COMDIAL

Executech Single Line Telephone

User's Guide

Committed to U.S. leadership in business communications

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Application Note: The operations covered in this user's guide reflect the latest KSU software revisions. When using this User's Guide to operate a station connected to a KSU with an earlier software release, there may be conflicting feature operations. Contact your equipment supplier for additonal information.

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Executech Single Line Keyset Controls and Indicators

THE BASICS

▼ *PLACING A CALL*

- Lift handset.
- Listen for dial tone.
- Dial line group access code.
  9 = group 1
  82 = group 2
  83 = group 3
  84 = group 4
- Listen for dial tone.
- Dial number.
- Hang up handset to end call.

▼ *ANSWERING A CALL*

- Lift handset.

▼ *PLACING A CALL ON HOLD*

Manual hold (any station can retrieve held call),

- Press **HOLD**.

To return to call on hold,

- Lift handset.
- Dial ✳.

Exclusive hold (Only your station can retrieve held call),

- Press **HOLD** twice.

***NOTE**: Hold recall- After a preprogrammed length of time, a call placed on hold will automatically ring at the station which placed it on hold. For calls on exclusive hold, the call will revert to manual hold after the initial period.*

▼ *PLACING INTERCOM CALLS*

- Lift handset. Listen for dial tone.
- Dial station number.

▼ *ANSWERING INTERCOM CALLS*

- Lift handset.

▼ *TRANSFERRING OUTSIDE CALLS*

Unscreened transfer,

- Answer outside call.
- Press **HOLD**. (Call is placed on hold).
- Press and release hookswitch or press **TAP** if provided.
- Dial station number.
- Hang up handset. (Call begins ringing at called station. Call will re-ring at original station if not answered within a preprogrammed time).

If busy or no answer,

- Dial ✳ . Return to outside call.

Screened Transfer

- Answer outside call.
- Press **HOLD**. (Call is placed on hold).
- Press and release hookswitch or press **TAP** if provided.
- Dial station number.
- Upon answer, announce the call.
- Hang up the handset. (Call is transferred).

If busy or no answer,

- Dial ✳ . Return to outside call.

Three-Way Conference

- When party answers, announce conference and dial ✳ (Three-way conference is established).

THE FEATURES

▼ *LAST NUMBER REDIAL*

- Lift handset. Listen for dial tone.
- Dial trunk group access (**9**, **82**, **82**, or **84**).
- Press **SHIFT** **#**.

▼ *STATION SPEED DIALING*

To program numbers,

- Lift handset. Listen for dial tone.
- Dial **#**.
- Dial memory location (**1-0**) followed by **0**.
- Dial number sequence to be stored (up to 16 digits).
  Dial **1-0**, **#**, and *****.
  Press **HOLD** to store a pause.
  Press **TAP** (if provided) to store a flash.
- Hang up.
- Repeat procedure for each speed dial number.

To dial number

- Lift handset. Listen for dial tone.
- Dial trunk access code. Listen for dial tone.
- Press **SHIFT**.
- Press desired dial key **1-0**. Call will redial automatically.

▼ *SYSTEM SPEED DIALING*

To dial preprogrammed numbers

- Lift handset. Listen for dial tone.
- Dial trunk access code. Listen for dial tone.
- Press **SHIFT** *****.
- Dial desired code (**10-59**).

▼ *AREA PAGING (requires external paging unit)*

- Lift handset. Listen for dial tone.
- Dial code.
- Make announcement.

▼ *ALL-CALL AND ZONE PAGING*

To page,

- Lift handset. Listen for dial tone.
- Dial zone number - (**53**, **52**, **51**, or **50** for all-call).
- Make announcement. Hang up handset or wait on line for an answer.

To answer from any station,

- Lift handset.
- Dial **44**. Meet paging party on line.

▼ *PULSE/TONE SWITCHING*

If your telephone service is pulse (rotary) and you must convert to tone while dialing,

- Press # (System will switch back to pulse dialing when call is terminated).

