COMDIAL®
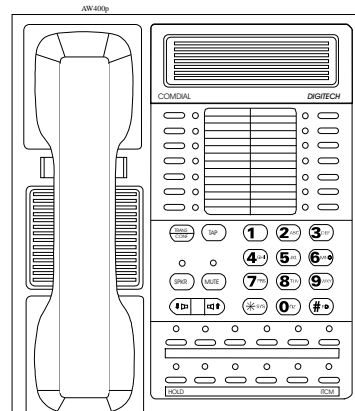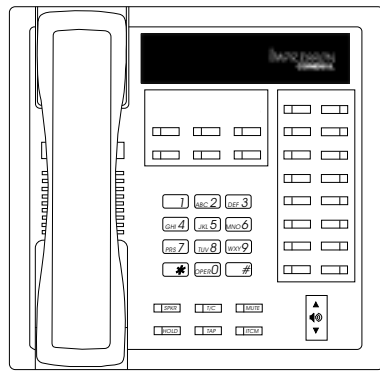
DXP, DXP *Plus, and* FX Series
Digital Communications System

Non-LCD Multi-line Telephone
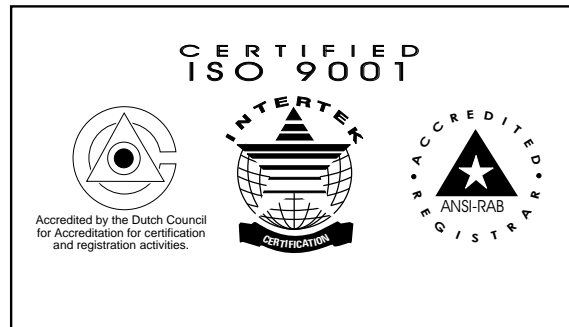## Station User's Guide

IMPRESSION

AW-400p

DIGITECH

This user guide is applicable to the DigiTech models 7714S-∗∗ and 7714X as well as the Impression models 2122S-** and 2122X-** non-LCD telephones when used with the following digital communications systems:

DXP with Software Revision 9C
DXP or DXP *Plus* with Software Revision 11A and later
FX Series with Software Revision 12A and later

NOTE: "S" in the model number means Speakerphone and "X" means Monitor Telephone.

C E R T I F I E D
I S O   9 0 0 1

Accredited by the Dutch Council
for Accreditation for certification
and registration activities.

ANSI-RAB

Comdial's Quality Management System Is Certified To The ISO 9001 Standard.

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

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

2/12/97

Contents

1   Introducing the Telephone

1.1   Introducing This Guide

Congratulations and thank you for using an Impression or DigiTech
telephone! Once you have seen all of the options and benefits that your
new telephone offers, you will wonder how you ever did your job
without it. This guide offers helpful information for using all of the
functions of your new telephone and serves as a quick reference guide
as well. If you should need more information about a particular
function or a function that is not listed in this guide, consult the
Reference Manual, GCA 70-224 (your system attendant or telephone
system administrator should have several copies).

1.2   Introducing The Impression
Model 2122S Speakerphone

The Impression 2122S Speakerphone features a microphone that allows
you to have telephone conversations without lifting the handset.
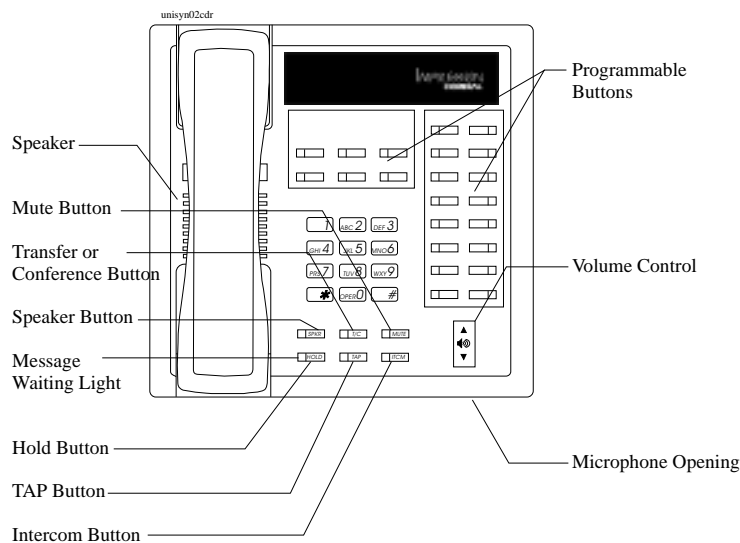
Impression Model 2122S Speakerphone

1.3 Introducing The Impression Model 2122X Monitor Telephone

The Impression Monitor Telephone has the same physical appearance as the Impression Speakerphone. Although they look alike, there is one functional difference in the way the telephones operate. The Monitor Telephone includes a speaker that allows you to listen to incoming calls. Although this model also features a microphone, you can only use it to answer a call announce.

