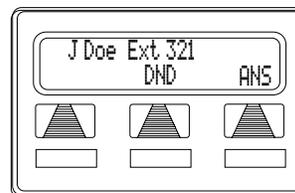
Blocking Calls With DND

Automatic Redial

If your station has the multiple automatic redial feature enabled, you can place up to 10 numbers in your telephone's redial queue.

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

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

    1. While on the call, **SELECT** ⏀⏁⎐⎂ **OR PRESS** the AUTOMATIC REDIAL button programmed by your installer.

    2. The system repeatedly dials the number until you cancel the feature or the system has dialed the number a preprogrammed number of times (determined by your system installer).

Initiating Autoredial

    3. The AUTOMATIC REDIAL light flashes between redials and turns on steady during redialing.

    4. **IF** your installer has enabled answer supervision on your line, the system automatically cancels automatic redialing and turns the AUTOMATIC REDIAL light off.

    5. **IF** answer supervision is **NOT** enabled, **SELECT** ⏀⏁⎐⎂ **OR** the programmed AUTOMATIC REDIAL button while on the call to cancel automatic redialing,

    6. **IF** your system installer has enabled the redial multiple numbers feature, you can have up to 10 numbers in your redial queue. To add numbers to your redial queue, **REPEAT** step 1 in the above procedure.
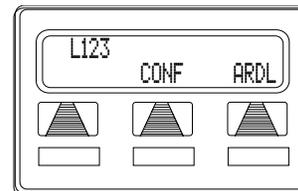
- *To scroll through numbers in your redial queue if your telephone is currently idle,*

  1. **SELECT** ARDL **OR** the programmed AUTOMATIC REDIAL button. The display shows the last number dialed.

  2. Choose one of the following:

     - **SELECT** REMOVE to remove the number from the redial queue.

     - **SELECT** NEXT to scroll to the next number in the queue.

     - **SELECT** EXIT to exit from the redial queue.

- *To interrupt the redialing procedure so that you can scroll through numbers in your redial queue,*

  1. While your telephone is in the process of dialing a number, **SELECT** ARDL or the programmed AUTOMATIC REDIAL button twice. This treats the number as answered, cancels automatic redialing for that number, and puts the number back in the automatic redial queue. The display shows the last number dialed.

  2. **CHOOSE** from one of the following:

     - **SELECT** REMOVE to remove the number from the redial queue.

     - **SELECT** NEXT to scroll to the next number in the queue.

     - **SELECT** EXIT to exit from the redial queue.

- *To cancel the automatic redial feature, choose one of the following:*

  1. **PERFORM** any user activity at the station (go on-hook, select the speaker button, etc...),

  2. **DIAL** #72 to delete all numbers from the redial queue,

  3. **SELECT** ARDL or the programmed AUTOMATIC REDIAL button while the number you wish to remove from the redial queue is ringing.

Tracker Paging System

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

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

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

    1. **MAKE** an intercom call to someone **AND RECEIVE** no answer.

    2. **SELECT** TRACK.

    3. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).

    4. **PRESS** *SPEAKER* to end.

Initiating a Tracker Page

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

    1. **PRESS** *INTERCOM* **AND DIAL** ⁂ 8 .

    2. **DIAL** extension number.

    3. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).

    4. **PRESS** *SPEAKER* to end.

- *To use Tracker to transfer a call to a park orbit for retrieval and transmit the call's park orbit code and caller ID information (if available),*

   1. **ANSWER** call **AND SELECT** TRANS.

   2. **DIAL** extension number.

   3. If the called station does not answer or is busy, **SELECT** TRACK.

   4. **HEAR** confirmation beep (Tracker page accepted) **OR HEAR** busy tone (Tracker page not accepted).

   5. **PRESS** *SPEAKER* button to end.

- *To retrieve a call that you parked using the Tracker option,*

   1. **PRESS** *HOLD* button to scroll your held calls, (display shows PAGE and extension number of each parked call).

   2. **PRESS** *TAP* to retrieve the displayed parked call.

- *If you receive a parked call message on your Tracker pager,*

   1. **GO** to any system station.

   2. **PRESS** *INTERCOM*.

   3. **DIAL** Tracker pager orbit code (#800 **to** #899).

   4. **RETRIEVE** call.

