Comdial Digital Telephone System
LCD Speakerphone
System Reference Guide

Applies to Impression LCD speakerphone models 2022S-xx Using the following software cartridges on a digital telephone system:

I0408   Rev. 18A and Later
I0816   Rev. 18A and Later
I1632   Rev. 18A and Later
S0408   Rev. 18A and Later
S0816   Rev. 18A and Later
S1632   Rev. 18A and Later

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Using Speakerphone Capability

A note on placing your speakerphone: For best audio quality, place your phone at least eight inches away from the edge of your desk, do not use speakerphone in a high traffic area with an excess of background noise and do not place anything directly beside or beneath your speakerphone.

A note on using your speakerphone: Speak directly into the microphone, remain within a radius of three feet from your phone and keep in mind that the voice-activated microphone will cause the conversation to become garbled if both parties speak at the same time.

The speakerphone feature of our phone allows you to place a call or answer a call-announce while on hook. During a conversation, switch from speakerphone to handset for privacy by lifting the handset and talking. To return to speakerphone, press SPKR and hang up.

Place a call using speakerphone:
- Press the line or ITCM button
- Dial

To use autodial with speakerphone, press the programmed button.

Answer a call using speakerphone:
- Press the line button with the flashing red or orange light

End a call using speakerphone:
- Press SPKR

Status Lights

Direct Station Select and Busy Lamp Field Buttons:
Steady red – station is in use or Do Not Disturb
Flashing red – station is receiving a call or station is calling you
Rapidly flashing red – station-to-station messaging has been set.

Line Buttons:
Steady green – line is in use at your station
Steady red – line is in use at another station
Flashing red – a call is coming in on this line
Flashing orange – your line is ringing and will be answered when you take the telephone off hook
Winking green – line is on hold at your station
Winking red – line is on hold at another station
Rapidly flashing green – line has recalled from hold at your station
Rapidly flashing red – line has recalled from hold at another station

Next to a fixed or programmable feature button:
Steady red – feature is on
Steady off – the feature is off

Next to the ITCM button:
Steady red with a quick flash – you are using your intercom
Rapidly flashing red – auto redial is in use or system is in night mode
Winking red – an LCD message is set on your phone for others to receive when they call you
Flashing red – another station is calling you

Next to the HOLD button:
Flashing red – a message is available for pick up
Rapidly flashing red – automatic station relocation has been set

Next to the SPKR button:
On steady with telephone on hook and busy – speakerphone mode active
On steady with telephone on hook and idle – background music is on
On steady with telephone off hook and busy – group listen is active

Next to the MUTE button:
On – called party cannot hear your conversation.

LCD Abbreviations

LCD Screen	Feature
ADIAL	Automatic Dial
ALL	All
ANS	Answer
ARDL	Automatic Redial
BKSP	Back Space
BLOCK	Block
CAMP	Camp
CFWD	Call Forward
CLBK	Call Back
CLEAR	Clear
CWAIT	Call Waiting
DARK	Dark (Contrast)
DIAL	Dial
DISP	Display (Contrast0
DND	Do Not Disturb
DSS	Direct Station Select
EXIT	Exit
EXT	External
FEAT	Feature
FWD	Forward
G (followed by last number)	Group
HOLD	Hold
HVHLD	Have Hold
INT	Internal
L (followed by last number)	Line
Last No Saved	Last Number Saved
LIGHT	Light (Contrast)
MUSIC	Background Music
MSG	Message

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NEXT	Next Display
OVER	Override
LCD Screen	**Feature**
P (followed by last number)	Port
PERS	Personal
PREV	Previous Display
RECALL	Recall
RECON	Reconnect
RING	Ring Tone
S (followed by last number)	Station
SAVE	Save Number
SDIAL	Speed Dial
SEND	Send Transfer
SET	Set
SOHVA	Subdued Off Hook Voice Announce
TIMER	Timer
TKMSG	Take Message
VAB	Voice Announce Block

Rings

Two short rings – intercom call
Single longer ring – outside call
One short ring burst – voice announce
Three short ring bursts – ringback from a hall on hold or in queue.

Choose from six rings to identify calls ringing to your phone.

Program Attendant Features

Creating LCD Response Message

Your phone system provides two default messages, "Back at…" and "Call…". You may add eight additional messages or choose not to use the default messages and create 10 customized messages.

To Store LCD Messages:
1. Write your messages (up to 16 characters) on the chart below.
2. Use the letter code table below to assign a number to each letter
3. Write these numbers on the line beside the message letters
4. Press ITCM
5. Dial "*#05"
6. Dial a message location number (0-9)
7. Dial "#" to clear the current message
8. Compose messages by dialing the two digit codes related to the letters
9. Dial "*" to save
10. Dial the next location number
11. Dial "#" to clear, compose messages with two-digit codes and press "*" to save
12. Repeat as needed

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13. Press "SPKR to end.

Example: Create a message that will read as "GONE HOME" and program it to message location number 3.
1. Press ITCM
2. Dial "*#05"
3. Dial "3#"
4. Dial:

```
G   o   n   e   H   o   m   e
41 66  65 35   42 66  64 35
```

5. Dial "*" and press SPKR to end.
6. When you have finished creating messages, fill in the list on the page below and give a copy to each station user.

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Letter Code Table

Character	Code	Character	Code	Character	Code
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	,	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

LCD Messages Programmed

Location Code	Message	Letter Codes
1	Back at	System Message
2	Call	System Message
3		
4		
5		
6		
7		
8		
9		
0		

Naming System Telephones

Assign a personal or group name to each telephone on the system to know who is calling you. The name may contain up to seven letters and will be show on the user's display and in the called party's display. Examples: SALES, TECH, K BROWN.