1.4 Introducing The DigiTech Model 7714S Speakerphone

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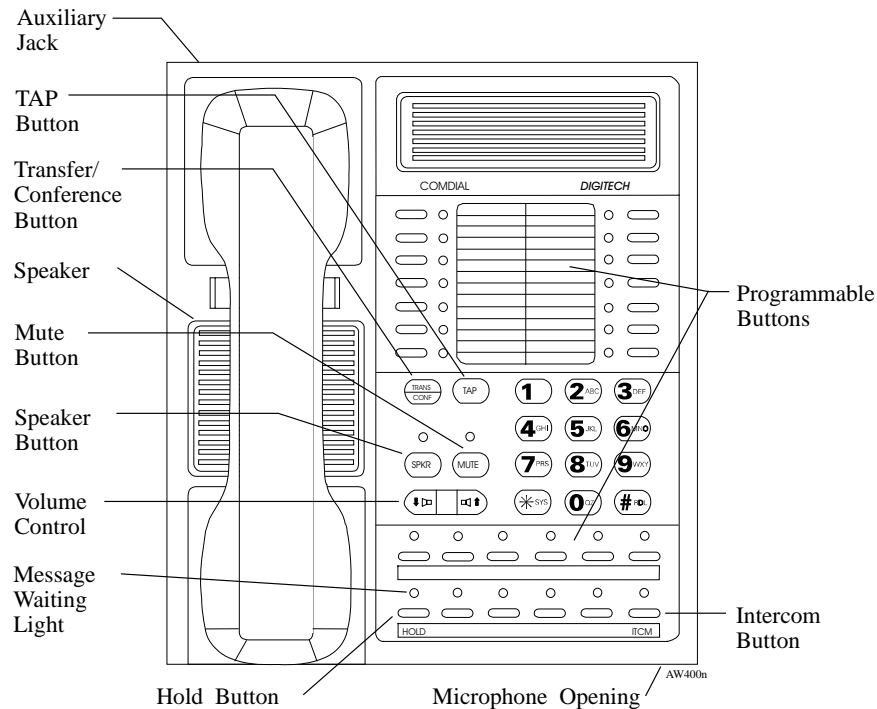
DigiTech Model 7714S Speakerphone

1.5 Introducing The DigiTech Model 7714X Monitor Telephone

The DigiTech Monitor Telephone has the same physical appearance as the DigiTech Speakerphone. Although they look alike, there is one functional difference in the way the telephones operate. The Monitor Telephone includes a speaker that allows you to listen to incoming calls. Although this model also features a microphone, you can only use it to answer a call announce.

1.6 Using the Speakerphone

NOTE: The instructions in this section apply to the monitor telephone only in call announce, hands-free answer back operation.

When using your speakerphone, the microphone and loudspeaker are farther away from you than when you use your handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened. When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

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

1.6.1 Speakerphone User Guidelines

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

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

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

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

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

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

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

- In some situations, such as when 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.

1.7 Understanding What the Lights Mean

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

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

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

— **Next to a line button:**

Steady green = line is in use at your station.
Steady red = line is in use at another station.
Flashing red = your line is ringing.
Flashing orange = your line is ringing and will be answered when you lift the handset.
Winking green = line is on hold at your station.
Winking red = line is on hold at another station.
Fluttering orange = line has recalled from hold at your station.
Fluttering green = a second line has recalled from hold at your station before you have answered the first recalling line (fluttering orange).
Fluttering red = line has recalled from hold at another station.

— **Next to a fixed feature or programmable feature button:**

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

— **Next to an INTERCOM button:**

Steady green with a quick flash = you are using your intercom.
Winking red = a message is set on your telephone for others to receive when calling.
Flashing orange = another station is calling you.

— **Next to the HOLD button:**

Fluttering red = message awaits pick up.
Winking green = a line is on hold at your station.

— **Next to the SPEAKER button:**

On steady (with telephone on hook and busy) = speakerphone mode is active.
On steady (with telephone on hook and idle) = background music is turned on.
Flashing = feature viewing and programming is in progress.

— **Next to the MUTE button:**

On steady = called party cannot hear your conversation.

1.7.1 Explanation Of Light Patterns

The lights on your telephone alert you to different conditions by turning on and off in a certain pattern. You will observe the following light patterns on your speakerphone or monitor telephone:

Flashing. The light flashes on and off at equal times (about 1/2 second on and 1/2 second off).

Winking. In contrast to flashing, the light goes off for a very short time compared to the time it is on.

