DXP, DXP Plus, FXS, and FXT Digital Communications System Single Line Proprietary Telephone Station User's Guide
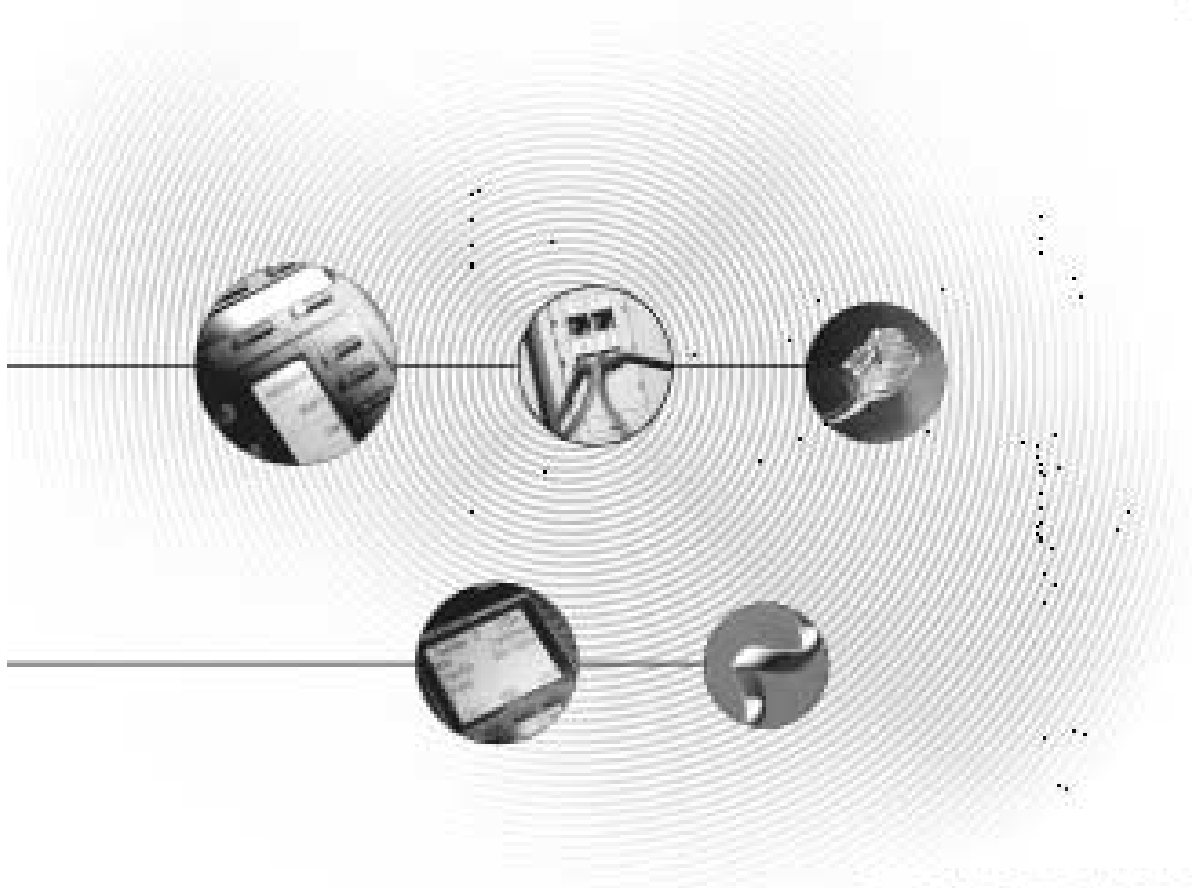
**This publication supports the
Impact LCD Speakerphones**

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 8101N-** Rev. A and later.
- Impact 8201N-** 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 is a reference table, a glossary that defines general phrases/abbreviations which may not be familiar to users and all the features available for the DXP, DXP Plus, FXS and FXT systems.

Appendix A   Quick Reference Guide
Appendix B   Glossary
Appendix C   Feature Networking Support

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

Index

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

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

1   *Getting Started*

Welcome

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

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

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

Setting Up Your Station

When your new station arrives, the system installer unpacks your station and connects the line to a system jack. The following sections describe a few initial adjustments that will allow you to quickly begin making and answering calls with some of the most basic features.
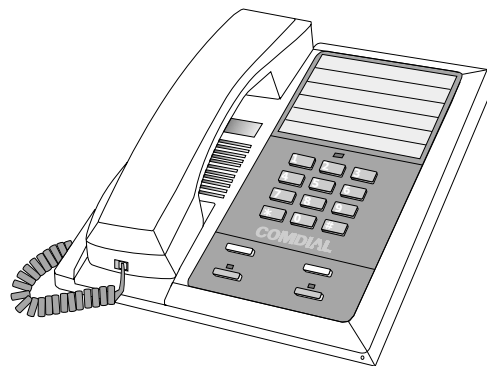
An Impact 8101 Station

Positioning Your Station

If you are using an Impact 8201N 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 (8201N 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.)