To Name a System Telephone:
1. Use the letter code above to create names for all telephones requiring a name
2. Press ITCM
3. Dial "*#06"
4. Dial the station number of the phone to be named (10-57)
5. Dial "#" to clear the current name
6. Dial the two-digit codes that correspond to the letters
7. Dial "*" to continue entering stations names (start at step number 4)
8. Press SPKR to end
9. Record names on the following pages

Station Names Assigned

Ext.	Name	Ext.	Name	Ext.	Name

Music on Hold

To set music on hold:
1. Press ITCM
2. Dial "*#04"
3. Press "1" to enable or "2" to disable.

The Light at button A1 (top left programmable button) will be illuminated when music on hold is enabled.

Setting the Night Transfer for Ringing Mode

Normal ringing assignments of incoming lines may be transferred to a station or stations for off-hour or special answering. Stations may also be assigned to answer any ringing outside line.

Set the night transfer mode from the attendant's station:
1. Press ITCM
2. Dial "*#03"
3. Dial "1" to enable or "2" to disable.
4. Press SPKR to end.

Setting a night Transfer Button

To program a Night Transfer Button:
1. Press ITCM
2. Dial "**1"
3. Press one of the programmable buttons
4. Press ITCM
5. Dial "*#03"
6. Press SPKR to end.

Setting the System Clock

The time and date appear on the LCD speakerphone display. **To set:**
1. Press ITCM
2. Dial "*#01"
3. Dial two digits for year (00-99)
4. Dial two digits for month (01-12)
5. Dial two digits for day (01-31)
6. Dial two digits for hour (00-23)
7. Dial two digits for minutes (00-59)
8. Press SPKR to end

Print Station Message Detail Accounting Records (SMDA)

If your system is connect dot a printer, you can command the system to print several different types of reports and to delete all stored SMDA records.

To Print:
1. Press ITCM

2. Dial "*#07"
3. Choose a report:
   - 1# – station report
   - 1 (port number # - single station report
   - 2# - line report
   - 3# - SMDA department report
   - 4# - account codes
   - 5# - automatic reports
   - 6# - print all records
   - 7# - to delete SMDA records
   - 0# - Departmental Call Distribution
   - 8 – view (on LCD) the number of free records remaining in the system
   - 9 – to cancel printing

Press SPKR to end.

Storing System Speed Dial Numbers:

Store up to 99 speed dial numbers at the attendant telephone.   All users will be able
to access these from their individual stations. Distribute the list of stored numbers
to all users for their reference.

To program:
1. Press ITCM
2. Dial "*#02"
3. Dial 01-99 to choose storage location
4. Dial "#" to clear the current entry
5. Choose the line that is to be used:
   a. Dial 01-24 for lines 1 through 24
   b. Dial 91-94 for line groups 1 through 4
   c. Press ITCM for intercom
6. Dial the number to be stored. Press HOLD to insert a pause. Press TAP to
   store flash.
7. Press T/C
8. To program a name, enter the digits from the letter code chart above (up to
   16 characters). Press T/C again to leave the name blank
9. Press T/C to save
10. Repeat steps 3-9 to store the next number
11. Press SPKR to end.

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System Speed Dial Numbers:

Loc.	Name Number	Loc.	Name Number	Loc.	Name Number

System Alarm Reporting

When the system experiences a disruption, such as a failure to communicate with a particular station due to a disconnected station or an off-line system data printer, an alarm signal displays at the attendant's station. The attendant can command the system to display alarm codes on the LCD of their phone.

When enabled and a new alarm is present, a flashing "*" displays on the first line of your phone's LCD. Keep note of the alarms displayed and relate these to the installer of your system.

To Display Alarms:

Press and hold "*" for five seconds. The following information may be displayed:

"Station disconnected from station port for more than five minutes. Month, day, station port number and station extension number are shown. Example: 'Mo/Da Pxx xxxx   A'"

"Communications difficulty between a station and the common equipment. The number of parity errors, up to 256 and the affected station port are shown. Example: 'xxx PARITY Pxx'"

"Data printer off-line. Example: 'PRINTER OFF LINE'".

Press "0" to cancel report displays. After alarm messages have been displayed the "*" is cleared from the LCD until another alarm occurs.

Transferring Calls To The Voice Mail System
Program a Transfer to Voice Mail button on your telephone:
1. Press ITCM
2. Dial "**1"
3. Press the empty programmable button to assign
4. Dial "6"
5. Dial the extension number of the voice mail station port
6. Press SPKR to end. Label the programmed button.

Transfer calls to voice mail:
1. While on a call, press the programmed button.
2. Press the DSS or the party to receive the voice mail message, or
3. Dial the extension number of the party to receive the message and dial "2".
4. Press SPKR to end.

Transfer Calls to a Secondary Attendant Telephone:
The installer of your system can arrange for station 12 to serve as a secondary attendant location. When enabled, incoming calls ring at the primary attendant's phone. Recalls from unanswered transfers or timed hold recalls will ring at both attendant stations.

Digital Voice Announce (DVA)
Digital voice announce plays up to two minutes of up to four pre-recorded announcements (voice prompts and dialing instructions) and messages during an in-progress call.

Store DVA messages by delivering them from the telephone handset at station 10 or 12 or by playing the contents of a tape recording (see your installer for detailed instructions).

To store DVA messages:
1. Press ITCM and "*#08"
2. Choose the message style
    a. "1" for DISD (Direct Inward Station Dialing – for callers who bypass attendant) message style

b. "2" for DCD (Departmental Call Distribution) style
3. Select DVA station port 10-57 and pres "#" to end the station selection
4. Press "0" to erase all the messages
5. Dial the code for the message type you wish to record
    a. "5" to record day answer message
    b. "6" to record night answer message
    c. "7" to record recall message
    d. "8" to record drop message
    e. "9" to stop recording.
6. Read the message into the telephone handset mouthpiece or start the audio tape recorder to play the message.
7. Press "9" to stop.
8. Dial the code for the next message, record the message and press "9" to stop. Repeat this step for each message.

Listen to stored messages:
Dial the code to listen to your recorded messages:
- "1" to play day answer message
- "2" to play night answer message
- "3" to play recall message
- "4" to play drop message
- "9" to stop playback

To erase messages, press "0". To change DVA messages, repeat the storage procedure and make different selections.

