COMDIAL

DXP Digital Communications System

Industry-Standard Telephone

Station User's Guide

This user's guide applies to industry-standard single-line telephones such as the model 2500-** when used with the DXIST-** industry-standard telephone interface printed wiring board or the ATI-D-1PT and OPX-X analog terminal interface devices.

Contact your Comdial dealer for updates of this as well as other Comdial publications as your needs require.

CERTIFIED
ISO 9001

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

INTERTEK CERTIFICATION

ACCREDITED REGISTRAR ANSI-RAB

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

Introduction

This manual serves as a helpful guide for using all the functions of your new telephone and as a quick reference guide.

You may have your telephone programmed to provide an intercom dial tone when you lift the handset. This arrangement is known as "prime intercom." You may, however, have your telephone programmed to provide outside line dial tone instead. This arrangement is known as "prime line automatic" or "idle line preference." Unless otherwise noted, the following instructions are for telephones with prime intercom, which means that you can dial system feature codes as soon as you lift the handset. If your telephone has a different arrangement, you must obtain intercom dial tone before you can dial the various feature codes. To do this, press and release the hookswitch after you hear the outside line dial tone. This action places the outside line on hold and causes intercom dial tone to return to your telephone.

Flashing The Hookswitch

Pressing and releasing the hookswitch is commonly known as "flashing" the hookswitch or performing a FLASH. If your telephone has a TAP button, we recommend that you press TAP instead of flashing the hookswitch, since you can inadvertently disconnect the line by pressing and releasing the hookswitch.

If your system has the internal flash feature enabled, you can obtain intercom dial tone while on an outside line by flashing the hookswitch. However, to generate a hookflash signal on the outside line, you must flash for intercom and dial ✳ 08. With the internal flash feature disabled, you can flash the hookswitch while on an outside line to generate a flash on an outside line. However, you cannot flash the hookswitch to obtain intercom dial tone.

Answering Calls

Answering A Call

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

  —lift handset.

Using Call Pickup

- **To answer a call that is ringing at another station in your group,**

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

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

  1. lift handset,
  2. dial **✳ 4** plus station number of ringing telephone (you must have the ringing station programmed into your call pickup group).

Using Night Mode

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

  1. lift handset,
  2. dial zone code **65–68** to select the ringing zone (**1–4**) at the location of the bell, or dial zone code **69** to answer any ringing zone,
  3. answer call.

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

Making Calls

Using Prime Line Automatic and Idle Line Preference

The following instructions apply to telephones programmed for prime line automatic or idle line preference.

- **To make a call,**

  1. lift handset and listen for outside dial tone,
  2. dial outside number or use the redial or speed dial feature.

- **To access intercom line,**

  1. lift handset,
  2. **FLASH** the hookswitch,
  3. listen for intercom dial tone,
  4. dial station number or intercom feature code,
  5. complete intercom call,
  6. hang up handset.

Using Prime Intercom

The following instructions apply to telephones programmed for prime intercom.

- **To make a call,**

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

- **To access outside line using line group feature,**

  1. lift handset and listen for intercom dial tone,
  2. dial line group access code:
     9 = line group 1,
     80–89 = line groups 2 through 11,
     60–64 = line groups 12 through 16,
  3. listen for outside dial tone,
  4. dial number or use the redial or speed dial feature.

- **To queue for a busy line group,**

  1. lift handset and listen for intercom dial tone,
  2. dial line group access code (**9, 80–89, 60–64**),
  3. hear busy tone,
  4. dial ✳ **6**,
  5. hang up.

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

  —lift handset and hear dial tone for outside line.

- **To cancel queuing,**

  1. lift handset and hear dial tone,
  2. dial **# 6**,
  3. hang up.

Using Last Number Redial

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

  1. lift handset and listen for intercom dial tone,
  2. **FLASH** the hookswitch and press #. The system makes the call over the last line that you used.

- **To redial the last number that you dialed at your telephone (if the last line you have used is busy),**

  1. dial line group access code (**9, 80–89, 65–69**),
  2. **FLASH** the hookswitch,
  3. dial **✳ 01 #**.

Using Speed Dialing

- **To dial personal speed dial numbers,**

  1. lift handset and listen for intercom dial tone,
  2. dial line group access code and listen for outside dial tone,
  3. **FLASH** the hookswitch and dial ✳ **01**,
  4. press desired speed dial location (dial pad buttons **1–0**). Call will dial automatically.