Fluttering. Afluttering light is about eight times faster than a flashing light.
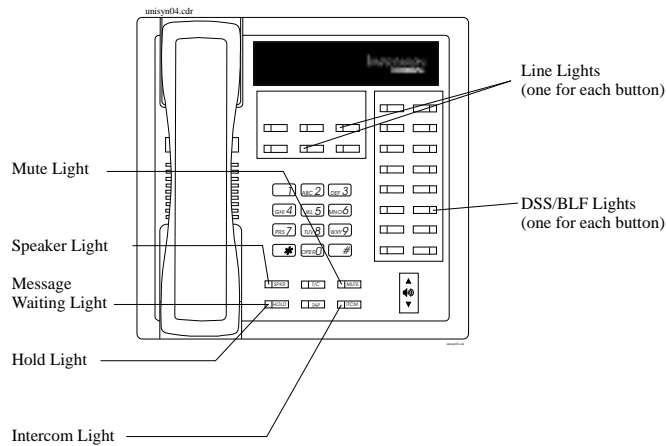
Lights On The Impression Models
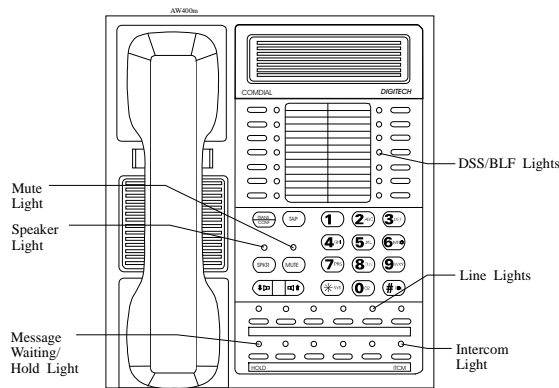
Lights On The DigiTech Models

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2 *Answering Calls*

2.1   Answering Calls

- **To answer a call that is ringing at your telephone,**

    1. If the light is flashing orange, lift handset,
       —OR—
       if the light is flashing red, press the line button next to it and lift handset.

- **To answer a call using the speakerphone,**

    1. Press flashing line or **INTERCOM** button.

- **To answer a call that is ringing at any telephone,**

    1. Lift handset.

    2. Press **INTERCOM** and dial ✱ **4** plus extension number of ringing telephone.

- **To answer a call that is ringing at a particular telephone in your group,**

    1. Hear ringing.

    2. Press **INTERCOM** and dial **# 4** (you must have the ringing station programmed in your call pickup group).

    3. Speak toward telephone to answer call. Lift handset if you desire privacy or if you are using a monitor telephone.

- **To answer a call that is ringing the loud ringer or night transfer station,**

    1. Hear ringing.

    2. Lift handset.

    3. Press **INTERCOM**.

    4. Dial **65** through **68** to select ringing zone (**1–4**) at the location of the bell, or dial **69** to answer any ringing zone.

NOTE: This feature is known as Trunk Access From Any Station (TAFAS).

2.2   Answering A Subdued-Off Hook Voice Announcement (SOHVA)

The installer may arrange your telephone to receive a subdued off-hook voice announcement (SOHVA). If so, an intercom caller may break into your outside call and deliver a message to your telephone receiver for you to hear.

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

- **To block a SOHVA,**

    1. Press **INTERCOM**.

    2. Dial ✶ **2**.

- **To remove block,**

    1. Press **INTERCOM**.

    2. Dial # **2**.

- **To respond verbally,**

    1. Press and hold **MUTE**.

    2. Speak into handset.

    3. Release **MUTE** to return to distant party.

- **To respond non-verbally,**

    1. If announcing station has an LCD speakerphone, press a pre-programmed **RESPONSE MESSAGE** button to send message to calling telephone.

 The message you sent will appear on the LCD of the announcing telephone and will disconnect the call.

NOTE: Announcing station must have LCD speakerphone. If announcing telephone is not an LCD speakerphone, the call will immediately disconnect.

This page remains blank intentionally.

3 *Making Calls*

3.1 Making Calls

- **To make a call,**
    1. Lift handset and select line (unless your telephone selects it for you), or select intercom and listen for dial tone.

    2. Either dial number, use speed dial feature, use redial feature, or press Direct Station Select (DSS) if making an intercom call.

- **To access outside line using the line group feature,**
    1. Press **INTERCOM**, then dial line group access code:
       9 = line group 1,
       80–89 = line groups 2 through 11,
       60–64 = line groups 12 through 16.

    2. Listen for outside dial tone.

    3. Dial number.

    4. When called party answers, lift handset.

- **To queue for a line group if all lines are busy,**
    1. Press **INTERCOM** and dial line group access code (**9**, **80–89**, or **60–64**).