To exit the DVA session, press SPKR.

Example Messages:
- Day Answer messages
    o For DCD callers, "Welcome to Main Resource's sales department. All of our agents are busy. Please stay on the line and an agent will answer your call as soon as possible."
    o For DISD callers, "Welcome to Main Resource. If you know your party's extension, please dial it now. To reach the operator, remain on the line.
- Night answer messages
    o For DCD callers, "Welcome to Main Resource's sales department. Our hours are eight to five Monday through Friday. Please call again during those hours."
    o For DISD callers, "Welcome to Main Resource's sales department. Our hours are eight to five Monday through Friday. Please call again during those hours."
- Recall messages
    o For DCD callers, "Please hold; an agent will be with you as soon as possible."
    o For DISD callers, "The party you have called is not available. Please dial a new extension number."
    o For DISD callers (when your system has the tracker paging system installed), "The party you have called is not available. Please dial a new extension number or dial '#' plus your call-back number followed by another '#' to page your party."
- Drop message

o   "Thank you for calling Main Resource, good bye."

Direct Inward Station Dialing

Direct inward station dialing (DISD) allows an external party to call an intercom station directly, with no assistance from the attendant. The attendant must provide callers with the following information.

Give the caller a DISD line number the extension number associated with the station desired. When a caller makes a DISD call from an outside line, the system will answer with a continuous dial tone. At this point the caller should enter the extension number.

If the station is idle, the called station rings. If another station user answers the call, the caller may ask to be transferred to the desired station. If ringing stops and the dial tone sounds again, the caller may dial another extension. If the called station is busy, the call is placed on hold and camped-on at the busy station. If the call is not answered within a specified time frame, the busy tone is given, followed by a DISD dial tone. The caller may be returned to the DISD dial tone a total of three times and then the line is dropped.

If the called station is busy and is part of a hunt group, the caller is routed to an idle station in the hunt group when available. If an invalid extension number is dialed, an error tone sounds and the DISD dial tone is returned. If the extension number is not dialed within the programmed dial time limit, the call is routed to the DISD assist station if available. Otherwise, the line is dropped.

Answering Calls

Answering Outside Calls

When the phone sounds long single ring bursts and one of the line button lights is flashing, press the button of the ringing line if the flashing light is red and lift the handset. If the flashing light is orange, you have ringing line preference enabled and may simply lift the handset to answer the call.

Answering Intercom Calls

Intercom calls are made from one system telephone to another. The call may come directly through your speaker or your telephone will ring with two short ring bursts. You can block voice calls if you like. See the "Blocking Voice Announce Calls" section for instructions.

When you hear a short tone burst and then the caller's voice, speak toward the telephone to answer or lift handset for privacy.

When you hear two short bursts, press ITCM to respond using the speakerphone or lift the handset for privacy.

Subdued Off-Hook Voice Announcement (SOHVA)

When enabled by your system installer, SOHVA allows an intercom caller to break into your call if you are using the handset. If you are on a speakerphone, you will hear a ring burst and may go off-hook to receive the SOHVA call. The party you were originally conversing with will not hear the SOHVA announcement.

Respond to a SOHVA call verbally by pressing and holding MUTE and speaking into the handset or headset mouthpiece. The original party will not hear the response. Release the MUTE button to return to the distant party.

Respond with a non-verbal message to a party with an LCD speakerphone by pressing MSG and one of the following HVHLD (have them hold), TKMSG (take a message) or CLBK (I will call back) to send the appropriate message.

If you attempt to respond using a non-verbal message to a party with a non-LCD phone, the station is immediately disconnected from the call.

Block SOHVA calls by pressing BLOCK when the SOHVA is initiated.

Call Pick-Up

Your system installer may have arranged several telephones together in a user group. At a station arranged as part of a group, you can answer calls ringing at other stations within your group. You may also answer a call ringing at any telephone in the system if you know the telephone's extension number.

To answer a call ringing in your group, press ITCM and dial "#4".

To answer a call ringing at any telephone, press ITCM, dial "#4" and dial the extension number of the ringing telephone.

Caller ID

When enabled, the number calling parties will display on your LCD. Caller ID can be used at a station with lines that audibly ring, calls you answer with call pick up from a station with audible ring or with lines transferred to your station.

Night Transfer

When the system is in night mode, answer incoming calls by pressing ITCM and dialing "80".

Station Monitoring

If enabled, station monitoring allows you to see the status (idle, ringing or busy) of other stations. A BLF light will flash when a DSS station is ringing. Answer a call at a ringing DSS station by pressing the DSS button.

Making Calls

Placing Outside Calls

To place an outside call, press the line button or line group button (if prime line is not assigned to your phone), at the tone dial the number, or press the pre-programmed button of the number you wish to dial.

Making Intercom Calls

Place an intercom call by dialing the extension number on they keypad or by using a programmed DSS button. See the "Dial By Name" feature for more information.

When you make an intercom call, either your voice will sound over the receiving party's speakerphone or your call will causes the telephone to ring. Default set up has ringing alert method set up. If the called party sets a voice announce block at their telephone, all voice announce calls will be prevented.

To cause the called party's phone to ring, press a programmed DSS button, or pres ITCM and the extension number.

To place an intercom voice call, press a programmed DSS button and speak, or press ITCM and dial the extension number.

Executive Override - Breaking in to a busy station or a station in DND

When enabled, you can break in to a conversation at a busy station or a station in Do Not Disturb.

To break in to a busy station, press NEXT when you hear the busy signal, then press OVER and join the call in progress. When you press OVER, several short tone bursts will be heard by all parties.

To break in to a station in Do Not Disturb, press OVER and speak your announcement unless the ring-back tone sounds, in which case, wait for the party to respond.