- *To enable or disable a Tracker pager at your station,*

   1. **PRESS** *INTERCOM*.

   2. **DIAL** #07 to enable, **OR DIAL** #06 to disable.

   3. **PRESS** *SPEAKER* to end.

Auxiliary Jack

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

The following modes are programmable with the auxiliary jack:

* The **headset mode** allows you to operate your telephone with a headset instead of as a speakerphone or with the handset.

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

* The **recorder mode** allows you to send your voice and that of the distant party to a tape recorder.
* The **ringer mode** allows an external speaker to sound the ringing of your telephone.
* The **pager mode** allows an external paging device to sound all voice announcements (all-call, zone paging, voice announced intercom calls) sent to your telephone.

Connectors On Bottom Of Telephone

Line Cord   Auxiliary   Handset
              Jack
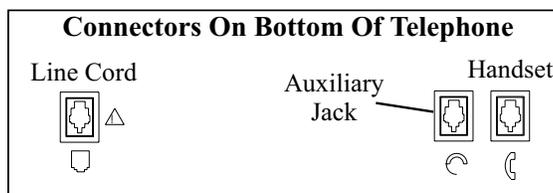
Auxiliary Jack Location

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

  1. **SELECT** OPTIONS.

  2. **SELECT** NEXT until the FEAT option appears.

  3. **SELECT** FEAT.

  4. **SELECT** NEXT until the desired options appear.

  5. **SELECT** desired auxiliary feature:

     - APAGE to choose pager

     - ARECD to choose recorder

     - ARING to choose external ringer

     - HDSET to choose headset

  6. **PRESS** blank programmable button location to serve as enable/disable button for the feature you've selected.

  7. **RETURN** to previous steps to add another device, **OR SELECT** *SPEAKER* to quit.
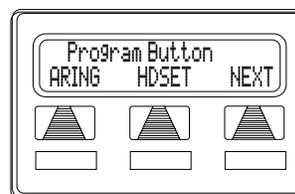
- *To enable an auxiliary mode,*

  1. **SELECT** enable/disable button to enable mode. Light associated with button turns on and display denotes feature.

- *To disable an auxiliary mode,*

  1. **SELECT** enable/disable button. Light associated with button will turn off and display no longer denotes the feature.

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

Programming Button

Selecting a Feature

Account Codes

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

- ## *To enter account code on an incoming call,*
    1. **IF** available, **PRESS** programmed ACCOUNT CODE button (the call in progress is not interrupted).
    2. **IF** not available, **PRESS** *INTERCOM* **AND DIAL** ⟨*⟩⟨0⟩⟨4⟩ (call is automatically placed on hold).
    3. **DIAL** account code. Your telephone automatically returns to the call after you've dialed the complete account code.
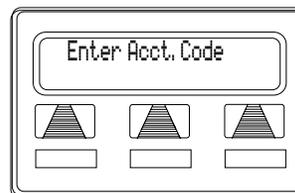
If the installer has arranged your system for account code entry, your display may prompt you to enter an account code before dialing. Depending upon how the installer has programmed your system, these account codes may be "forced"(mandatory) for dialing outside numbers

> Enter Acct. Code

Account Code Entry

- ## *To enter account code on an outgoing call,*
    1. **DIAL** ⟨9⟩ **OR** other line button (the display will prompt for Account Code if programmed to do so).
    2. **PRESS** *INTERCOM* (call is automatically placed on hold).
    3. **DIAL** ⟨*⟩⟨0⟩⟨4⟩ **AND** account code, **OR PRESS** programmed ACCOUNT CODE button, **.**
    4. **LISTEN** for dial tone **AND DIAL** number you are calling.

NOTE: See page 56 for instructions on programming a dedicated ACCOUNT CODE button.


Dial By Name

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

• ***To use Dial By Name,***

1. **SELECT** OPTIONS to enter the dial by name menu.

2. **SELECT** INT button for intercom calling, **OR SELECT** EXT for speed dial calling.

3. **SELECT** ALL to view all entries **OR DIAL** digits corresponding to the letters in the name you want to locate (for example, dial 266 for Comdial). There is no limit to the number of digits you can dial.

4. The display shows the first existing name match to the dialed digits or shows a NO MATCH message if the system can not find a match.