    2. Hear busy tone.

    3. Dial ✳ **6**.

    4. Press **SPEAKER**.

- **If you have line appearance for a particular line and wish to queue for that line,**

  1. Note the busy status light (LED).

  2. Press **INTERCOM**.

  3. Dial ✳ **6**.

  4. Press line button.

  5. Press **SPEAKER**.

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

  1. Lift handset and hear dial tone for line.

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

  1. Lift handset.

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

  3. Hang up handset.

- **If you must enter an account code when making outside calls,**

  1. Select line.

  2. Press **INTERCOM** and dial ✳ **04** (this places the call on hold), —OR—

     press preprogrammed **ACCOUNT CODE** button (this will not interrupt the call in progress).

  3. Dial your account number, hear outside dial tone, and dial outside number.

  4. When called party answers, lift handset.

3.2   Using Speed Dial

- **To dial a speed dial number from a preprogrammed DSS button,**

    1. Press preprogrammed button. If you programmed the number at the second level of a DSS button, press **HOLD** before pressing button.

    2. When called party answers, lift handset.

- **To dial personal or system speed dial numbers from your keypad,**

    1. Dial desired code:
       0-9 = personal speed dial number,
       ✳100–✳599 = system speed dial number.

       If you are already on a line, press **HOLD** then dial code.

    2. When called party answers, lift handset.

NOTE: On some earlier systems, the available speed dial codes are ✳100–✳299.

3.3   Using Last Number Redial

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

    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's speaker. When called party answers, lift handset, or if called party is busy, press **SPEAKER** to disconnect.

- **To automatically redial the last dialed number once a minute for 10 minutes,**

    1. Hang up.

    2. Press an installer-programmed **AUTOMATIC REDIAL** button.

    3. Listen for ringing or busy tone over the speaker.

    4. When called party answers, **lift the handset** (you must do this to disengage the redial feature).

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

- **To make a SOHVA announcement using the preprogrammed SOHVA button,**

    1. Make intercom call and hear busy tone.

    2. Decide whether to interrupt.

    3. If you decide not to interrupt the called party, hang up,
       —OR—

    1. To interrupt, press preprogrammed **SOHVA** button and hear several quick tone bursts.

    2. Make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that system programming has denied your SOHVA, or that the called party has blocked your SOHVA).

    3. Wait on line for verbal reply.

NOTE: *You cannot control how the called party receives the announcement. This depends on whether the called party is using a headset and on the programming of his or her station. For example, if the called party has set the station to forward to voice mail or to another station not in the SOHVA group, he or she will not receive your announcement.*

3.5 Camping On At A Station

NOTE: You can camp on at only one station at a time.

3.5.1 Camping On At A Busy Station And Waiting 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 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.

Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or ignore your call-waiting tone and continue current conversation.

- **To cancel call waiting,**
    1. Press **INTERCOM**, then 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 burst in handset receiver.
    2. You may choose to ignore the call-waiting tone and remain on line with your original caller,
    —OR—

       complete present call and hang up handset (waiting call will begin ringing). Lift handset to answer waiting call.

3.5.2 Camping On At A Busy Station And Waiting For An 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. Dial ✳**6** when you hear a busy tone.

Your telephone immediately disconnects. When the station you called becomes available, your telephone will ring with five short tone bursts.

- **To answer the callback ring,**
    1. Hear five short tone bursts.
    2. Press **INTERCOM**. The other telephone will start ringing.

If you do not press **INTERCOM** within the time limit set by the installer, you cancel the callback at that time; however, you can cancel automatic callback at any time before your telephone sounds the tone bursts.

- **To cancel the callback 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,**
    1. Dial ✳ **6** when you hear the DND tone.

A callback will occur when the user at the called station disables the *Do Not Disturb* condition.

3.5.3 Camping On At An Idle Station And Waiting For An 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 the user at the called station initiates any telephone activity.

- **To camp on at a station for which you hear ringing but receive no answer,**

   1. Dial ✳ **6**.

      Callback will occur after the user at the called station initiates any telephone activity.

- **To cancel the camp-on condition at any time,**

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

NOTE: *If you make a call in the voice announce mode and receive no answer at the called station, the CALLBK option is still available to you.*

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4 Holding Calls

4.1 Holding Calls

- **To place a call on hold,**
  1. Press **HOLD**.
  2. Hang up handset.

- **To return to a call that is on hold,**
  1. Lift handset and press line button with flashing light,

     —OR—

     press **TAP**.

- **To place a call on exclusive hold,**
  1. Press **HOLD** twice and hang up handset.

- **To retrieve an exclusive hold,**
  1. Press line button of held call (button with flashing light),

     —OR—

     press **TAP** (if station does not have line appearance).

- **To place a call on hold at another telephone,**
  1. While on line, press **INTERCOM** (system places call on hold).
  2. Dial ✶ **90**, then dial extension number of telephone to receive held call.
  3. Hang up handset.

- **To retrieve a held call at another station,**
    1. Lift handset.
    2. Press **INTERCOM** and dial **# 90**.
    3. Dial extension number of station that has the held call.
    4. Answer call.