☞ ***If you have stored a line preselect (the line group access code for the desired line group) with the speed dial number, you merely FLASH the hookswitch and press the speed dial location (dial pad buttons 1–0) after you lift the handset.***

- **To dial system speed dial numbers,**

  1. lift handset and listen for intercom dial tone,
  2. dial line group access code and listen for outside dial tone,
  3. **FLASH** the hookswitch and dial ✳ **01** ✳,
  4. dial desired code (**100–599**).

☞ ***If you have stored a line preselect with the speed dial number, you merely FLASH the hookswitch, press ✳, and dial the desired code (100–599) after you lift the handset. Also note that on some earlier systems, the available speed dial codes are 100–299.***

☞ ***To prevent the possibility of storing an incomplete speed dial number, hang up your handset and lift it again between each number you are programming. The dual tone multifrequency (DTMF) receiver times out in 20 seconds (default), or the installer can set it for any value between 5 and 24 seconds. Hanging up your handset between each programming entry causes the DTMF receiver timer to restart before you begin programming the next number.***

- **To program personal speed dial numbers,**

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ ✳ **1**,
  3. dial memory location (**1–0**), then dial **00** for prime/last line or **01–16** for lines 1–16,
  4. dial the number sequence you want to store (up to 16 digits that can include # and ✳),
  5. if necessary, press and release the hookswitch to store a hookflash,
  6. hang up handset,
  7. repeat procedure for each speed dial number.

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

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ ✳ **1**,
  3. press the button you want to program (**1–0**),
  4. press **8** to preselect intercom,
  5. dial the intercom number or feature code you want to store (up to 16 digits that can include # and ✳),
  6. hang up handset,
  7. repeat procedure for each speed dial number.

☞ ***You cannot program pauses or hookflashes with intercom speed dial numbers, and the system will not accept ✳#0# or ✳#746✳ as programming entries.***

Holding Calls

- **To place a call on hold that only you can retrieve,**

  1. **FLASH** the hookswitch,
  2. hang up handset.

- **To return to a call that is on hold,**

  1. lift handset and **FLASH** the hookswitch,

     – OR –

     lift handset, listen for dial tone, and dial # #,
  2. answer call.

- **To place a call on hold at another telephone,**

  1. **FLASH** the hookswitch,
  2. dial ✳ **90**,
  3. dial station number of telephone to receive the held call,
  4. hang up handset.

- **To retrieve a held call at another station,**

  1. lift handset and listen for intercom dial tone,
  2. dial # **90**,
  3. dial station number of station that has the held call,
  4. **FLASH** the hookswitch,
  5. answer call.

- **To answer a call at the station receiving held call,**

  1. lift handset and listen for intercom dial tone,
  2. **FLASH** the hookswitch.

- **Hold Recall Feature**

  —after a preprogrammed length of time, a call that you have placed on hold will automatically ring back to your telephone.

Using Call Park

- **To park a call,**

  1. **FLASH** the hookswitch,
  2. press ✳,
  3. dial park orbit access code (**91–99** for orbit 1–9). If the first orbit is busy, dial another park orbit access code,
  4. hang up handset,
  5. use paging feature to announce call and park orbit access code if necessary.

☞ ***If no one retrieves the parked call within a preprogrammed time, it reverts back to your telephone as a held call. You can only place one call in an orbit at a time.***

- **To retrieve a parked call,**

  1. hear announcement,
  2. lift handset,
  3. press #,
  4. dial park orbit access code (**91–99**),
  5. answer call.

Transferring Outside Calls

Using Screened Transfer

- **To announce a call before transferring it,**

  1. answer outside call,
  2. **FLASH** the hookswitch (this places the call on hold),
  3. dial intercom number of station,
  4. upon answer, announce the call,
  5. hang up the handset (this transfers the call).

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

  1. answer call,
  2. dial intercom number or tie line access code for transfer location,
  3. when party at transfer station answers, announce call,
  4. hang up handset.

- **If station is busy or user does not answer,**

  —**FLASH** the hookswitch and return to outside call.

Using Unscreened Transfer

- **To transfer a call without first announcing it,**

  1. answer outside call,
  2. **FLASH** the hookswitch (this places the call on hold),
  3. dial intercom number of station,
  4. hang up handset.

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

  1. answer call,
  2. dial intercom number for transfer location,
  3. hang up handset.

☞ ***If no one answers the transferred call within a preprogrammed time, it will re-ring your telephone.***

- **If station is busy or the user does not answer,**

  —**FLASH** the hookswitch and return to outside call.