Telephone

First Notch
Second Notch
Third Notch
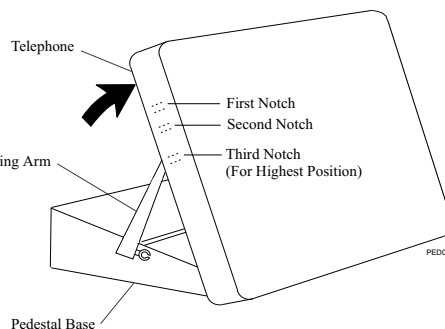(For Highest Position)

Supporting Arm

Pedestal Base

PED01

Adjusting The Pedestal

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.

Setting a Personal Ringing Tone and Volume

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

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

1. **PRESS** *INTERCOM.*
2. **DIAL** $\boxed{*}$ $\boxed{*}$ $\boxed{4}$.
3. **DIAL** number ($\boxed{1}$ to $\boxed{8}$) to select ring tone.
4. The next time your telephone rings, you will hear the new ring tone.

NOTE: On the 8101N, a three-position switch on the bottom of the telephone controls the ringer volume. There is no handset volume control.

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

To set the ringer loudness level,

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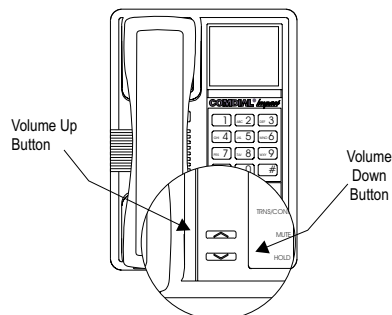
Impact SCS Volume Buttons

Answering and Making Calls

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

When you hear outside ringing (two long bursts) or intercom ringing (two short bursts),

1. **LIFT** handset.

To dial an outside number manually,

1. **LIFT** handset .

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.

Your Station's Buttons

*Hold Button (*HOLD*)*

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

*Intercom Button (*INTERCOM*)*

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

*Mute Button (*MUTE*)*

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

*Message Button (*MESSAGE*) (8201N only)*

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

*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.
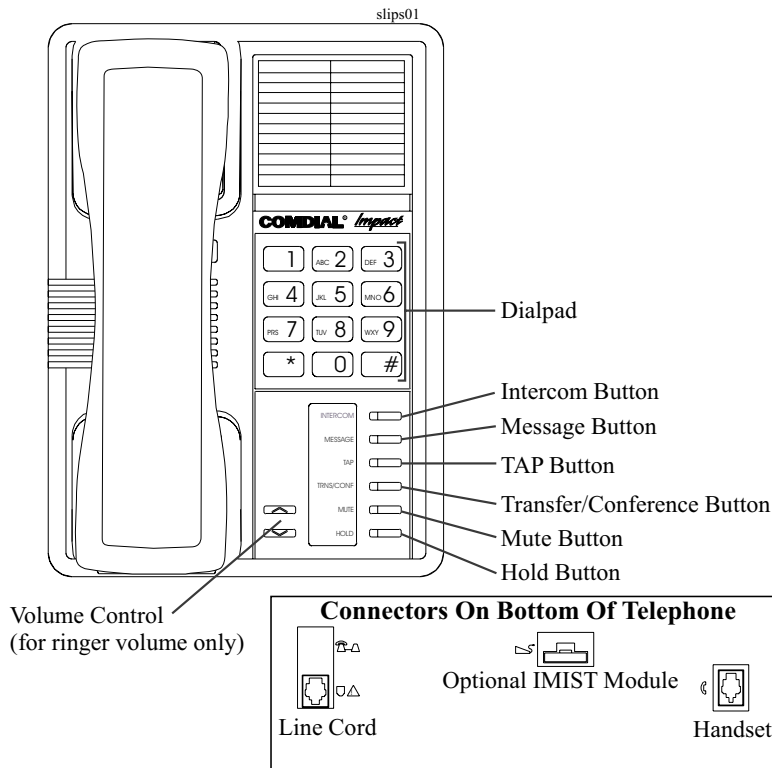
Impact SCS 8201N Single Line Telephone

Your Station's Display Lights

Next to a fixed feature or programmable feature button:

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

Next to INTERCOM button:

- Steady green with a quick flash = 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 keypad (8101N only):

- Fast flashing red = message awaits pick up.
- Winking green with repetitive off periods = a line is on hold at your station.
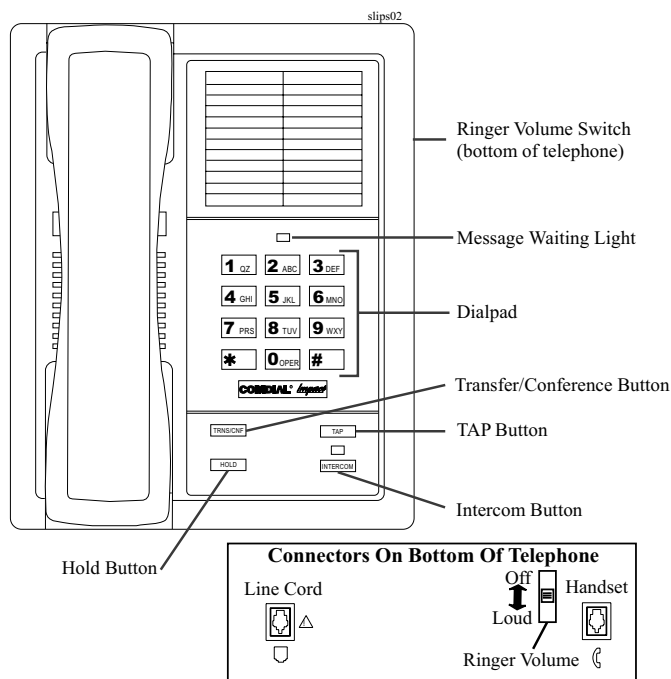
Impact 8101N Single Line Telephone