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

6. **SELECT** DIAL to call the displayed location.

7. **IF** the display says NO MATCH, **SELECT** BACK to return to previous screen **OR ENTER** new digits to search for a new name.
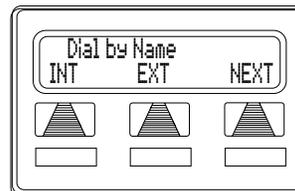
Selecting Dial By Name
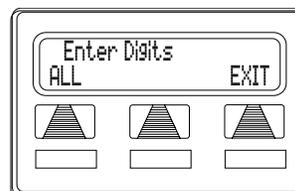
Entering Search
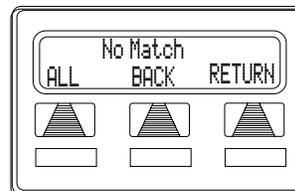
Finding No Match

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

Volume Control

Setting Current Volume Level

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

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

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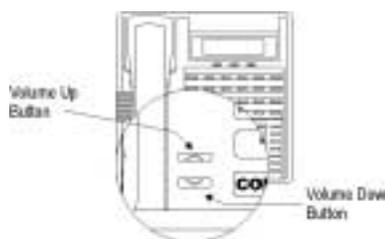
Impact SCS Volume Buttons

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

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

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

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

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

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

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

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

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

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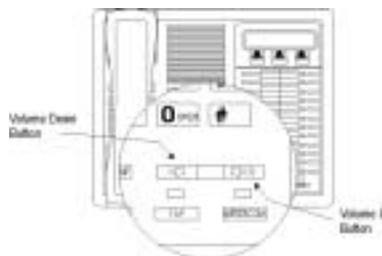
Impact Volume Buttons

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

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

Muting Your Speakerphone

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

- *To mute your station,*

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

- *To speak to the distant party,*

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

Default Volume Control

You can set a permanent loudness level for any volume control setting. The level will remain at this volume (referred to as the default setting) until you change the setting.

- **To set a permanent speaker, headset, handset, or group listening loudness for all future calls,**

    1. **PRESS** *INTERCOM*.

    2. **ACTIVATE** speaker, headset, handset, or group listen mode to be affected.

    3. While in that mode, **PRESS** *VOLUME UP* or *VOLUME DOWN* button to adjust loudness.

    4. **DIAL** ⁎ ⁎ 7 **OR PRESS** programmed SAVE button to hold the loudness at the last setting for all future calls (until you change the default again).

    5. **REPEAT** this procedure in each mode until you've set all default volume levels.
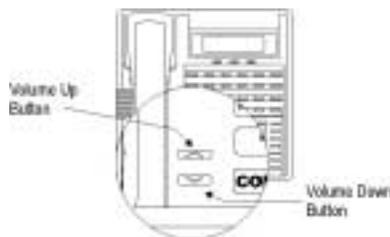
Impact SCS Volume Buttons
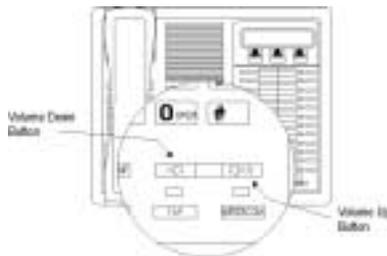
Impact Volume Buttons

Programmed Button Display

Button Functions Display (Button Query)

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

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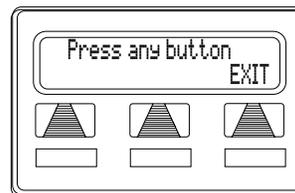
Button Query

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

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

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

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

Automatic Set Relocation

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

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

    1. **CONNECT** the telephone line cord to the new jack.

    2. **OBSERVE** the flashing HOLD light **AND PRESS** *HOLD* while the light is still flashing (your telephone immediately assumed the features from the previous location).

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

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

    1. **CONNECT** the telephone line cord to the new jack.

    2. **OBSERVE** the flashing HOLD light **AND DIAL** $\boxed{\#}$ while the light is still flashing (your telephone immediately assumes the features from the new location).

Paging

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

- ### • *To send a paging announcement,*

    1. **LIFT** handset.

    2. **PRESS** *INTERCOM.*

    3. **DIAL** 7 0 through 7 7 for zones 1–8.