Conferencing Stations Together

- **To conference between yourself, one outside party, and one intercom party, or between yourself and two intercom parties,**

  1. answer or make a call,
  2. **FLASH** the hookswitch (this places the call on hold),
  3. dial intercom number of station,
  4. when the party answers, have a conversation with that party (consultation hold), or announce that you are forming a conference with the first party (three-way conference),
  5. **FLASH** the hookswitch *once* to establish the three-way connection,

     – OR –

     FLASH the hookswitch *twice* to drop the consulting party and return to the first party to complete conversation,
  6. hang up handset to end calls.

Using Broker's Call

- **To establish two simultaneous calls and alternate between them,**

  1. answer or make a call,
  2. **FLASH** the hookswitch (this places the call on hold),
  3. dial ✳ **07**,
  4. dial number of second party,
  5. **FLASH** the hookswitch (this places the second call on hold),
  6. **FLASH** the hookswitch when you want to alternate between calls,
  7. hang up handset to end calls.

Using the Messaging Feature

Using Message Waiting Control

☞ *Only the person who sent the message and the person receiving the message can turn off the message-waiting light.*

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

  1. dial ✳ **3**,
  2. dial station number of the telephone you want to alert. The message-waiting light of that station will flash.

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

  1. dial **# 3**,
  2. dial station number of the telephone you alerted. The message-waiting light of that station will turn off.

- **To retrieve a message at an alerted station,**

  1. observe flashing message waiting light or hear broken dial tone,
  2. lift handset,
  3. dial **# 00**.

☞ *Due to differences in system programming, you may have to retrieve messages by obtaining intercom dial tone and dialing the operator's station number.*

Using LCD Messaging

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

- **To turn LCD messaging on,**

  1. lift handset,
  2. dial ✳ **02**,
  3. dial message code number (**01–30**), then press **#**.

- **To turn LCD messaging off,**

  1. lift handset,
  2. dial **# 02**.

Using Recall/Flash

The reaction of your telephone depends on how it was programmed by the installer. When you access an outside line using the line group feature and then flash the telephone hookswitch, your telephone will react in one of the following ways:

- obtain intercom dial tone,
- recall outside line dial tone,
- access outside features.

If the installer programmed the telephone to recall outside line dial tone or to flash for outside features, you cannot obtain intercom dial tone while on an outside line.

If the installer programmed the telephone to obtain intercom dial tone, you can either recall outside dial tone or flash for outside features (depending on system programming) by performing the following step:

—while on an outside line, **FLASH** the hookswitch and dial ✳ **08**.

Making A Paging Announcement

Using External Paging

- **To page over an external public address system,**

  1. lift handset and listen for intercom dial tone,
  2. dial preprogrammed page zone number (**71–77** or **70**),
  3. make announcement.

Using All-Call and Zone Paging

- **To page,**

  1. lift handset and listen for intercom dial tone,
  2. dial zone number (**71–77** or **70** for all-call),
  3. make announcement,
  4. remain on line if awaiting a reply (meet-me page),

     – OR –

     hang up handset.

- **To answer all-call or zone paging from any station,**

  1. lift handset and listen for intercom dial tone,
  2. dial **69**,
  3. meet paging party on line.

Using Meet-Me Page

At times, other telephone users may page you with instructions to meet them on line. This is known as a *meet-me* page. You can go to the nearest telephone and dial a code to contact the paging party.

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

  1. lift handset of nearest telephone and listen for intercom dial tone,
  2. dial **78**,
  3. meet paging party on line.

Forwarding Calls

- **To forward just your prime line and intercom calls to another telephone as soon as they ring your telephone,**

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ **51**,
  3. dial station number of telephone to which you want to forward calls.

- **To forward just your prime line and intercom calls to another telephone after they ring at your telephone a few times or when you are busy on your telephone,**

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ **53**,
  3. dial station number of telephone to which you want to forward calls.

- **To forward all of your calls to another telephone as soon as they ring at your telephone,**

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ **52**,
  3. dial station number of telephone to which you want to forward calls.

- **To forward all of your calls to another telephone after they ring at your telephone a few times or whenever you are busy on your telephone,**

  1. lift handset and listen for intercom dial tone,
  2. dial ✳ **54**,
  3. dial station number of telephone to which you want to forward calls.

- **To cancel call forwarding,**

  1. lift handset and listen for intercom dial tone,
  2. dial # **5**,
  3. hang up.

Using The Tracker Paging System

The Tracker Pager System option allows you to send call back and parked call messages to Tracker pagers assigned to station numbers.

If you have a Tracker pager assigned to your personal intercom number, you can receive messages that someone else sends you. The system automatically installs the Tracker pager for your use; however, you can disable it when you do not wish to receive paged messages and when you leave at the end of your day. If you do disable your Tracker pager at the end of your day, be sure to enable it at the beginning of your next day.