2   *Answering Calls*

Answering Outside Calls

A call that rings on an outside line sounds long, single-tone bursts and lights the line status light.

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

1.   **LIFT** handset.

Answering Intercom Calls

An intercom call is between two stations connected to the same system. You can differentiate intercom calls from outside calls by the distinctive ring pattern. An intercom call sounds two short ring bursts on the receiving station.

When you hear intercom ringing (two short bursts) and observe a flashing light,

1.   **LIFT** handset.

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 that shares the held call line.

To place a call on hold,

1. **PRESS** *HOLD. HOLD* button light begins to blink.

To retrieve a held call,

1. **PRESS** *TAP.*

Exclusive Hold

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

To place a call on exclusive hold,

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

To retrieve exclusive hold,

1. **PRESS** *TAP* **AND LIFT** handset.

Handling Hold Recalls

After a call has been on hold for a 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 reverts to manual hold after the hold recall period.

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

1. **PRESS** *HOLD* (station button) to place the call on hold at your station and restart hold timer.
2. **PRESS** *TAP* to retrieve the call.

Directed Hold

The installer can add a directed station hold feature to your telephone. With this feature, you can pick up the held call that has been on hold 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. **LIFT** handset.

2. **DIAL** [#][9][0].

3. **DIAL** extension number of station that is holding the call.

4. **ANSWER** call.

Call Pickup

The Impact system offers two 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 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.

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

...DIAL # 4

Your Station

Ringing Station

For any ringing telephone...

...DIAL ✳ 4 + extension code
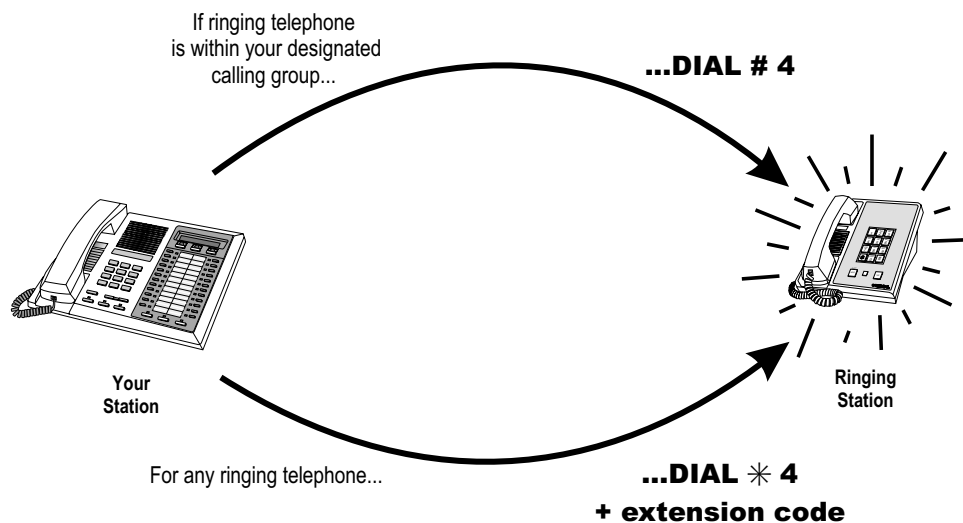
Answering Calls for Other Stations

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.

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.

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 (not available on 8101N),

1. **PRESS AND HOLD** *MUTE*.

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

3. **RELEASE** *MUTE* after response is complete to return to distant party.

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

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

Voice Announce Blocking

This feature blocks Subdued Off-Hook Voice Announcements (SOHVA) and generates a tone in response to attempted SOHVAs.

To block all voice-announced calls,

1. **PRESS** *INTERCOM*.

2. **DIAL** [*][2].

To unblock all voice-announced calls,

1. **PRESS** *INTERCOM*.

2. **DIAL** [#][2].

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 station, the system automatically selects a line for use when you lift the handset.

To dial an outside number manually,

1. **LIFT** handset.
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.

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

To dial an outside number using your prime line,

1. **LIFT** handset. 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 sets the system to deliver either tone-first or voice-first calling.

You can change a call to the opposite method for that call simply by pressing the *INTERCOM* button again after dialing the extension number.

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

1. **LIFT** handset.

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

To voice announce manually (voice calling),

1. **PRESS** *INTERCOM.*

2. **DIAL** extension number.

