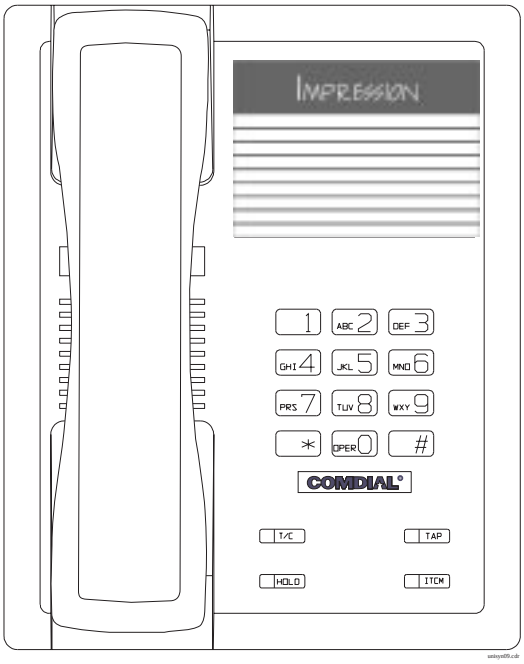
COMDIAL®

Digital Telephone Systems

IMPRESSION

Single-Line Proprietary Telephone

User's Guide



This user guide is applicable for the model 2101N-** single line proprietary telephone when used with the following digital telephone systems:

Gxxxx common equipment with Ixxxx or Sxxxx Revision 18A and later software cartridges.

Attention

Comdial® makes every effort to design the features in our communications systems to be fully interactive. Under certain conditions, some features may be incompatible with each other and will not work simultaneously. Comdial assumes no responsibility for problems caused by incompatible features.

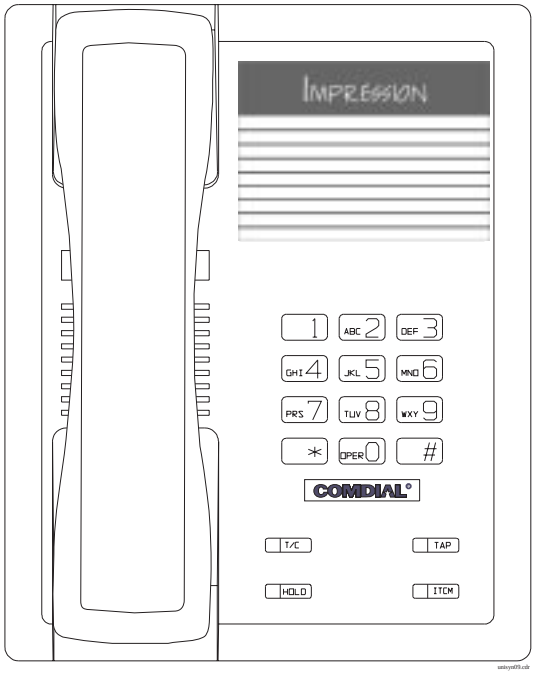
The possible combinations of accessories and features are far too numerous for us to document in this manual. Furthermore, Comdial Corporation cannot guarantee that features will operate as described in this publication when they are combined with other features.

Introduction

Your telephone is probably arranged to provide an intercom dial tone when the handset is lifted. This arrangement is known as “prime intercom.” It may, however, be arranged to provide outside line dial tone instead. This arrangement is known as “prime line automatic” or “idle line preference.” The instructions included herein are written for telephones with “prime intercom.” This means that you can dial the system feature codes as soon as you lift the handset. If your telephone is arranged otherwise, you must obtain intercom dial tone before you can dial the various feature codes. You do this by pressing the ITCM button after you hear the outside line dial tone.

Your telephone has a light located on the HOLD button. Different activities are indicated by different flash rates of this light. These flash rates are described below:

INDICATION	ACTIVITY
Continuous flutter	Message waiting
Flutter with off periods	Auto set relocation



Single Line Proprietary Telephone (2101N)

Answering Calls

- **To answer a call,**

  lift handset.

- **To answer a call that is ringing at a particular station (call pickup),**

  1. lift handset,
  2. dial ✳ **4** plus extension number of ringing telephone.

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

  1. lift handset,
  2. dial **# 4**.

- **To answer a line call with the system in night mode**

  1. hear ringing (loud ringer, night transfer station, etc.),
  2. lift handset,
  3. dial **80**,
  4. answer call.

Making Calls

NOTE: If the installer has enabled your system with Specialized Route Access (SRA), the system returns a special intercom tone when you dial out (using ITCM 9). After this SRA tone, you have ten (10) seconds to dial digits; otherwise, the telephone automatically returns to its idle state. Furthermore, you only have three seconds pause time between digits before the system automatically dials your call.