Automatic Callback

If the extension you call in tone announce mode is busy, in Do not Disturb mode or rings with no answer, use automatic callback to ring your phone when the line is available. When you reach a station that is busy or does not answer, press CAMP. When the phone you wish to reach becomes idle, your phone will ring with five short tones. Press ITCM to cause the other phone to ring. To cancel the callback, press ITCM and dial "#6".

If the extension you call in voice announce mode is not answered, press ITCM before pressing CAMP.

Call Waiting

If the extension you are trying to reach is busy, you can send a call waiting tone and wait for an answer. Press NEXT and then CWAIT and remain on the line. The called party will hear a short tone burst and may place the original call on hold or hang up.

Autodialing
To automatically dial, press the programmed button. Line selection is usually a part of the stored autodial. If the stored number is as a second choice at the button, press HOLD and then the button.

Speed Dial Calling

Station speed dial numbers are exclusive to your phone. System speed dial numbers are set by the administrator and may be access from every station.

If you manually choose a line for dialing, press HOLD before using a speed dial. If you place a call on hold before using the speed dial, pause before you press the speed dial button or the system will automatically choose the line that you have on hold to place your speed dial call.

To use station speed dials, while on hook dial the keypad number you have programmed into your phone. To use station speed dials while off-hook and on a line, press HOLD and the keypad number programmed into your phone.

To use system speed dials while on-hook, press "*" and dial the location number (01-99) that was programmed into the system. To use system speed dials while off-hook and on a line, press HOLD and dial "*" and the memory location digits (01-99).

Automatic Redial

When the number you dial is busy or not answering, you can redial it once, initiate a repeated redialing or save it for later redialing using a programmed saved number redial button.

To redial the last dialed number one time, press SPKR or hang up to disconnect. Press "#". To redial one a minute for 10 minutes, press the ARDL button. When the tone is heard over the speaker, answer the call. Cancel an automatic redial request, lift and replace handset or use the phone to make another call.

Select a Line Group

If your system utilizes line groups, access your line group by pressing ITCM and dial the line group access code 9,81,82 or 83 for groups 1-4. Listen for outside dial tone and dial the number.

Display Call Time or Cost

If you installer programs your LCD phone to display call costing, press the COST button to show the cost of the current call. Otherwise, the pressing the TIMER button will show and display the current call duration.

After ending a call, to view call time or cost for the last call made, press HOLD or HOLD twice, respectively.

Line Queuing

If all the lines in a group are busy, you can put your telephone in queue to await an idle line.   To queue, press ITCM and dial the group access code (9, 81, 82, 83). At the busy tone, dial "*8" and hang up. When the line group is free, your phone will sound several short ring bursts. Lift the handset and make your call.

To cancel line group queuing, press ITCM, dial "#8" and hang up.

To queue for a particular line, press HOLD and the line button of the busy line. When the line is free, the phone will sound five short ring bursts. Lift handset to answer or ignore to cancel.

Subdued Off-Hook Voice Announcement (SOHVA)

Voice Announcing to a Busy Station

If enabled, you can make a voice announcement to an off-hook or busy station by using the SOHVA button. When you reach a busy extension, you can hang up or, to interrupt, press the SOHVA button. At the quick tone bursts, make an announcement (unless you get a busy signal, which means the called party is on speakerphone and SOHVA is blocked). Wait for a reply. The called party may respond with a verbal message, non-verbal message, or they may disconnect your call.

Dial By Name

Dial by name displays programmed intercom and system speed dial names and allows you to use interactive buttons on you phone to select the desired party and automatically call them.

To use, press OPTIONS and press INT for intercom calling or EXT for system speed dial calling. Dial the first three letters of the name you are looking for. For example, "Main Resource" would be "624". If there is no matching entry, "No Match" will appear in the display (at this point, press PREV or enter three new digits). When an entry appears, press NEXT to show subsequent names in the list until you find the one you need or press ALL to view the entire list. Press DIAL to call the displayed name.

Holding Calls

There are several options for putting calls on hold.
- Regular hold – any user sharing the held line can pick up the call.
- Exclusive hold – your telephone is the only one that may pick up the call.
- Place a parked or transferred call on hold

- Place a call on hold at another telephone or on hold in the system where it is available for pick up by all stations.

After a call has been on hold for a programmed period of time, the system will sound three short ring bursts at your telephone and the flash rate of the line button becomes faster. If the call is on exclusive hold, it will revert to manual hold after the hold recall time period.

Placing a Call on Hold and Retrieving Held Calls

To place a call on hold, press HOLD. Press the line button of the held call (the line will be flashing). To pick up a call that you answered and placed on hold but for which you have no line appearance, press TAP.

Exclusive Hold

To place a call on exclusive hold, press HOLD twice. Press the line button of the held call (light will be flashing) or press TAP if the station does not have line appearance.

Hold Recall

When a call recalls, press HOLD to restart timer or press ANS to retrieve the call.

Call Park

Parking a call in orbit means the call is placed on hold in the system, where it can be answered from any phone in the system. While on the call, press ITCM and "*". Dial the code for the park location (91-99 for orbit 1-9) and remember the code you chose for later use.

To retrieve a parked call, press ITCM "#" and the orbit number.

Parking a Call at a Station

To park a call on hold at another station, press ITCM and dial "*90" plus the extension number of the telephone to receive the call.

To pick the call back up, press ITCM "*4" and dial the extension number of that telephone.

To pick up a call that was placed on hold at your phone by another user, press ITCM and dial "#90".

Transferring and Conference Calls

Screened Transfer

To screen and transfer a call:
1. Answer the call
2. Press T/C to place the call on hold

3. Dial the extension number of the telephone to receive the transfer or press the DSS button for that extension.
4. When the called party answers, announce the call.
5. Press SPKR to disconnect or hang up to complete the transfer.

If the called party is busy you may (if enabled):
- Press RECON to return the caller to your line
- Press SOHVA to alert the party that a call is waiting
- Press CAMP to camp on to that station or
- Press OVER to join the party's current conversation.