NOTE*:*   Zone 1 (code 7 0) provides an all-call function in the default mode.

---

    4. **MAKE** announcement.

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

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

- ### • *To reply to a Meet-Me page,*

    1. **LIFT** handset of nearest telephone.

    2. **PRESS** *INTERCOM.*

    3. **DIAL** 7 8.

    4. **MEET** paging party on line.

IMIST Module

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

- The IMIST module functions on a DXP system with the appropriate
  digital station board, but the IMIST module will not have its own exten-
  sion number and will not function simultaneously with the speakerphone.

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

- On an FXS or FXT system, the speakerphone and IMIST module can
  function simultaneously and the IMIST module has its own extension
  number.

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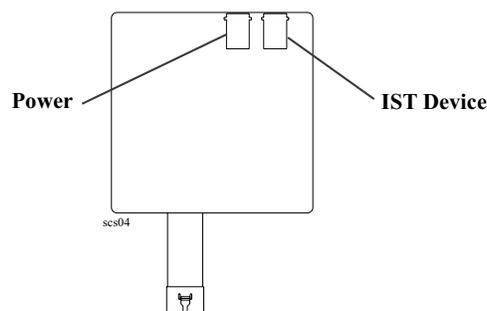
IMIST Module

DSS/BLF Console Operation

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

When the installer assigns a *DSS/BLF* console to a station port, the system recognizes it as such and automatically clears (blanks) the console buttons so that you can store numbers at the buttons as you need them.
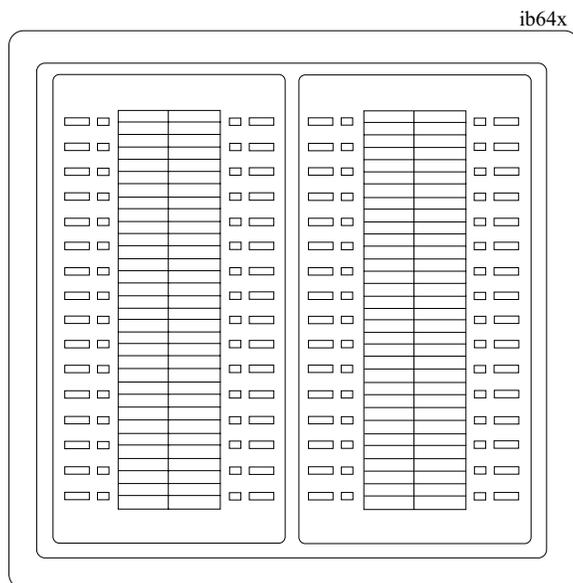
ib64x

IB64X *DSS/BLF* Console

Accessing The DSS/BLF Console Button Levels

The IB24X and IB48X *DSS/BLF* consoles have four levels of buttons, quadrupling the consoles' button capacity. The four buttons at the bottom of each console allow you to select which button level is currently active. To change button levels, press one of the buttons at the bottom of the console. The leftmost button activates level 1, the next button activates level 2, etc. A light beside the appropriate button lights to indicate which level is currently active.

Level access buttons
IB24X *DSS/BLF* Console

Level access buttons
IB48X *DSS/BLF* Console
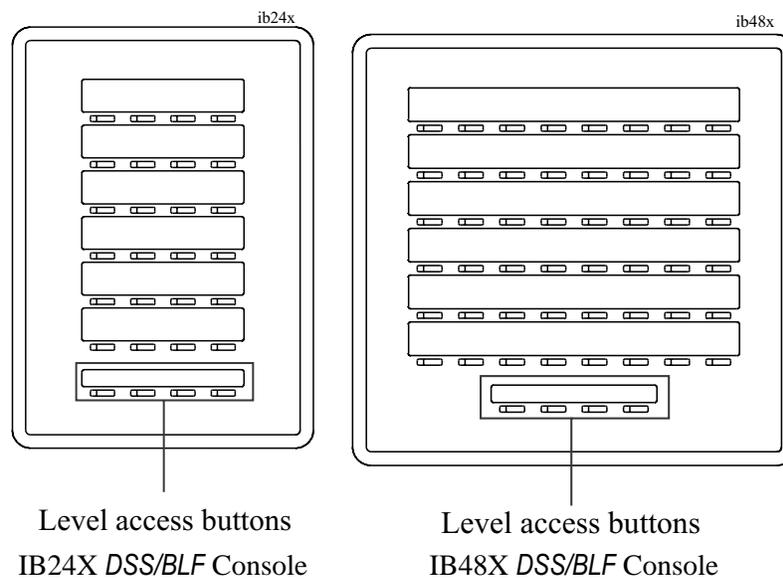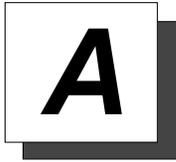
A   *Feature Access Codes*