- **To make a call using prime intercom (your telephone must be arranged for prime intercom)**

  1. lift handset and listen for intercom dial tone,
  2. dial station number or intercom feature code.

- **To access outside line using line group feature,**
    1. lift handset and listen for intercom dial tone,
    2. dial line group access code,
       9 = group 1
       81 = group 2
       82 = group 3
       83 = group 4
    3. listen for outside dial tone,
    4. dial number.
- **To queue for a busy line group,**
    1. lift handset and listen for intercom dial tone,
    2. dial line group access code (**9**, **81**, **82**, or **83**),
    3. hear busy tone,
    4. dial ✻ **8**,
    5. hang up handset.
- **To answer queuing ring-back,**

    lift handset and hear dial tone for line.
- **To cancel queuing,**
    1. lift handset and hear intercom dial tone,
    2. dial **# 8**.
    3. hang up handset.
- **To make a call using prime line or idle line preference** ***(your telephone must be arranged for prime line or idle line preference)***
    1. lift handset and listen for outside line dial tone,
    2. dial outside number.

Making Calls—continued on next page

Making Calls—continued

- **To access intercom line,**
    1. lift handset and listen for outside line dial tone,
    2. press **ITCM,**
    3. listen for intercom dial tone,
    4. dial station number or intercom feature code,
    5. hang up handset.
- **To dial personal speed dial numbers,**
    1. lift handset and listen for intercom dial tone,
    2. dial trunk access code and listen for outside dial tone,
    3. press **HOLD** button,
    4. press desired dial key **1**-**0**. Call will dial automatically.
- **To dial system speed dial numbers,**
    1. lift handset and listen for intercom dial tone,
    2. dial line access code and listen for outside dial tone,
    3. press **HOLD** button, then ✻**,**
    4. dial desired code (**01–99**).
- **To program personal speed dial numbers,**
    1. lift handset and listen for intercom dial tone,
    2. dial ✻ ✻ **2**,
    3. dial memory location (**1**-**0**) followed by **0**,
    4. dial number sequence to be stored (up to 16 digits and can include **#** and ✻),
    5. to store a pause, press **HOLD**,
    6. to store a flash, press **TAP,**
    7. press **T/C,**
    8. repeat procedure for each speed dial number.

- **To redial last number used,**
    1. lift handset and listen for intercom dial tone,
    2. dial line group access (**9**, **81**, **82**, or **83**),
    3. press **HOLD** button, then dial **#**.
- **To use Toll Restriction Override at a station,**
    1. lift handset and listen for intercom dial tone,
    2. dial ✻ ✻ **6**,
    3. dial your station extension number,
    4. dial your TRO code number
    5. within 15 second timeout period, dial desired outgoing line number.
    6. hang up handset to end call. You will have 15 seconds in which you can make another call without re-entering your TRO code.
- **To clear the Toll Restriction Override code,**
    1. lift handset and listen for intercom dial tone,
    2. dial ✻ ✻ **6**,
    3. hang up handset.

Camping On At A Station

Waiting For A Call Back (Using Automatic Call-Back)

- **To arrange for the system to call back when a busy station becomes idle or rings with no answer,**
    1. make intercom call. Hear busy signal or ring-back tone,
    2. dial ✻ **6**,
    3. hang up (When called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).
- **To answer call-back ring,**

  lift handset (Called station will ring. Call-back is canceled if you do not lift your handset).
- **To cancel automatic call back,**
    1. lift handset and listen for intercom dial tone,
    2. dial **# 6**,
    3. hang up.

Waiting For An Answer (Using Call Waiting)

- **To activate call waiting,**
    1. make intercom call and receive busy signal,
    2. dial ✻ **0 1** (Called party hears tone),
    3. wait on line for an answer.
- **To cancel call waiting,**

  hang up handset.
- **To answer a call waiting tone,**
    1. hear short tone burst in handset receiver,
    2. complete present call and hang up, (Waiting call will begin ringing),
    3. lift handset to answer.

Holding Calls

- **To use manual HOLD,**
    1. press **HOLD**,
    2. hang up handset.
- **To return to call on HOLD,**
    1. lift handset,
    2. press TAP.
- **To place a call on exclusive HOLD,**

    press **HOLD** twice.
- **To use the HOLD recall feature,**

    do nothing, after a preprogrammed length of time, a call placed on HOLD will automatically ring back. Lift handset to answer the ring back call.
- **To park a call,**
    1. press **ITCM**,
    2. dial ✳,
    3. dial park orbit access code (**91 - 99**). If chosen orbit is busy, dial alternative orbit number,
    4. hang up handset,
    5. use paging feature to announce call and park orbit access code if necessary.

NOTE: If call is not retrieved within a programmable limit, it reverts to the parking station as a standard held call.