NOTE: *Pulse/Tone switching can be programmed into a speed dial number if desired.*

▼ *MESSAGE WAITING (The MW-message waiting-light is controlled only by designated stations or one central message desk)*

To receive messages,

- Lift handset. Listen for dial tone.
- Press **HOLD**. Connection to message desk is automatic.

▼ *CALL PICKUP*

To answer a call that you hear ringing at another station,

- Lift handset.
- Dial **49**.
- Dial number of ringing station.

▼ *CALL FORWARD*

To forward your calls to another station,

- Lift handset. Listen for dial tone.
- Dial **54**.
- Dial number of station to which calls are to be forwarded.

To cancel call forward,

- Lift handset. Listen for dial tone.
- Dial **55**.

NOTE: For each call received during call forward, a ring reminder (short tone burst) will be heard.

▼ *AUTOMATIC CALL-BACK*

To arrange for the system to call back when a busy station becomes idle,

- Make intercom call. Hear busy signal.
- Dial **88**.
- Hang up (Calling station will ring. Call-back is cancelled if handset is not lifted).

To answer call-back ring,

- Lift handset (Called station will ring. Call-back is cancelled if handset is not lifted).

To cancel automatic call back,

- Lift handset. Listen for dial tone.
- Dial **87**.
- Hang up.

▼ *CALL MESSAGING (Calling station must be programmed for DSS/BLF at called station),*

To leave a call message signal,

- Make intercom call. Hear busy signal or ring-back tone.
- Dial **86** (BLF light at called station will flutter).
- Hang up.

To cancel a call message signal

- Lift handset.
- Dial **43**.
- Dial number of station to which the call message was sent.

▼ *LINE QUEUING*

To queue for a busy outside line,

- Lift handset. Listen for dial tone.
- Dial trunk group access code (**9**, **82**, **83**, or **84**).
- Dial **88** .
- Hang up.

To answer line queuing ring-back,

- Lift handset. Hear dial tone.

To cancel queuing,

- Lift handset. Hear dial tone.
- Dial **87**.
- Hang up.

▼ *EXECUTIVE OVERRIDE (Only available at certain stations)*

To break into conversation at another station,

- Make intercom call. Hear busy tone.
- Dial **77** (Warning tone sounded at called stations).
- Join in-progress call. A three-way conference now exists. Any one of the parties can leave the conference without dropping the connection to the other two.

▼ *CALL PARK*

To park a call for pick-up at another station,

- Press **HOLD** (call is placed on exclusive hold).
- Press and release hookswitch or press **TAP** if provided.
- Dial orbit access number (**61**,**62**,**63**, or **64**). If chosen orbit is busy, dial alterative orbit number.
- Hang up handset.
- Announce call and orbit number if necessary.

To retrieve a parked call,

- If call is not retrieved within two minutes, it reverts to the parking station as a standard held call.
- Hear announcement.
- Pick-up handset.
- Dial orbit retrieval number (**71**, **72**, **73**, or **74**).
- Answer call.

▼ *RECALL/FLASH*

If your system has been configured for flash,

- Press **TAP** to generate a timed flash signal for accessing PBX, Centrex and custom calling services.

If your system has been configured for recall,

- Press **RECALL** to disconnect as if you had hung up to obtain a new dial tone for another call.

NOTE: System can be configured for flash or recall but not for both.

▼ *CALL WAITING TONE (with camp-on)*

To send a call waiting tone to a busy station and wait on line for an answer (camp-on),

- Place intercom call. Hear busy tone.
- Dial **89** (called party hears tone).
- When called station becomes available, ringing will begin at called station.

To answer a call waiting tone,

- Hear tone. (short tone burst in handset receiver).
- Complete present call and hang-up (camped-on call will begin ringing).
- Lift handset.

FREQUENTLY CALLED NUMBERS

NAME	PHONE NUMBER

FREQUENTLY CALLED NUMBERS

NAME	PHONE NUMBER

[redacted]

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COMDIAL

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