3. **SPEAK** your announcement.

Automatic Dialing

There are two types of automatic 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 speed dial a personal speed dial number stored at the dial pad,

1. **LIFT** handset.

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

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

1. **LIFT** handset.

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

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. **DIAL** ⬚*⬚6.

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

When you hear five short tone bursts,

1. **LIFT** handset. The other telephone will start ringing.

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

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,

1. **DIAL** ⬚*⬚6 when you hear the DND tone. 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. **DIAL** ⚹ 6 **AND HANG UP** handset. Callback will occur after any activity is initiated at the dialed station.

To cancel the camp-on condition,

1. **LIFT** handset **AND DIAL** # 6.

2. **HANG UP** to end.

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.

To cancel call waiting,

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

2. **HANG UP** 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

BUSY

NO ANSWER

To Wait For Callback...

To Send Call Waiting Tone...

To Wait For Callback...

...Dial ✳ 6 and Disconnect

...Dial ✳ 6 and Wait For Reply

...Dial ✳ 6 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
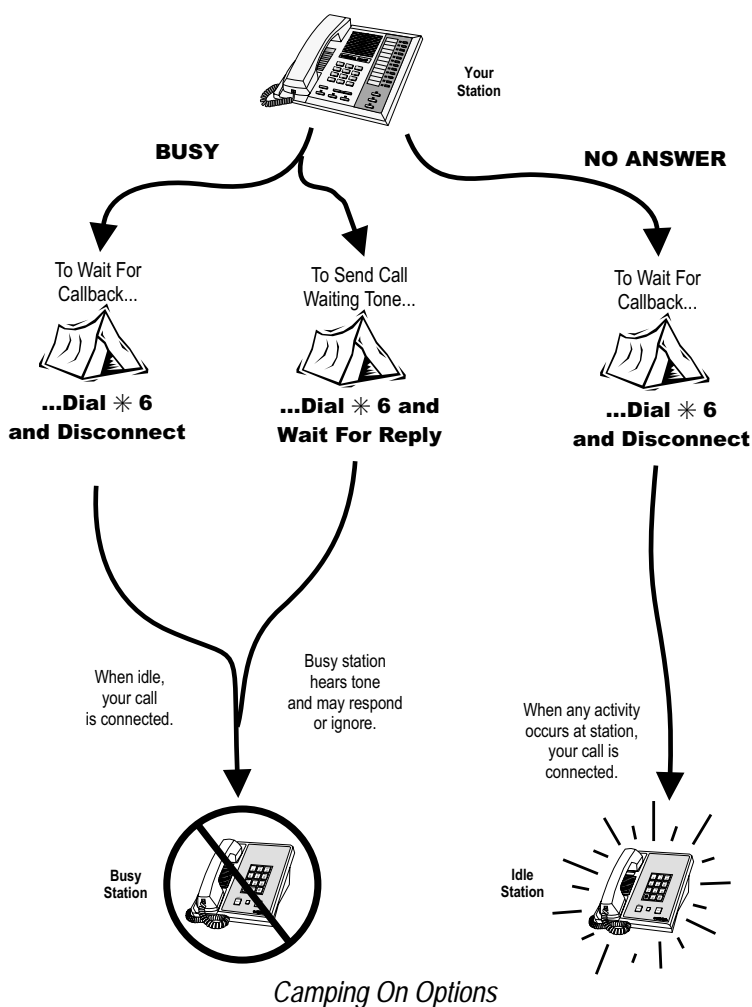
Redialing

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

To redial the last-dialed number,

1. **LIFT** handset **OR DISCONNECT** current ringing or busy tone.

2. **DIAL** [#].

3. **LISTEN** for ringing or busy tone over the telephone.

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. **LIFT** handset **AND LISTEN** for intercom dial code.

2. **DIAL** the line group access code (see Line Group Access code table on page 37 for your system's codes).

3. **HEAR** busy tone.

4. **DIAL** ⌗*⌗6⌗.

5. When line group is free, your telephone sounds several short tone bursts. When you hear these tone bursts , lift handset, hear dial tone, and place call.

To cancel line queuing or line group queuing,

1. **PRESS** *INTERCOM.*

2. **DIAL** ⌗#⌗6⌗.

<u>*Conferencing*</u>

When using the DXP system, you can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties. When using the DXP Plus or FXS or FXT system, you can include up to seven parties (in various combinations) in a conference call.

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

1. **MAKE** first call.

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

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

4. **PRESS** *TRNS/CNF* to establish conference.

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

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*.