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

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

Feature	Enable Code	Disable Code
Call Forward, Ring-No Answer, All Calls	INTERCOM + [*][5][4] + extension number	INTERCOM + [#][5]
Call Forward, Ring-No Answer, Personal Calls	INTERCOM + [*][5][3] + extension number	INTERCOM + [#][5]
Call Forward, All Calls	INTERCOM + [*][5][2] + extension number	INTERCOM + [#][5]
Call Park, Orbit 910-990	INTERCOM + [*] + [9][1][0] to [9][9][9]	
Call Park, Pickup	INTERCOM + [#] + [9][1][0] to [9][9][9]	
Call Pickup, Directed	INTERCOM + [*][4] + extension number	
Call Pickup, Group	INTERCOM + [#][4]	
Clear Major Alarm Ring	INTERCOM + [#][0][9]	
DISA Access	Installer Assigned	
Do Not Disturb	INTERCOM + [#][0][1]	INTERCOM + [#][0][1] (repeat)
Do Not Disturb Override	extension number + [*][0][3]	
DSS Programming	INTERCOM + [*][*][3]	
Executive Override	extension number + [*][0][3]	

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

Feature	Enable Code	Disable Code
Paging, Meet-Me	INTERCOM + `7` `8`	
Park Orbit Retrieve	INTERCOM + `#` + `9` `1` `0` to `9` `9` `9`	
Park Orbit Send	INTERCOM + `*` + `9` `1` `0` to `9` `9` `9`	
Personal Ringing Tones	INTERCOM + `*` `*` `4` + *t*one code (`1` **to** `8`)	
Redial Last Dialed Number	`#`	
Remote Station Disable	INTERCOM + `*` `0` `5` + extension number	INTERCOM + `#` `0` `5` + extension number
Response Message	INTERCOM + `*` `*` `6` + button + `0` `1` to `3` `0`	
Service Observing	INTERCOM + `#` `0` `3` + extension number	
Speed Dial, Station	Keypad `1` , `2` , `3` , `4` , `5` , `6` , `7` , `8` , `9` , or `0` .	
Speed Dial, System	`*` `1` `0` `0` to `*` `5` `9` `9`	
Speed Dial, Programming	INTERCOM + `*` `*` `1`	
Station Lock	INTERCOM + `#` `0` `4` + code	

Feature	Enable Code	Disable Code
Volume Save	*INTERCOM* + ⃞*⃞ ⃞*⃞ ⃞7⃞	
Voice-Announce Block	*INTERCOM* + ⃞*⃞ ⃞2⃞	*INTERCOM* + ⃞#⃞ ⃞2⃞

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

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

Feature	Enable Code
Pick Up Last Line	⃞*⃞ ⃞0⃞ ⃞8⃞
Broker's Call	⃞*⃞ ⃞0⃞ ⃞7⃞
Speed Dial Access Code	⃞*⃞ ⃞0⃞ ⃞1⃞
Saved Number Redial	⃞*⃞ ⃞0⃞ ⃞6⃞
Dial Saved Number	⃞*⃞ ⃞0⃞ ⃞9⃞
TAP Dialing Code	⃞#⃞ ⃞#⃞

Notes
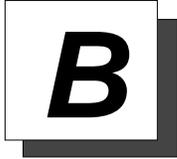
B *Display Abbreviations*

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

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

Abbreviation	Feature	Definition
CAMP	Camp On	Has system call you when busy station becomes idle. When chosen as a feature, stores a button that enables the function.
CFWD	Call Forward	Forwards all of your calls to a different station location. When chosen as a feature, stores a button that enables the function
CALLBK	I Will Call Back	Respond to a SOHVA call with a non-verbal message.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLR	Clear	Cancels a call forward condition.
CONF	Conference	Establishes a conference.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.
DND	Do Not Disturb	Makes your station appear busy to other stations. When chosen as a feature, stores a button that enables the function.
DSS	Direct Station Select	Stores a personal intercom number at a DSS button.
EXIT	Exit Selection	Ends a current programming session.
EXT	Speed Dial By Name	Selects speed dial numbers to access through the dial by name interface.
FEAT	Feature	Presents several different features you can store at programmable buttons for later use.