- **To answer a call at the extension receiving held call,**
    1. Lift handset,
       —OR—
       press **INTERCOM**.
    2. Press **TAP** and answer call.

- **To park a call,**
    1. When on a line, press **INTERCOM**.
    2. Dial ✳, then dial park orbit access code (**91–99** for orbit **1–9**).
       If chosen orbit is busy, dial a different orbit number.
    3. Hang up handset.
    4. Remember the code for later use or make it known to those who
       need to know it in order to retrieve the call.

*NOTE: If no one retrieves the call within a programmable time limit,
it reverts to the parking station as a standard held call. You can
place only one call in an orbit at a time.*

- **To retrieve a parked call,**
    1. From any station, press **INTERCOM**.
    2. Dial #.
    3. Dial park orbit access code, or press preprogrammed **PARK**
       button.
    4. Answer call.

5 | *Transferring Outside Calls*

5.1   Transferring Outside Screened Calls

- **To announce a call before transferring it (screened),**

    1. Answer outside call.

    2. Press **TRANSFER/CONFERENCE** (this places the call on hold).

    3. Dial station number, or press DSS button for that station.

    4. Upon answer, announce the call.

    5. Hang up the handset (this transfers the call), or if in speaker-phone mode, press **SPEAKER** to disconnect.

5.2   Transferring Outside Unscreened Calls

- **To transfer a call without first announcing it (unscreened),**

    1. Answer outside call.

    2. Press **TRANSFER/CONFERENCE** (this places the call on hold).

    3. Dial station number, or press DSS button for that station.

    4. Hang up handset, or if using speakerphone, press **SPEAKER** to disconnect. If no one answers the call within a prepro-grammed time, it will re-ring your telephone.

5.3   Making A Hot Transfer

- **To make a hot transfer,**

    1. Answer call.

    2. Press **TRANSFER/CONFERENCE** (this places the call on hold).

    3. Dial extension number of telephone to receive the transfer or press the DSS button for that extension.

    4. Announce call.

    5. Press **TRANSFER/CONFERENCE**.

    6. Press **SPEAKER** to disconnect (if in speakerphone mode) or hang up handset. The person receiving the transfer has the call.

5.4   Transferring Calls To Intercom Or Tie Line

- **To do a quick screened transfer to intercom or tie line,**

    1. Answer call.

    2. Dial intercom number for transfer location.

    3. When party at transfer location answers, announce call.

    4. Hang up or press preprogrammed **RELEASE** button.

- **To do a quick unscreened transfer to intercom or tie line,**

    1. Answer call.

    2. Dial intercom number for transfer location.

    3. Hang up or press preprogrammed **RELEASE** button.

6 *Conferencing*

6.1 *Conferencing Stations Together*

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

  1. Make first call.

  2. Press **TRANSFER/CONFERENCE** (this places the call on hold).

  3. Select next line and make next call.

  4. Press **TRANSFER/CONFERENCE** to establish conference.

  5. Repeat the last three procedures to add up to two more parties for a 5-party conference (including yourself) when using the DXP system.

NOTE: When using a DXP Plus system, you can have up to seven parties (including yourself) on a conference call.

- **To retrieve a line from hold and bring that party into the conference,**

  1. Press **TRANSFER/CONFERENCE**.

  2. Press line button.

  3. Press **TRANSFER/CONFERENCE**.

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

  1. Press the line button of the remaining party.

- **To 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 one party drops out of an unsupervised conference, the other party remains on hold until hanging up or reconnecting with you on line).

NOTE: The installer must program your system to include this feature or it will not operate as described.

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

    1. Press **TAP**.

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

7 | *Using The Other Features*

7.1   *Blocking Voice-Announce Calls*

- **To block voice-announce calls,**
    1. Press **INTERCOM**.
    2. Dial ✶ **2**.

- **To un-block voice-announce calls,**
    1. Press **INTERCOM**.
    2. Dial **# 2**.

7.2   *Diverting 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. You must program a CALL FORWARD button (using the instructions in the programming section) on your station to serve as a call divert button.

- **To identify the station to receive diverted calls,**
    1. Press **INTERCOM**.
    2. Dial ✶ **55**.
    3. Dial extension number of station to receive diverted call.
    4. Press **SPEAKER** to end.

- **To divert calls to the designated station,**
    1. Hear ringing or see flashing line status light.
    2. Press **CALL FORWARD** (system immediately forwards ringing call to station you designated).

7.3   Forwarding Calls

- **To forward your calls,**

    1. Press preprogrammed **FORWARD** button,
       —OR—

       press **INTERCOM** and dial one of the following codes:

       ✶**52** = all calls forward immediately,
       ✶**54** = all calls forward after RNA or Busy,
       ✶**51** = prime line and personal intercom calls forward
              immediately,
       ✶**53** = prime line and personal intercom calls forward
              after RNA or Busy.