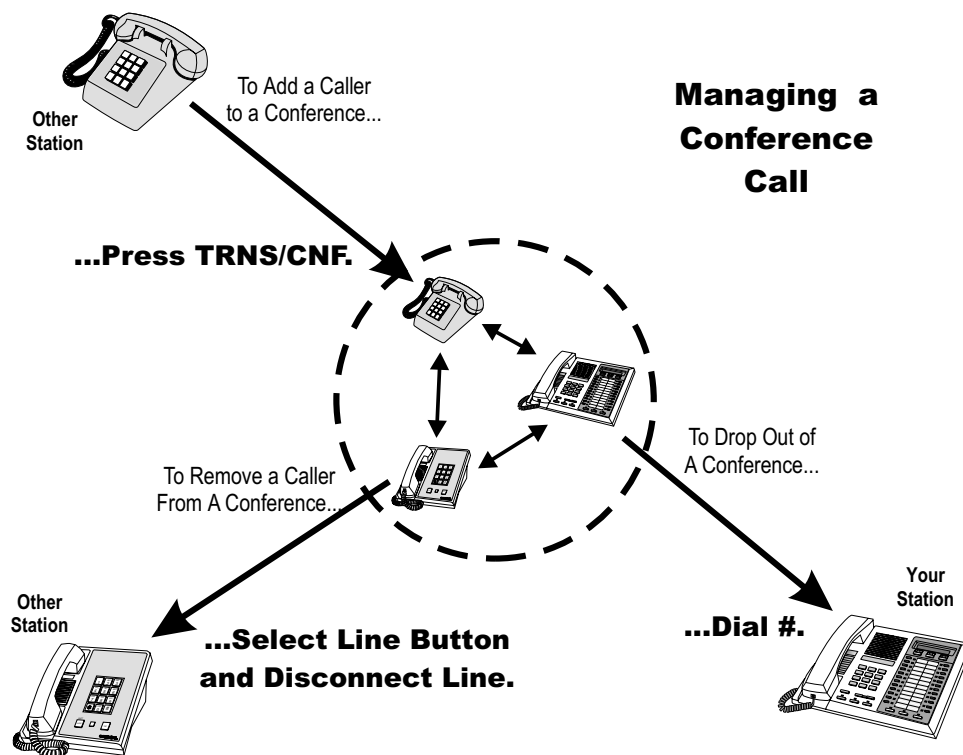2. **PRESS** line button.

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

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. **LIFT** handset **AND PRESS** *TAP*.

To Add a Caller to a Conference...

Other Station

Managing a Conference Call

...Press TRNS/CNF.

To Remove a Caller From A Conference...

To Drop Out of A Conference...

Your Station

Other Station

...Select Line Button and Disconnect Line.

...Dial #.

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 the system is forwarding your calls, your telephone sounds a short ring burst each time the system forwards a call.

To forward your calls,

1. **LIFT** handset.

2. **CHOOSE** one of the following call forwarding options:

   - **DIAL** ⁅*⁆⁅5⁆⁅1⁆ to forward prime line and intercom calls.

   - **DIAL** ⁅*⁆⁅5⁆⁅2⁆ to forward all calls.

   - **DIAL** ⁅*⁆⁅5⁆⁅3⁆ to forward prime line and intercom calls after ring no answer or busy line.

   - **DIAL** ⁅*⁆⁅5⁆⁅4⁆ to forward all calls after ring no answer or busy line.

3. **DIAL** extension number of telephone to receive your forwarded calls **OR DIAL** desired group intercom number.

4. **HANG UP** to end.

To cancel call forwarding,

1. **LIFT** handset.
2. **DIAL** 〔#〕〔5〕. Your telephone immediately hangs up.

Dial ✳ **51** — Forward Only Your Prime Line and Intercom Calls

Dial ✳ **52** — Forward All Calls That RIng At Your Station

Dial ✳ **53 Or** ✳ **54** — Forward Only Calls That Are Not Answered At Your Station

Caller   Your Station   Forward Station
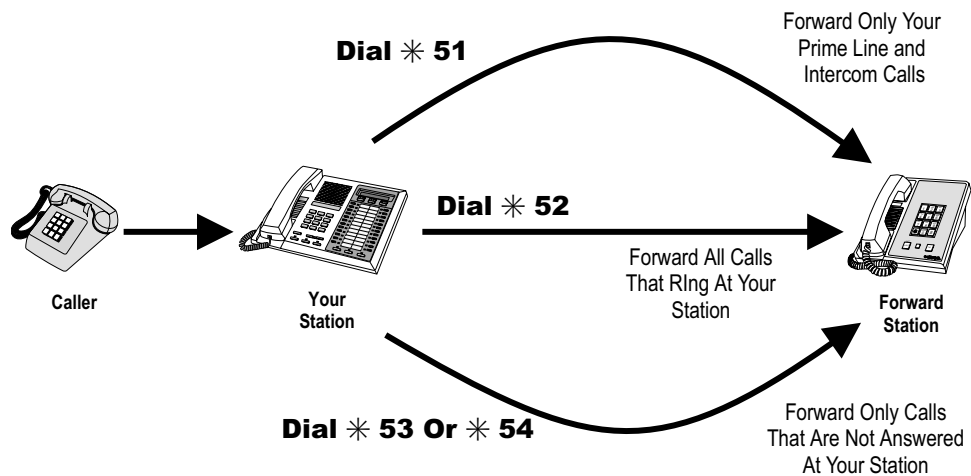
Call Forwarding Options

Call Forward Outside System (CFOS)

The Call Forward Outside System* (CFOS) feature allows you to forward incoming or transferred line calls to telephone numbers outside the system. As with regular call forwarding, you must select the type of calls that you wish to forward (prime line, intercom or all).