Abbreviation	Feature	Definition
GPLSN	Group Listen	When chosen as a feature, stores a button that enables loud speaker broadcast of distant party's voice.
HDSET	Headset	When chosen as a feature, stores a button that enables headset operation.
HAVE HOLD	Ask Caller To Hold	Send a non-verbal response to a SOHVA caller so he or she will know to place the outside caller on hold.
LIGHT	Light (contrast)	Makes the LCD screen lighter.
MSG	Message	Turns on message waiting light at another station.
MUSIC	Background Music	Turn on the background music at your station. When chosen as a feature, stores a button that enables the function.
NEXT	Next Display	Shows the next display.
NoANS	No Answer/Forward	Forwards calls that ring at your station but receive no answer.
OPTIONS	Options	Selects interactive button features.
OVER	Override	Overrides either a do-not-disturb condition or a busy signal at a station you have called.
PAGE	Paging Zone	When chosen as a feature, stores a button that provides one-button access to paging.
PARK	Park Orbit	When chosen as a feature, stores a button that provides one-button parking of calls.
PCKUP	Pick Up	When chosen as a feature, stores a button that allows you to pick up a call ringing elsewhere.

Abbreviation	Feature	Definition
PERS	Personal	Route your personal intercom calls to a different station location.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
QUERY	Button Query	Displays program status of any button.
RECON	Reconnect	Reconnect you to a transferred call.
RING	Ring Tone	Select different ringing tones.
SAVE	Save Number	Permanently saves last number you dialed. When chosen as a feature, stores a button that provides the function.
SDIAL	Speed Dial	Programs a number for one-button calling.
SEND	Send Transfer	Re-transfers a previously transferred call that returned to your station.
SET	Set Feature	Enable call forwarding.
SOHVA	Secure Off-Hook Voice Announcement	Sends a subdued off-hook voice announcement to another station.
SRC	Music Source	Selects which music source will supply background music.
TAKE MSG	Take A Message	Send a non-verbal response to a SOHVA caller so he or she will know to take a message from an outside party.
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA. Also, blocks voice calls sent over the speaker. When chosen as a feature, stores a button that provides the function.

*Available only on 8024S.
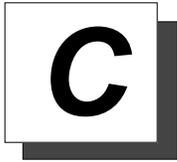
C   *Glossary*

A

Account Code

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

All-Call Paging

Paging through the intercoms of all stations in the system.

Assist Button

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

Attendant

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

Automatic Callback

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

Automatic Dialing (or Autodialing)

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

Automatic Redialing

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

Automatic Route Selection (ARS)

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

Automatic Station Relocation

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

B

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

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

C

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

Call Forward Outside System (CFOS)
>Allows station users to forward incoming or transferred line calls to telephone numbers outside the system.

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

Call Pick-Up
>Answering a call at one telephone when it is ringing at another telephone.

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

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

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

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

Class Of Service (COS) Programming
>Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

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

Departmental Station Operation
>The operation of stations that are organized into departments.

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

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

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

Direct Inward Station Dialing (DISD or DID)
>This feature allows an outside party to call an intercom station directly without an attendant's assistance.

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

Do Not Disturb
>A mode that disables incoming call ringing and intercom calling.

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

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

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

E

E&M Tie Lines
> In telephony, a separate pair of leads to your station which are used by system operators for signaling and supervisory purposes.

Exclusive Hold
> Only the telephone placing the call on hold can retrieve it.

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

H

Hands free Answer Inhibit
> A telephone can be set to block voice calls sent to it over the speaker.

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

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

I

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

Industry Standard Telephone (IST)
> Analog telephone with only a basic 12 button keypad and no advanced features

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

K

Keypad
> Buttons $\boxed{0}$ through $\boxed{9}$, $\boxed{*}$ and $\boxed{\#}$ 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.