Unscreened Transfer

To transfer a call to another user on the system:
1. Answer a call
2. Press T/C to put the call on hold
3. Dial the extension number of the telephone to receive the call or press the DSS for that extension
4. Press SPKR or hang up to complete the transfer.

Recalled Unscreened Transfers

If a transferred call is not answered, it returns to your telephone where you may:
- Press SEND to attempt the transfer again
- Press HOLD to place the call on hold at your telephone or,
- Press ANS to answer the phone.

Conferencing Calls

Conference calls may involve up to five parties total and may be made up of any combination of outside lines and intercom parties. When setting up a conference call between outside lines and internal extensions, call the outside lines first.

To set up a conference call:
1. Make the first call
2. Press T/C to place the call on hold
3. Make the next call
4. Press T/C to establish the conference
5. Repeat steps to add desired parties.

To continue the call with the last party after outside lines have left the conference, press the line button of the remaining party.

To drop outside lines from the conference, press HOLD to put all lines on hold before the caller hangs up.

To retrieve lines from hold back into the conference,
1. Press the line button,
2. Press T/C,
3. Press the line button,
4. Press T/C

5. Repeat until desired lines are reintroduced to the conference.

Unsupervised Conference Calls

An unsupervised conference call occurs when you drop out of a conference call between two outside lines, leaving them conferenced together.

To drop out of a conference call, dial "#" and hang up.

To rejoin the conference, press one of the lighted buttons where the conference is taking place.

Other Telephone Features

Adjust Display Contrast:
1. Press OPTIONS
2. Press NEXT three times
3. Press DISP
4. Press LIGHT or DARK to change the contrast level.
5. Press SPKR to save the last level and end.

Blocking Voice Announce Calls:
1. Press OPTIONS
2. Press NEXT
3. Press VAB
4. Press ON
5. Press SPKR to end.

Un-Block Voice Announce Calls:
1. Press OPTIONS
2. Press NEXT
3. Press VAB
4. Press OFF
5. Press SPKR to end.

Block an SOHVA while on a call:
Press BLOCK.

Turn Background Music On:
1. Press OPTIONS
2. Press NEXT
3. Press MUSIC
4. Press ON
5. Press SPKR to end
6. Adjust volume with the speaker volume control.

Turn Background Music Off:
1. Press OPTIONS
2. Press NEXT
3. Press MUSIC
4. Press OFF
5. Press SPKR to end.

Personal Ring Tones
Choose one of six ring tones to differentiate calls ringing in on your line from other extension's calls. To select:
1. Press OPTIONS
2. Press NEXT three times
3. Press RING
4. Press UP or DOWN to choose the ring tone
5. Press SPKR to end.

Display the Functions of your Station's Buttons:
1. Press OPTIONS
2. Press NEXT six times
3. Press QUERY
4. Press any button to see its function in your speakerphone's LCD.
5. Use the HOLD button to access autodial numbers stored under DSS buttons.
6. Press SPKR to end.

Enter an Account Code:
If your system is programmed for account code entry to enhance the SMDA reports, you may have forced or voluntary code entry.

To enter an account code on an incoming call:
1. Press ITCM and dial "*04" or
2. Press the preprogrammed ACCOUNT CODE button and
3. Dial the account code.

To enter an account code on an outgoing call:
1. Press the line button
2. Press ITCM and "*04" or
3. Press the programmed ACCOUNT CODE button and
4. Dial the account code

Call Forwarding
Forward prime line and intercom calls or all your calls to ring at another telephone. Every time an intercom call is forwarded your phone will sound a short ring burst.

To Forward:
1. Press OPTIONS
2. Press NEXT two times
3. Press CFWD
4. Press PERS for prime line and intercom calls or ALL for all calls
5. Press SET to enable call forwarding
6. Dial the extension number of the telephone to receive your forwarded calls
7. Press SPKR to end.

Cancel Call Forwarding:
1. Press OPTIONS
2. Press NEXT twice
3. Press CFWD
4. Press PERS for prime line and intercom calls or press ALL for all calls.
5. Press CLEAR to disable call forwarding
6. Press SPKR to end.

Group Listening – Listening to a call over the speaker while using your handset or headset. While on a call, press and hold SPKR for two seconds. To cancel, press SPKR.

Making a Call Non-Private
Pressing a programmed PRIVACY button while on a call allows other telephones in the line group to join the call.

Call Monitoring (when enabled)
Monitor a conversation at another phone while on or off-hook. You may also make a SOHVA call to a station, enabling you to assist a station user while listening to the distant party.

To Monitor an in-progress call:
1. Press ITCM
2. Dial #03
3. Dial the extension number of the telephone to be monitored
4. Press SPKR to end monitoring

To Initiate a SOHVA while monitoring a call at another station:
- Press the programmed SOHVA button
- Make an announcement (announcement will not be heard by distant party, the station user can press MUTE to respond to your call).

Operating Your Telephone as a Departmental Station:

Use off-duty mode when you must leave your telephone for a period of time and you want another telephone in your department to answer your calls.

Use wrap-up mode when you need time to finish paperwork after a call. Program a Do Not Disturb button.

Use off-duty mode:
1. Press OPTIONS
2. Press NEXT twice
3. Press DND
4. Press ON
5. Press SPKR to end.

To cancel, repeat steps 1-5 above, but press OFF instead of ON in step four.

Use wrap-up mode:
- Press HOLD
- Press programmed DND feature button.

To cancel, repeat.

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Moving Your Telephone (when enabled)

When you move your telephone to another location, a display prompt will ask if you would like to keep your previous programming or use the programming already set at the new location.

To keep your old location's programming features and extension number, connect the telephone line cord to the new jack. Do nothing until the HOLD light stops flashing. Your new location now assumes the features from the previous location.

To assume the new extension number and programming features from the new location, connect the telephone line cord to the new jack and press "#" while the HOLD light is flashing.

Paging

Check with your administrator to determine what type of paging your system uses and how to access it.

External Paging Units

Access the external paging unit by pressing a line button or dialing a code. The announcement will be transmitted over the external speaker unit.