    2. Dial extension number of the telephone that is to receive your
       forwarded calls.

    3. Press **SPEAKER**.

- **To cancel call forwarding,**

    1. Lift handset,
       —OR—

       press **INTERCOM**.

    2. Dial # **5**.

    3. Press **SPEAKER** or hang up handset.

7.4   Making a Paging Announcement

- **To send a paging announcement,**

  1. Lift handset.

  2. Press **INTERCOM**, then dial **70–77** zones 1–8 [in the default mode, code **70** (zone 1) provides an all-call function],
     —OR—

     press a preprogrammed **PAGE** button.

  3. Make announcement.

  4. 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 and dial a code to contact the paging party.

- **To reply to a *meet-me* page,**

  1. Lift handset of nearest telephone.

  2. Press **INTERCOM**.

  3. Dial **78**.

  4. Meet paging party on line.

7.5   Listening To A Call Over The Telephone Speaker (Group Listening)

- **To activate group listening while on a call,**

   1. Press the preprogrammed **GROUP LISTEN** button.

- **To cancel group listening,**

   1. Press the preprogrammed **GROUP LISTEN** button again.

NOTE: *You should cancel* Group Listening *before hanging up the handset to end the call.*

7.6   Muting Your Telephone

- **To mute your telephone,**

   1. Press **MUTE** (MUTE function and light turn on). You can still hear distant callers, but they cannot hear you.

- **To speak to the distant party,**

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

7.7   Setting A Do Not Disturb Condition At Your Station

- **To enable DND,**

  1. Press preprogrammed **DND** button. The light associated with the **DND** button turns on when the feature is active.

- **To disable the DND condition,**

  1. Press preprogrammed **DND** button. The light associated with the **DND** button turns off when the feature is disabled.

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

  1. Hear ringing.

  2. Press **DND** button. 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).

7.8   Overriding A Call Or A Do Not Disturb Condition At Another Telephone (Executive Override)

- **To override an in-progress call or a** *Do Not Disturb* **condition at another telephone,**

  1. Make intercom call and hear a busy signal.

  2. Dial ✶ **03** (all parties will hear several tone bursts).

  3. Speak your announcement (if in voice-first mode) or hear ring-back tone (if in tone-first mode).

NOTE: *This action disables DND condition at the other telephone until the user at that station resets DND.*

7.9   Setting Your Personal Ringing Tones

- **To select one of the ringing tones,**
    1. Press **INTERCOM**.

    2. Dial ✶ ✶ **4**.

    3. Dial number (**1–8**) to select ring tone.

    4. Press **SPEAKER** to end.

7.10   Using Background Music

- **To turn the music on,**
    1. Press **INTERCOM**.

    2. Dial ✶**11** for music source one or ✶**12** for music source two (the **SPEAKER** light turns on when background music is on).

    3. Adjust music volume with the volume control.

- **To turn the music off,**
    1. Press **INTERCOM**.

    2. Dial **#1** (the **SPEAKER** light turns off when background music is off).

7.11 Setting The Volume Control

- **There are four *ringer* loudness levels (plus an OFF position). Set the level as follows:**

  1. While your telephone is on-hook and idle, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire. The ringer sounds once for each change as an example of the current setting. Your selection becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the procedure).

*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 the level for the current call as follows:**

  1. While on a call and in speakerphone mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

- **There are at least eight *handset* loudness levels. Set the level for the current call as follows:**

  1. While on a call and in handset mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

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

  1. While on a call and in headset mode, press **VOLUME UP** or **VOLUME DOWN** 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** once for each change in loudness that you desire.

- **There are eight *background music* loudness levels. Set the level as follows:**

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

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

  1. Press **INTERCOM**.

  2. Activate speaker, headset, handset, or group listen mode you want to affect.

  3. While in that mode, press VOLUME UP or VOLUME DOWN to adjust loudness.

  4. Dial ✳ ✳ **7** or press a preprogrammed **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 have set all default volume levels.

8 | *Using The Messaging Feature*

8.1   *Using The Message Waiting Light*

- **To turn on the message-waiting light (and a broken dial tone) at an idle telephone,**

    1. Press **INTERCOM**.

    2. Dial ✳ **3**.

    3. Dial extension number of station you want to alert. The message-waiting light of that station will flash.

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

    1. Press **INTERCOM**.

    2. Dial # **3**.

    3. Dial extension number of alerted station. The message-waiting light of that 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.

NOTE: Only the person sending the message or the person receiving the message can turn off the message-waiting light.

8.2   Using LCD Messaging

You can set system-supplied messages to display at any calling LCD speakerphone.