To activate CFOS with your station,

1. **LIFT** handset **AND DIAL** ⌈*⌉⌈5⌉⌈6⌉.

2. **DIAL** one of the following codes to designate the type of calls to forward:

   - **DIAL** ⌈1⌉ to forward intercom calls only.

   - **DIAL** ⌈2⌉ to forward prime line calls.

   - **DIAL** ⌈3⌉ to forward all calls.

   - **DIAL** ⌈4⌉ to froward ring-no-answer intercom calls.

   - **DIAL** ⌈5⌉ to forward ring-no-answer prime line calls.

   - **DIAL** ⌈6⌉ to forward all ring-no-answer calls.

3. **PRESS** the speed dial button programmed with the target number, **OR SELECT** a line **AND DIAL** number (max 16 digits).

4. **HANG UP** to end.

To deactivate CFOS, choose one of the following:

1. **LIFT** handset **AND DIAL** ⌈*⌉⌈5⌉⌈6⌉.

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 Transferring

Screened Call Transfers

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

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

1. **ANSWER** call.

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

3. **DIAL** extension number of telephone to receive transfer.

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

5. **HANG UP**.

Unscreened Call Transfers

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

To transfer an unscreened call to another system telephone,

1. **ANSWER** call.

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

3. **DIAL** extension number of telephone to receive transfer.

4. **HANG UP**. The transfer will ring at the called telephone.

If the intercom party is busy or does not answer,

1. **LIFT** handset to answer recalling line.

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 handsfree 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 station to answer the call.

To make a hot transfer to another telephone in the system,

1. **ANSWER** call.
2. **PRESS** *TRNS/CNF* (the call is automatically placed on hold).
3. **DIAL** extension number of telephone to receive the transfer.
4. **ANNOUNCE** call.
5. **PRESS** *TRNS/CNF*.
6. **HANG UP**. The person receiving the transfer then has the call.

Quick Transfer

When the installer programs the quick transfer method, it allows you to do 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**.

To do a quick unscreened transfer,

1. **ANSWER** call.

2. **DIAL** intercom number for transfer location.

3. **HANG UP**.

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 station 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 station 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.

Call Parking

Parking a Call

You can place a call on hold in the system so that someone can answer the call from any station that does 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** ⟨*⟩.
3. **DIAL** code for park orbit (⟨9⟩⟨1⟩⟨0⟩ to ⟨9⟩⟨9⟩⟨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 retrieve a call that was placed on hold in the system (parked),

1. **PRESS** *INTERCOM.*
2. **DIAL** ⟨#⟩.
3. **DIAL** code for orbit (⟨9⟩⟨1⟩⟨0⟩ to ⟨9⟩⟨9⟩⟨9⟩ for orbit 10–99).

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).
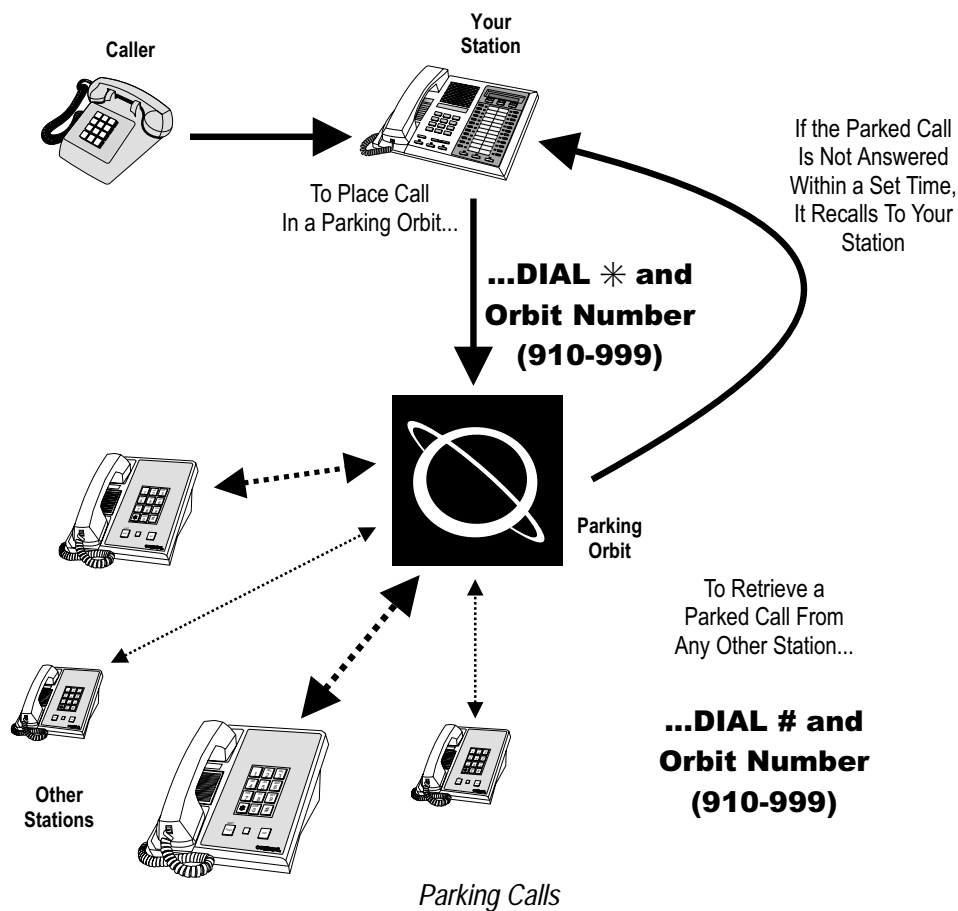
To answer a park recall,

1. **LIFT** handset. The call will then connect to your station.