- **To retrieve parked call,**
    1. hear announcement,
    2. lift handset and listen for intercom dial tone,
    3. dial **#**,
    4. dial park orbit access code (**91**–**99**),
    5. answer call.

Transferring Outside Calls

- **To make a screened transfer,**
    1. answer outside call,
    2. press **T/C**,
    3. dial station number,
    4. upon answer, announce the call,
    5. hang up the handset (Call is transferred),
- **To make an unscreened transfer,**
    1. answer outside call,
    2. press **T/C**,
    3. dial station number,
    4. hang up handset (Call will re-ring if not answered within a preprogrammed time).
- **If busy or no answer,**

    press **TAP** and return to outside call.

Conferencing Stations Together

- **To conference any combination of inside stations and outside lines,**

    1. make first call
    2. press **T/C**,
    3. make next call,
    4 press **T/C** to establish conference,
    3. repeat step 2 to add up to two more parties.

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

Choosing Between Pulse/Tone

- **If the local telephone service is pulse (rotary), convert to tone while dialing as follows:**

  press # at point in dialing sequence where conversion to tone is required.

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

Forwarding Calls

- **To forward personal calls to another telephone,**
  1. lift handset and listen for intercom dial tone,
  2. dial ✻ **05**,
  3. dial extension number of station to which calls are to be forwarded.
- **To cancel personal call forward,**
  1. lift handset and listen for intercom dial tone,
  2. dial **# 05**.
- **To forward all calls to another telephone,**
  1. lift handset and listen for intercom dial tone.
  2. dial ✻ **5**,
  3. dial extension number of station to which calls are to be forwarded.
- **To cancel all call forward,**
  1. lift handset and listen for intercom dial tone.,
  2. dial # 5.

NOTE:For each intercom call received during call forward, a ring reminder (short tone burst) will be heard at the called station to remind the user that calls are being forwarded.

Relocating Your Telephone
(Engaging Automatic Set Relocation)

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

- **To accept automatic relocation,**

  do nothing and wait for the light to turn off on its own or press the **HOLD** button to immediately accept the relocation (light immediately turns off).

- **To reject automatic relocation,**

  press the # button while the message waiting light is flashing.

Sending A Paging Announcement

- **To use external paging,**
    1. lift handset and listen for intercom dial tone,
    2. dial assigned page access code,
    3. make announcement.
- **To use zone paging,**
    1. lift handset and listen for dial tone,
    2. dial zone number - (**84**, **85**, **86**, or **87** for all-call),
    3. make announcement,
    4. hang up handset or wait for an answer.
- **To answer all call or zone paging from any station,**
    1. lift handset and listen for dial tone,
    2. dial **88**. Meet paging party on line.
- **To enable the Tracker Pager at your station,**
    1. lift handset and listen for intercom dial tone
    2. dial ✻ **06**,
    3. hang up handset
- **To disable the Tracker Pager at your station,**
    1. lift handset and listen for intercom dial tone
    2. dial # **06**,
    3. hang up handset.

- **To send a call back message to someone's Tracker Pager after receiving a ring-no-answer,**
    1. make an intercom call to someone and hear ring back tone,
    2. dial **#01,**
    3. after your station returns to idle hang up handset. The Tracker paging system will transmit your station extension number to called party's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)
- **To park a call and have Tracker Pager tell someone to retrieve the call,**
    1. answer call and press **T/C**,
    2. dial extension number and hear ringback
    3. dial **# 01**,
    4. Hang up handset to end. The Tracker paging system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)

NOTE: If the Tracker paging system does not accept your action, an error tone will sound back at your telephone.

- **To respond when your Tracker Pager displays park orbit dialing code,**
    1. from any system station, press **ITCM**,
    2. dial displayed orbit code (**# 91–#99**).
    3. retrieve call.

Sending And Receiving Non-Verbal Messages

- **To retrieve a message from message desk,**
    1. observe flashing message waiting light,
    2. lift handset and listen for intercom dial tone,
    3. press **HOLD**; connection to message desk is automatic.
- **To turn on a system supplied LCD message,**
    1. lift handset and listen for intercom dial tone,
    2. dial ✳ **02**,
    3. dial message code number (**0**–**9**).
- **To turn off a system supplied LCD message,**
    1. lift handset and listen for intercom dial tone,
    2. dial **# 02**.
- **To activate station-to-station messaging,**

NOTE: Station must have BLF appearance at called station.

1. make intercom call and hear ring-back tone,
2. dial ✳ **7**. BLF light at called station turns on,
3. hang up handset.

- **To cancel station-to-station messaging,**
    1. lift handset,
    2. press **# 7**,
    3. dial extension number of station at which message call-back indication was left,
    4. hang up handset.

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Personal Notes

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