To Use:
1. Lift handset
2. Press ITCM
3. Dial the extension number of the station equipped for paging or press the paging button programmed by the installer or dial "89".
4. Make announcement.
5. Hang up to end.

All-Call or Zone Paging

All-call paging sends the announcement through all the telephone speakers. Zone paging sounds only over the telephones in a specific area.

To Use:
1. Lift handset.
2. Press ITCM
3. Dial 87 for all-call or 84, 85 or 86 for zones 1, 2 or 3
4. Make announcement
5. Stay on line if waiting for a reply ("meet-me" page) or hang up to end.

To Reply to a "Meet-Me" Page:
1. Lift the handset of any telephone
2. Press ITCM
3. Dial 88 to connect with the paging party.

Adjusting Volume Control

Your phone's volume control sets volume for the ringer, speaker, handset, headset and group listening.

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Ringer Volume

There are four ringer volume levels (ringer off may be installed as well). While your phone is idle, press VOLUME UP or VOLUME DOWN to adjust.

Speaker Volume

There are eight speaker volume levels. Set them for the current call by pressing VOLUME UP or VOLUME DOWN to adjust.

Handset Volume

There are either eight or 13 volume levels for handset volume (depending on whether or not the installer sets the station for a hard of hearing user). To set level for the current call, while on a call press VOLUME UP or VOLUME DOWN.

Headset Volume

There are 13 volume levels for headset volume. To set level for the current call, while on a call press VOLUME UP or VOLUME DOWN.

Group Listening Volume

There are eight volume levels for group listening. While on a call, press VOLUME UP or VOLUME DOWN to adjust.

Default volume settings for speaker, headset, handset and group listening may be set by following these steps:
1. Press ITCM
2. Choose speaker, headset, handset or group listen mode to be affected
3. Press VOLUME UP or VOLUME DOWN to adjust
4. Dial "**5" to save the volume setting for future calls.
5. Repeat for each mode.

Setting a Do Not Disturb Condition (when programmed)

Prevent calls from ringing at your station and make your station appear busy to intercom calls. To use:

1. Press OPTIONS
2. Press NEXT twice
3. Press DND
4. Press ON
5. Press SPKR to end.

To disable, repeat steps 1-5 above, pressing OFF instead of ON in step four.

Override Toll Restriction

Dial a programmed four-digit TRO code at another station to replace that station's toll restrictions, prime line or idle line preference with those of your home station provided you place a call within 15 seconds. After completing one call, you have 15 seconds to make another call without re-entering the TRO code.

To Use TRO at a Station:
1. Press ITCM
2. Dial "**6"

3. Dial your station's extension number
4. Dial your TRO code number
5. Within 15 seconds, dial the outgoing line number
6. Hang up or press SPKR to end.

To Clear the TRO Code:
1. Press ITCM
2. Dial "**6"
3. Press SPKR.

Using the Optional Tracker Paging System

Send and receive messages on tracker pages assigned to extensions. The tracker system will park calls for pickup by the paged party. If your station includes a tracker pager, it must be enabled before use. Disable it when you do not wish to receive paged messages and at the end of the day.

To enable, press ITCM and dial "*06". **To disable**, press ITCM and dial "#06".

To send a call back message to another station user's Tracker Pager, press ITCM, dial "#01", dial the station extension number and hang up to end.

To park a call and have the Pager-Tracker alert someone to retrieve the call:
1. Answer the call and press T/C
2. Dial extension
3. Press TRACK (or dial #01)
4. Your display shows park orbit (91-99) and then returns to idle.
5. Hang up handset or press SPKR to end.

The Pager-Tracker system will transmit the orbit dialing code and caller ID information (if available) to the called party's Tracker Pager display.

To respond when your Tracker Pager displays a park orbit dialing code:
• From any system station, press ITCM
• Dial the displayed orbit code (#91-99)
• Retrieve call.

Optional Data Interface Unit (DIU)

The DIU connects and allows you to switch between your LCD speakerphone and an industry-standard telephone device such as a non-system telephone; fax machine, data modem or answering machine.

If you have a DIU assigned to your phone, your telephone will have a programmed DATA button with an LED. The DATA button's LED shows you the status of your DIU.

Off – system telephone selected
Green – IST device selected but idle
Red – IST device busy
Flashing Red – IST device ringing.

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To select the system LCD speakerphone, press DATA. If a call is in progress on the IST device, it transfers to the LCD speakerphone if it is off-hook or in speakerphone mode. If the speakerphone is on-hook the call disconnects.

To select the IST device, press the DATA button. If a call is in progress on the speakerphone, it transfers to the IST device if that device is off-hook. If the IST device is on-hook the call is disconnected.

Transfer calls to a distant party's DIU by using the normal transfer procedure.

To transfer an active call to your IST device (to connect a call to the fax machine, for example), transfer the call to yourself and press the DATA button.

To use a non-proprietary telephone as an IST device, operate it as a standard IST, press the button on the LCD speakerphone to select a line, intercom or speed dial.

Text Messaging

Message Waiting Light

If your station has been assigned as a central message desk or your phone has message wait ability, you can turn on the message waiting light of any phone to alert the user that you are holding a message for them.

To turn on message waiting light at a busy station, press NEXT at the busy tone, press MSG and hang up.

To turn on message waiting light at a no-answer station, press MSG and hang up.

To turn off message waiting, press ITCM, dial "#3" and dial the extension number of the station that was alerted and hang up.

If your phone's message waiting light is flashing, press ITCM, then HOLD.

Sending LCD Messages

The phone system attendant can program messages for use in displaying your phone's status when another user calls your station. Obtain the list from the attendant (messages 1 and 2 default to "Back At" and "Call", respectively).

To Turn the LCD Message on:
1. Press ITCM
2. Dial "*02"
3. Dial the code number from the list of messages. When using the "Back At" message, dial the time in twelve-hour format using the "#" as a colon. When using the "Call" message, dial the phone number where you can be reached.
4. Press SPKR.