- **To turn on LCD messaging,**
    1. Press **INTERCOM**.
    2. Dial ✶ **02**.
    3. Press **#** to clear current message if you have one stored.
    4. Dial message code number (**01–30**).
    5. Press **#** and then press **SPEAKER** to end message.
    6. INTERCOM light flashes.

- **To turn off LCD messaging and your INTERCOM light,**
    1. Press **INTERCOM**.
    2. Dial **# 02**.

- **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 (*I Will Call Back*, for example) to the calling telephone.

9 | *Programming Your Telephone*

9.1   Storing Extension Numbers And Feature Codes

- **To store extension numbers at DSS buttons,**

  1. Press **INTERCOM**.

  2. Dial ✳ ✳ **3**.

  3. Press programmable DSS button to choose storage location.

  4. Dial extension number.

  5. Press next programmable button and dial another extension number to store.

  6. Repeat previous step until you finish storing numbers.

  7. Press **SPEAKER** to end.

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

  1. Press **INTERCOM**.

  2. Dial ✳ ✳ **3**.

  3. Press programmable button to choose storage location.

  4. Dial the access code for the feature.

  5. Press next location button, and store next feature code.

  6. Repeat previous step until you have stored all desired feature codes,

     —OR—

     press **SPEAKER** to end.

Example: Program a group call pickup button as follows: press **INTERCOM**, dial ✳ ✳ **3**, press the desired programmable button, dial **# 4**, and press **SPEAKER**.

NOTE: The feature codes appear in the Quick Reference Guide located in the back of this manual.

- **To store a fixed RESPONSE MESSAGE button,**

    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 provided by your system attendant or installer.

    5. Press # to save programming.

    6. Press **SPEAKER** to end.

    7. Label button location.

9.2   Storing Speed Dial Numbers

- **To store an outside number as a speed dial number,**

    1. Press **INTERCOM**.

    2. Dial ✳ ✳ **1**.

    3. Press programmable button (or **1–0** on keypad) to choose storage location.

NOTE: Remember, you can store another number at a second level at a programmable button by first pressing HOLD.

    4. Press line button, or dial **01–16** to select line groups 1–16, or dial **00** for system to select line.

    5. Dial number you want to store (up to 16 digits that can include ✳ and #). To store hookflash in a number sequence, press **TAP**; press **HOLD** to store pause (only if needed).

    6. Press **TRANSFER/CONFERENCE** to store number.

    7. Press next programmable button, and dial another number to store.

    8. Repeat previous step until you have stored all numbers.

    9. Press **SPEAKER** to end.

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

- **To store an intercom number as a speed dial number,**
    1. Press **INTERCOM**.

    2. Dial ✶ ✶ **1**.

    3. Press the button you want to program (**1–0**).

    4. Press **INTERCOM** or **8** to preselect intercom.

    5. Dial the intercom number you want to store (up to 16 digits that can include # and ✶).

    6. Press **SPEAKER**.

    7. Repeat procedure for each speed dial number.

NOTE: *You cannot program pauses or hookflashes with intercom speed dial numbers.*

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

The DSS/BLF console has 32 additional buttons and status lights that extend the memory button capability of an adjacent companion telephone. The console for the Impression models is DU32X and is shown below. The DD32X 32-button console for the DigiTech models is shown on the following page. You can program the buttons for automatic dialing (speed dial) or direct station selection (DSS) with busy lamp field (BLF) using the instructions provided 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.