To place a park recall on hold at your station,

1. **ANSWER/RETRIEVE** call.
2. **PRESS** *HOLD.* If the call remains on hold for a period of time, it will ring back to your telephone as a hold recall.

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

1. **ANSWER/RETRIEVE** call.

2. **PRESS** *INTERCOM* **AND DIAL** ✳ and park orbit code. (the system places the call back in its original park orbit where it remains until it is answered or until it recalls again).

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**

**Other
Stations**

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

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

Parking Calls

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** ⑦⓪ through ⑦⑦ for zones 1–8.

> **NOTE**:   Zone 1 (code ⑦⓪) 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** ⑦⑧ .

4. Meet paging party on line.

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. **LIFT** handset, **PRESS** *INTERCOM* **AND DIAL** [*][0][2].

2. **DIAL** the desired code number from your message list (01–30) on the next page,

   • 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).

NOTE:	See following page for dialing codes.

---

3. **DIAL** [#] **AND HANG UP** to end message. Your intercom light flashes to indicate the waiting message.

To turn off the message and your intercom light,

1. **LIFT** handset, **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 station 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) at another station that is idle or busy,

1. **PRESS** *INTERCOM*.

2. **DIAL** ⌈ * ⌉⌈ 3 ⌉.

3. **DIAL** extension number. The message-waiting light of called 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. 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.

To receive a message at an alerted station,

1. **OBSERVE** flashing message waiting light **OR HEAR** broken dial tone.

2. **PRESS** *INTERCOM* **AND** *HOLD*. The station that left the message is called automatically.

6 *Programming*

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 keypad number.

> **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. **LIFT** handset **AND PRESS** *INTERCOM.*
2. **DIAL** ⊡⊡1 .
3. **PRESS** dial pad button (**0–9**) to choose storage location.

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

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

-   **DIAL** ⓪⓪ to select prime line or last line used,

-   **DIAL** ⓪① to ①⑥ to select line group,

-   **PRESS** *INTERCOM* button or dial ⑧ to select 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.

---

5. **DIAL** number (up to 16 digits long—include ＊ and ＃ if needed).

6. **PRESS** *TRNS/CNF* to store the number.

7. **REPEAT** previous steps until all numbers are stored.

8. **HANG UP** to end.

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

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

7　Other Advanced Features

Line Groups

Some systems have telephone lines arranged into line groups that you may access for outside calling instead of selecting an individual line button.

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

1. **LIFT** handset **AND 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.

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. **PRESS** *INTERCOM* **AND DIAL** ⚹ 0 4 (call is automatically placed on hold).

2. **DIAL** account code. Your telephone automatically returns to the call after you've dialed the complete account code.

Depending upon how the installer has programmed your system, account code entry may be "forced"(mandatory) for dialing outside numbers.

To enter account code on an outgoing call,

1. **DIAL** 9 **OR** other line button.

2. **PRESS** *INTERCOM* (call is automatically placed on hold).

3. **DIAL** ⚹ 0 4 **AND** account code.

4. **LISTEN** for dial tone **AND DIAL** number you are calling.

Do Not Disturb Condition

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.

To enable DND,
1. **PRESS** *INTERCOM* **AND DIAL** `#` `0` `1`.

To override a do not disturb condition at another telephone,
1. **MAKE** intercom call **AND HEAR** DO NOT DISTURB tone.
2. **DIAL** `*` `0` `3` (called party will hear several short tone bursts).
3. **WAIT** for reply.

To disable DND,
1. **PRESS** *INTERCOM* **AND DIAL** `#` `0` `1`.

Tracker Paging 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. **PRESS** *INTERCOM* **AND DIAL** $\boxed{*}\boxed{8}$.

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

4. **HANG UP** handset.

To track a called party without first calling them,

1. **PRESS** *INTERCOM* **AND DIAL** $\boxed{*}\boxed{8}$.

2. **DIAL** extension number.

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

4. **HANG UP** handset.

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 PRESS** *TRNS/CNF*.

2. **DIAL** extension number.

3. **PRESS** *INTERCOM* **AND DIAL** ⌈*⌉⌈8⌉ **IF** the called station does not answer or is busy.

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

5. **HANG UP** handset.

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

1. **PRESS** *TAP* to retrieve.

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 (⌈#⌉⌈8⌉⌈0⌉⌈0⌉ **to** ⌈#⌉⌈8⌉⌈9⌉⌈9⌉).