To turn the LCD message off, press ITCM and dial "#02".

Leaving a Station-to-Station Message
When you call another phone and no one answers, you can turn on the BLF light at the called phone to let them know you called. If your phone is stored as a DSS/BLF button at the called phone, you can turn the BLF light on yourself. Otherwise, your message goes to the central message. There the attendant will turn on the message waiting light of the station you were trying to reach.

To turn on the message light, dial "*7" when you get no answer.

To turn off the message light, press ITCM and dial "#7" and dial the station extension number.

To answer a message reminder when your BLF light is flashing rapidly, press the DSS button associated with the lighted BLF light.

Sending an Assist Button Message

Use a Programmed ASSIST button to ask for your supervisor's assistance while you are on a call. Press the ASSIST button and the DSS button of the user from whom you are requesting help. If the extension number was stored in the ASSIST button programming, simply press the ASSIST button. If the called station is idle, a ring burst sounds and a message appears in the display. If busy, the message appears when it becomes idle.

Programming Your Telephone

Automatic Dialing
Autodial allows you to dial long sequences of numbers using just one or to buttons, allows you to store frequently used feature codes and store station numbers of frequently called telephones.

Autodial can be stored at any programmable button that is not assigned as a line button or other feature, on a secondary level under a DSS button or at keypad keys 0-9.

When stored at programmable button locations, outside numbers and feature codes are referred to as autodial numbers. When they are stored at keypad number locations, they are referred to as direct station selection (DSS) numbers. The light associated with the DSS button is the busy lamp field (BLF) light.

If you wish to program an emergency number and make a test call, the FCC requires that you stay on the line and briefly explain to the dispatcher that you were testing an autodial button. Please make your test call during off peak hours, early in the morning or late in the evening.

Before programming, write down the intercom or outside line you will use as well as the phone number, extension number or feature code you are using.

While programming, fill in the identification strips on your phone and fill out the charts provided below for your records.

Autodial Locations

Autodial Numbers	
A1	A9
A2	A10
A3	A11
A4	A12
A5	A13
A6	A14
A7	A15
A8	A16
B1	B4
B2	B5
B3	B6

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

Storing Autodial and Speed Dial Numbers

1. Press OPTIONS
2. Press NEXT four times
3. Press ADIAL or SDIAL for autodial or speed dial
4. Press the button to choose a storage location
5. Press the line button or ITCM unless your system has line groups. In that case dial the line group number (1-4) or dial 0 to have a line chosen for you.
6. Dial any number up to 16 digits long. To insert a pause, press HOLD and then continue dialing. To insert a hookflash, press TAP and then continue dialing. Press DKSP to delete incorrect numbers.
7. Press SAVE to store
8. Press next location button and store another number
9. Repeat for more numbers
10. Press SPKR to end.

Store a System Feature Access Code Instead of an Outside Number

Follow the above steps, but do not select a line number. Instead, dial the access code for the feature after selecting the button location. For example, for the group call pick up button, press the button to program, press ITCM, dial "#4" and press SAVE.

Store a DSS Number

To store a system extension number as a DSS number:
1. Press OPTIONS
2. Press NEXT five times
3. Press DSS
4. Press button to program
5. Dial extension number
6. Press the next programmable button to store another DSS number
7. Press SPKR to end.

Do not program interactive buttons. If you accidentally program over them:
1. Press ITCM **1
2. Press the button you programmed over
3. Dial 91, 92 or 93 (buttons left to right)
4. Press SPKR to end.

Storing Feature Buttons

Options are as follows:
- Account Code Button – allows entering of account codes for call accounting purposes
- Automatic Call-Back (Camp On) Button – arranges the system to ring your phone and another extension on the system as soon as their phone becomes idle
- Call Forward Button – one-button forwarding of all calls to another phone
- Call Park Orbit Button – places a call in system hold
- Do Not Disturb Button
- Page Button – one-button access to paging
- Privacy Button – releases privacy for the current call
- Redial Button – redials the saved last-dialed number
- Voice Announce Block Button – blocks voice announcements.

To create access buttons:
1. Press OPTIONS
2. Press NEXT five times
3. Press FEAT
4. Press NEXT until desired feature choice is displayed
5. Press one of the buttons below displayed selections
6. Respond to the menu prompts
7. Press programmable button for storage location
8. Press PREV or NEXT until the net feature choice is displayed
9. Repeat steps 7 and 8 until all feature buttons are programmed or press EXIT to end.

To clear a feature access button, repeat the programming procedure, except, press CLEAR before pressing the storage location button.

Special Purpose Feature Buttons

Assist - Sends a message to an LCD speakerphone that lets the user know (with a tone and station message display) that you need assistance.

Automatic Redial – Causes the system to dial the last number you dialed once every minute for 10 minutes, ringing for about 30 seconds each time.

Headset Button - Allows you to use your phone with a headset instead of using the speakerphone. Connect the headset in place of the handset and press the headset button.

Group Listen – Allows others in the room to hear a conversation over the speaker while you use the handset or headset. The called party can only hear the conversation transmitted through the handset or headset.

Response Message – Returns a non-verbal response to a SOHVA call.

Transfer/Conference Autodial Button – Allows single-key transferring of calls to a predetermined station, often the voice mail system.

Subdued Off-Hook Voice Announce (SOHVA) Button – If you wish to interrupt a busy station, use the SOHVA button.

To select a special purpose button:
1. Press ITCM
2. Dial "**1"
3. Press the desired programmable button
4. Dial the feature code,
   a. 7 = ASSIST (then dial 0-9 for a programmed message or "*" for an assisted message)
   b. # = AUTOMATIC REDIAL
   c. 5 = RESPONSE MESSAGE (0-9 to select message)
   d. 6 = TRNS/CNF autodial button (then dial extension)
   e. 8 = SOHVA button
   f. 94 = HEADSET
   g. 98 = GROUP LISTEN
5. Press T/C
6. Repeat steps 3 through 5 as desired
7. Press SPKR to end.