unisyn18.cdr

BLF Lights

Line Buttons
DSS Buttons

DU32X – 32-Button DSS/BLF Console

BLF Lights

Line Buttons
DSS Buttons
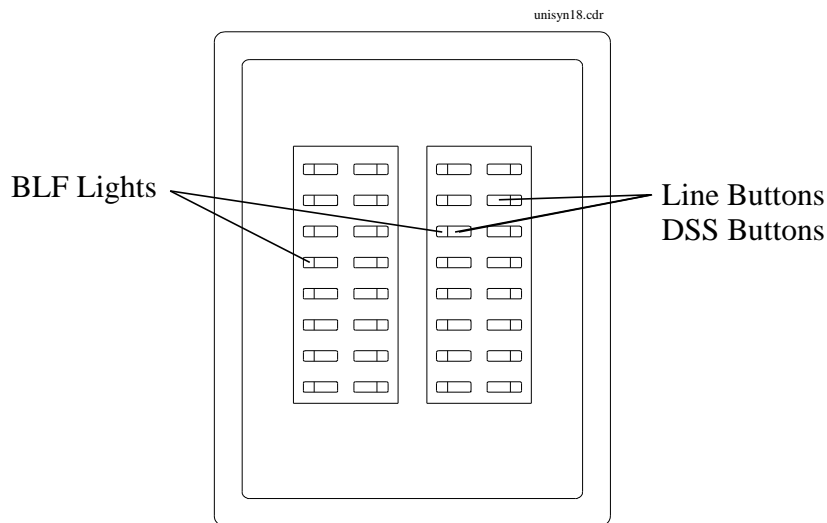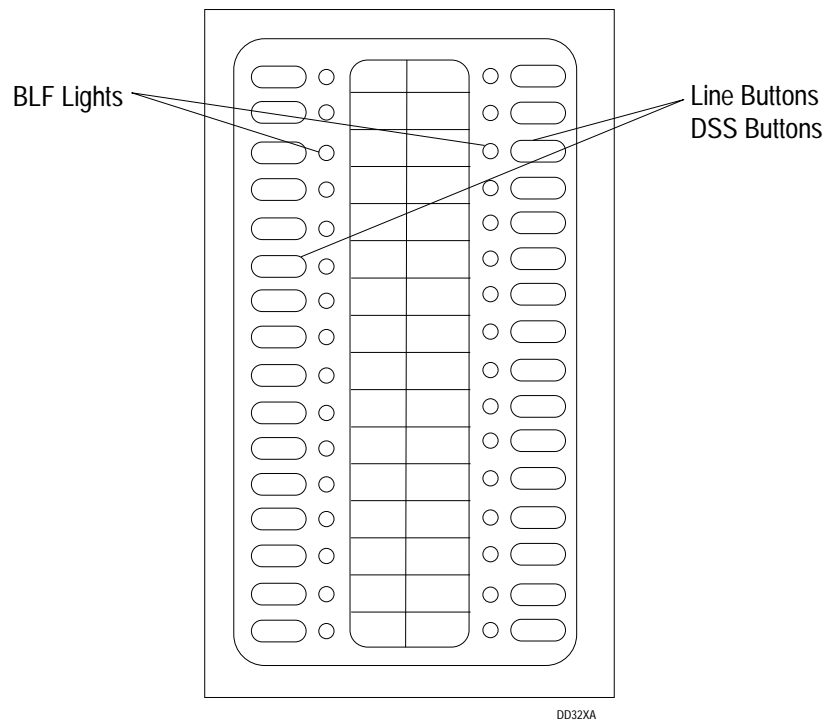
DD32XA

DD32X – 32-Button DSS/BLF Console

Publication Index

A

Appendix A
Quick Reference Guide

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. Before dialing a feature code, make sure that you hear intercom dial tone. If you are getting outside dial tone, you must press **TAP** to get intercom dial tone before dialing a feature code.

Feature	Enable Code	Disable Code
Account Code	✳ 04 + account code	
All Call	70	
Attendant Calling	0	
Automatic Callback and Call Waiting (Camp On)	✳ 6	# 6
Call Forward, Personal	✳ 51 + extension no.	# 5
Call Forward, All Calls	✳ 52 + extension no.	
Call Forward, Ring–No Answer, All Call	✳ 54 + extension no.	
Call Forward, Ring–No Answer, Personal Calls	✳ 53 + extension no.	
Call Park, Orbit 91–99	✳ (91–99)	
Call Park, Pickup	# (91–99)	
Call Pickup, Directed	✳ 4 + extension no.	
Call Pickup, Group	# 4	
Camp On	✳ 6	# 6
Do Not Disturb Override	extension no. + ✳ 03	
Executive Override	extension no. + ✳ 03	
Hold, Manual	HOLD	
Hold, Exclusive	HOLD + HOLD	
Hold, Directed	✳ 90	
Hold, Directed Pickup	# 90	
LCD Messaging	✳ 02 + message	# 02

Feature	Enable Code	Disable Code
Line Group 1	9	
Line Groups 2–11	80–89	
Line Groups 12–16	60–64	
Line Pick Up From Any Station, Zones 1–4	65–68	
Line Pick Up From Any Station, All Zones	69	
Meet Me Answer Page	78	
Message Waiting	✶ 3 + extension no.	# 3 + extension no.
Message Wait Retrieval	#00	
Operator Access	0	
Paging, All Call	70	
Paging, Zones 2–8	71–77	
Paging, Meet Me	78	
Park Orbit Retrieve	#91–#99	
Park Orbit Send	✶91–✶99	
Personal Ringing Tones	✶ ✶ 4 + tone code (1–8)	
Redial Last Dialed Number	#	
Speed Dial, Station	1–0	
Speed Dial, System	✶ 100 ✶ 599	
Speed Dial , Programming	✶ ✶ 1	
Tracker, Call	✶ 8	
Tracker, Message Retrieve	#800–#899	
Tracker Pager	# 07	# 06

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	✱08
Broker's Call	✱07
Speed Dial Access Code	✱01
Saved Number Redial	✱06
Dial Saved Number	✱09
TAP Dialing Code	##

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Personal Notes

Personal Notes

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