4. **RETRIEVE** call.

To enable or disable a Tracker pager at your station,

1. **PRESS** *INTERCOM.*

2. **DIAL** ⌈#⌉⌈0⌉⌈7⌉ to enable, **OR DIAL** ⌈#⌉⌈0⌉⌈6⌉ to disable.

3. **HANG UP** handset.

Volume Control

Setting Current Volume Level

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

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

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

Volume Up Button

Volume Down Button
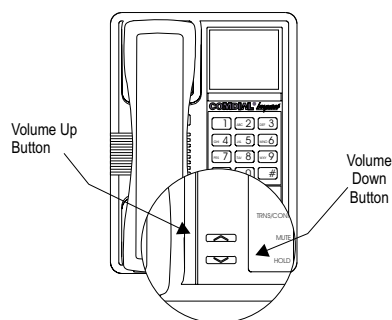
Impact SCS Volume Buttons

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

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

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

Muting Your Station (not available on 8101N)

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).

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 as to whether you want to keep your previous programming or use the programming in the new location.

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

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

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

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

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

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

2. **OBSERVE** the flashing HOLD light **AND DIAL** [#] while the light is still flashing (your telephone immediately assumes the features from the new location).
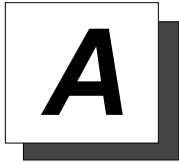
A *Feature Access Codes*

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.

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]
Call Forward, Personal	INTERCOM + [*][5][1] + extension number	INTERCOM + [#][5]
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]

Feature	Enable Code	Disable Code
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`	
Do Not Disturb	*INTERCOM* + `#` `0` `1`	*INTERCOM* + `#` `0` `1` (repeat)
Do Not Disturb Override	extension number + `*` `0` `3`	
Executive Override	extension number + `*` `0` `3`	
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`	

Feature	Enable Code	Disable Code
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`	
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	`#`	

Feature	Enable Code	Disable Code
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]	
Voice-Announce Block	INTERCOM + [*][2]	INTERCOM + [#][2]

> **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	[*][0][8]
Broker's Call	[*][0][7]
Speed Dial Access Code	[*][0][1]
Saved Number Redial	[*][0][6]
Dial Saved Number	[*][0][9]
TAP Dialing Code	[#][#]

B | *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

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

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

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

I

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

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

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

K

Keypad
   Buttons $\boxed{0}$ 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.
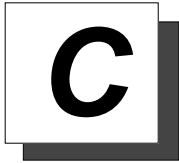
V

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.

C   *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

Index

Do Not Disturb
   enabling/disabling operation, 39
   function, 39
Dynamic Save Button, 18

E

Exclusive Hold, 8

F

Flash Button
   See TAP Button
Forwarding Calls, 22
   Call Forward Outside System (CFOS), 24
   handling ring no answer calls, 22
   redirecting all calls, 22
   redirecting personal calls, 22

H

Handset, setting volume, 42
Hold Button
   functions, 4
   location, 5, 6
   meaning of associated light, 6
Holding Calls
   basic instructions, 8
   using directed hold, 9
   using exclusive hold, 8
Hot Transfer, 26
   See Also Transferring Calls

I

Intercom Button
   functions, 4
   location, 5, 6
   meaning of associated light, 6

L

Last Number Redial, 18
LCD Messages
   Default message table, 32
   selecting from default messages, 31
   sending, 31
Lights, Display, 6
Line Access From Any Station, 11
Line Groups, 37
   queuing for an open line, 19
   selecting when speed dialing, 36

M

Making Calls
   See Calling
Meet-Me Answer Page, 30
Message Button
   location, 5
Message Waiting Light
   location, 5, 6
   receiving messages using, 34
Mute, 43
Mute Button
   location, 5

N

Night Transfer of Ringing,   11

P

Paging
    all-call,   30
    codes,   30
    sending a Meet-Me page,   30
    sending a page,   30
    See Also Tracker Paging System
Parking Calls,   28
    handling park recalls,   28
    orbit codes,   28

Q

Queuing,   19
Quick Transfer,   26
    See Also Transferring Calls

R

Redialing
    last number dialed,   18
Reminder Alert, setting,   36
Ringer
    selecting a personal tone,   2
    setting the volume,   42
    turning off,   42

S

Speed Dialing
    general description of,   35
    storing numbers,   35
Subdued Off-Hook Voice Announcement
(SOHVA)
    blocking all SOHVAs,   12
    handling incoming SOHVAs,   12

T

TAP Button
    function,   4
    location,   5, 6
Tracker Paging System,   40
Transfer/Conference Button
    function,   4
    location,   5, 6
Transferring Calls
    making a Hot Transfer,   26
    screened transfers,   25
    unscreened transfers,   25
    using quick transfer,   26
TRNS/CNF
    See Transfer/Conference Button

U

Unsupervised Conferences,   21

V

Volume Control
    initial settings,   42

VOLUME DOWN Button
   function, 42
   location, 5
VOLUME UP Button
   function, 42
   location, 5

Z

Zone Paging, 30

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