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

Ringing 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/CNF
> 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 a 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.

D
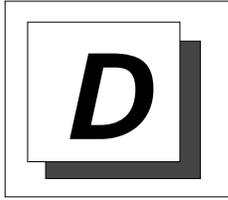
Speakerphone Characteristics

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

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

Full-Duplex Speakerphone Characteristics

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

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

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

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

Speakerphone User Guidelines

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.

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

- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.

- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.

- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.

- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.

- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.

- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.

- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.
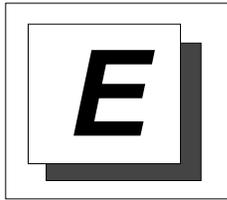
E *Feature Networking Support*

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

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

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Aux Line			Across Network	Node
Aux Ring			Local	Node
Block Program			Across Network	Incoming DID Node
Button, Programable	Both	Comdial	Across Network (with limitations)	Node/Station
Call Costing	Originating	None	Across Network (with limitations)	Node/Station
Call Divert	Terminating	Comdial	Local	Node/Station
Call Forward Default Forward	Terminating	Comdial	Across Network	Node/Station
Call Forward All Immediate	Terminating	Comdial	Across Network	Node/Station
Call Forward All RNA	Terminating	Comdial	Across Network	Node/Station
Call Pickup Directed	Terminating	Comdial	Across Network	Node/Station
Call Pickup Group	Terminating	None	Local	Node/Station
Call Time	Originating	None	Across Network	Node/Station
Call Transfer	Both	Comdial	Across Network	Node/Station
Call Waiting Tone	Terminating	None	Local	Node/Station
Camp On	Terminating	None	Local	Node/Station
CFOS	Both	None	Local	Node/Station
Clock Set			Local	Node
Conference	Both	Comdial/QSIG	Across Network (with limitations)	Station
COS			Local	Node
Day Night Class of Service	Both	Comdial	Local	Node
Delay Hot Line	Terminating	None	Local	Node/Station
Dist Ring	Terminating	None	Local	Node/Station
Dial by Name	Originating	None	Local	Node/Station

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
Directed Station Hold	Both	None	Local	Node/Station
Disable Station			Local	Node/Station
Disconnect Notification	Both	None	Across Network	
DND/inhibit/override	Terminating	Comdial/QSIG	Local	Node
DNIS (passed across the Network but must be enabled per node)	Both	Comdial	Local (display phones)	Node
DSS/BLF	Both	Comdial	Across Network (with limitations)	Node/Station
DTMF Signaling	Both	None	Across Network	
Enhanced Night Mode	Terminating	None	Across Network	Node
Enhanced Ringing	Terminating	None	Across Network	Node
Executive Override	Both	None		
Extended DTMF				
Feature Numbering			Local	Node
Group Listen	Terminating	None	Across Network	Node/Station
Hands Free	Both	None	Across Network	Node/Station
Hold	Terminating	Comdial/QSIG	Across Network	Node/Station
Hunt Group (can access Hunt group across Network but members must be local to each other)	Terminating	Comdial	Across Network	Node
Hunt List	Terminating	None	Local	Node/Station
Idle Line	Both	None	Local	Node
Incoming Call Routing	Both	Comdial	Across Network	Node
Intercom Numbering			Local	Node
Intercom Speed Dial Last Number Dialed	Originating	None	Across Network	Node/Station
LCD Contrast	Both	None	Local Station Only	Node/Station

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

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

Feature Name	Type Originating/ Terminating/Both	Remote Networking Support	Feature Parameters	Program Feature
System Manager Prog	Both	None	Local	
System Parameters	Both	None	Local	Node
TAFAS (line answer from any station)	Both	None	Local	Node/Station
Toll Restriction	Both	None	Across Network	Node/COS
Tracker	Both	Comdial	Local	
Transfer to Voice Mail	Both	Comdial	Across Network	Node/Station
Trunk to Trunk Transfer	Both	Comdial	Across Network	
Voice Announce Block	Terminating	Comdial	Across Network	Node/Station
Serial WP Integration			Across Network	Hub and VM
VVP			Across Network	Hub and VM

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COMDIAL®
The Rising Star