Troubleshooting Your Telephone

Problem	Possible Cause	Possible Solution
ITCM light flashing	Your messaging is set.	Dial ITCM and "#02" and hang up
HOLD light flashing	Another phone has activated your message waiting light	Press ITCM and press HOLD to retrieve the message. This will call the party who was attempting to reach you. When you return the call, the party who activated the light must press the ITCM button while talking with you to turn off the light
MUTE light is on	MUTE is activated	Press MUTE to cancel
SPKR light is on, steady	Background music is activated	Dial ITCM, then "#1" to cancel
Error Tone (three steady tones)	Incorrect buttons may have been pressed during autodial or speed dial programming.	
You cannot receive a voice announce call	Voice announce block is activated	Dial ITCM then "#2" to cancel

Quick Reference Guide

Feature	Enable	Cancel
Account Code	Programmed button or ITCM "*04"	
Assist	Programmed Button	
Attendant	ITCM 0	
Automatic Callback	ITCM Ext. "*6"	ITCM "#6"
Background Music	ITCM "*1"	ITCM "#1"
Call Forward All Calls	ITCM "*5"	ITCM "#5"
Call Forward Personal Calls	ITCM "*05"	ITCM "#05"
Call Pickup Directed	ITCM "*4" plus ringing extension	
Group	ITCM "#4"	
Call Park	ITCM "*(91-99)	ITCM "#91-#99 to retrieve
Call Waiting	ITCM Ext. "*01"	Hang Up
Directed Hold	ITCM "*90", Ext.	ITCM "#90"
Executive Override	ITCM Ext. "*03"	
Hookflash Code	ITCM "#04"	
LCD Messaging	ITCM "*02 (0-9), SPKR	ITCM "#02"
Line Group 1	ITCM 9	
Line Group 2	ITCM 81	
Line Group 3	ITCM 82	
Line Group 4	ITCM 83	
Line Group Queue	ITCM (grp. Code)	ITCM "#8"
Message Waiting	ITCM "*3" Ext.	ITCM "#3" Ext.
Night Answer	ITCM "80"	
Zone 1 Paging	ITCM "84"	
Zone 2 Paging	ITCM "85"	
Zone 3 Paging	ITCM "86"	
All-Call Paging	ITCM "87"	
Meet-Me Paging	ITCM "88"	
External Paging	ITCM "89"	
Personal Ring Tones	ITCM "**41" (tone 1) ITCM "**42" (tone 2) ITCM "**43" (tone 3) ITCM "**44" (tone 4) ITCM "**45" (tone 5) ITCM "**46" (tone 6)	
Response Messaging	Programmable Button	
Service Observe	ITCM "#03"	
SOHVA Originate	Programmable Button	
Station to Station Messaging	ITCM Ext. "*7"	ITCM "#7" Ext.
System Speed Dialing	*01-99	
Tracker Pager	ITCM "*06"	ITCM "#06"
Tracer Pager – Send Tracker Page	ITCM "#01"	
Toll Restriction Override	ITCM "**6"	
Voice Announce Block	Programmed Button or ITCM "*2"	ITCM "#2"

Glossary

A
All-call paging – Page message sounds through all stations in the system
Assist button – Sends a message requesting assistance to the LCD of another phone
Automatic callback – System will ring a calling telephone when the busy called telephone becomes idle.
Automatic dialing (or Autodialing): Using programmable buttons to store numbers for quick dialing
Automatic redialing – automatically redials the last number dialed once a minute for 10 minutes

C
Call forward – Forwards your intercom calls to another user's phone
Call park – Places an active call at a phone in system hold, to be retrieved by any telephone
Call pickup – Answering a call that is ringing on another station
Call transfer – Transfers a call from one station to another
Central message desk – A station that controls message waiting lights and delivers messages to other stations in the system.
Class of service programming – Customized programming by the system installer establishing the operating parameters of the system and stations on the system.

D
Direct Inward Station Dialing (DISD) - Allows an outside party to call an intercom station directly.
Dual Tone Multiple Frequency (DTMF) – Tones made by your phone when you dial

E
Exclusive hold – The phone placing a call on hold is the only one that can retrieve the call
Executive override – Interrupts a conversation at a busy station.

H
Hookflash – Needed for activating host system features. Activated by pressing the TAP button.

I
ITCM (Intercom) – a number assigned to a station

K
Keypad – Buttons used for dialing - 0 through 9, also "*" and "#"

L
Last number redialing – Automatically dialing the last number dialed

M

Messaging – Turns on the light at another user's phone to let them know a message is awaiting pickup and allows you to display a message on the LCD of another telephone to give information about your station's status
Mute: Keeps the distant party from hearing your conversation

N

Night Transfer – Transfers incoming calls to stations for off-hour answering

P

Personal ring tones – Six distinctive tones may be chosen
Prime line – A line designated to a particular telephone and automatically selected when the handset is lifted
Programmable buttons – Buttons that can be used for programming autodial numbers, feature codes or other special requirements.
Pulse/Tone switching – Changing from pulse/rotary dial signals to tone/DTMF signals

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 – Automatic connection to an outside line ringing at the station when the station handset is taken off-hook

S

Saved number redial – Save a last manually dialed number for autodialing
Subdued off-hook voice announce (SOHVA) – An announcement can be made to a busy station user which will be heard over the handset, but not by the distant party.
Speed dialing – Autodialing station or system speed dial numbers using keypad buttons.
System alarm reporting – Allows you to view on your LCD the various system alarms and the station associated with those alarms.

T

TAP – Gives you either a fresh dial tone or activates hookflash, depending on your system's programming.
Tone call - A ringing intercom call
Tracker - Send and receive messages to Tracker pagers assigned to station extension numbers
T/C – A feature button that allows you to transfer outside calls and set up conference calls

V

Voice call – Verbal intercom call
Voice announce blocking – Blocks voice calls sent to your station's speaker

Z

Zone paging – Paging through only some of the stations or departments on the system

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