- **To track a called party after receiving a ring-no answer,**
  1. make an intercom call to someone and receive no answer,
  2. dial ✳ **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. lift handset and listen for intercom dial tone,
  2. dial ✳ **8**,
  3. dial station number,
  4. hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted),
  5. 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 a call,
  2. **FLASH** the hookswitch,
  3. dial station number of station that is to receive the call,
  4. if the user at the called station does not answer or the station is busy, dial ✳ **8**,
  5. hear confirmation beep (Tracker page accepted) or busy tone (Tracker page not accepted),
  6. hang up handset.

☞ ***Tracker parked calls will re-ring your station if the called party does not respond within a preprogrammed time. You can either replace the call into another Tracker page orbit or retrieve the call for servicing.***

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

  1. lift handset and **FLASH** the hookswitch,

     – OR –

     lift handset, listen for dial tone, and dial # #.

Responding To Tracker Pager Calls

- **If you receive a parked call message on your Tracker pager,**

  1. go to any system station,
  2. lift handset and listen for intercom dial tone,
  3. dial the orbit code (**#800–#899**) displayed on your pager,
  4. retrieve call.

- **To disable or enable a Tracker pager at your station,**

  1. lift handset and listen for intercom dial tone,
  2. dial **# 06** to disable,

     – OR –

     dial **# 07** to enable,
  3. hang up handset.

Camping On At A Station

☞ *You can camp on at only one station at a time.*

Camping On At An Idle Station And Waiting For An Automatic Callback

If you call another station and hear ringing but receive no answer, you can press a button that will cause the system to ring your telephone when the user at the called station initiates any telephone activity.

- **To camp on at a station for which you hear ringing but receive no answer,**
  1. make intercom call and receive no answer,
  2. dial ✳ **6**,
  3. hang up handset. Callback will occur when the user at the called station initiates any telephone activity.

- **To cancel the camp-on activity at any time,**
  1. lift handset and listen for intercom dial tone,
  2. dial # **6**,
  3. hang up handset.

Camping On At a Busy Station And Waiting For An Automatic Callback

If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available.

- **To camp on at any busy station,**

  1. make intercom call and hear busy signal,
  2. dial ✳ **6**,
  3. hang up. When called station becomes idle, your telephone will ring with five short tone bursts.

- **To answer callback ring,**

  —lift handset and called station will ring. If you do not lift the handset, you will cancel the callback.

- **To cancel automatic callback before your telephone sounds the tone bursts,**

  1. lift handset and listen for intercom dial tone,
  2. dial **# 6**,
  3. hang up.

- **To camp on at a station with a Do Not Disturb condition set,**

  1. make intercom call and hear Do Not Disturb tone,
  2. dial ✳ **6**,
  3. hang up. A callback will occur when the user at the called station disables the Do Not Disturb mode.

- **To override a call or a Do Not Disturb condition at another telephone (Executive Override),**

  1. make intercom call and hear a busy signal,
  2. dial ✳ **03** (all parties will hear several tone bursts),
  3. speak your announcement.

☞ ***This action disables the DND condition at the other telephone until the user resets DND.***

Camping On At A Busy Station And Waiting For An Answer (Call Waiting)

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on line for an answer.

- **To activate call waiting when you hear a busy signal,**

  1. make intercom call and receive busy signal,
  2. dial ✳ **6** (called party hears tone),
  3. wait on line for an answer or hang up and wait for a callback when the called telephone becomes idle.

     The 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. lift handset (if it is on hook) and listen for intercom dial tone,
  2. dial # **6**.

- **To answer a call-waiting tone,**

  1. hear short burst in handset receiver,
  2. you may choose to ignore the call-waiting tone and remain on line with your original caller,

     – OR –

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

- **The installer may arrange your telephone so that you can flash the hookswitch to answer the waiting call without ending your current call. If you have this feature, you can answer a waiting call as follows:**

  1. hear short tone burst in your handset receiver while on a call,
  2. **FLASH** the hookswitch to receive waiting call and place current call on hold,
  3. **FLASH** the hookswitch when you want to alternate between original call and waiting call,
  4. hang up handset to end calls.

This page remains blank intentionally.

Index

Notes

Quick Reference Guide

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach this sheet and keep it near your telephone to serve as a stand alone reference.

Feature	Enable Code	Disable Code
All Call	70	
Attendant Calling	0	
Automatic Callback and Call Waiting	* 6	# 6
Broker's Call	*07	
Call Divert Station	* 55 + station no.	
Call Forward, Personal	* 51 + station no.	# 5
Call Forward, All Calls	* 52 + station no.	
Call Forward, Ring–No Answer, All Calls	* 54 + station no.	
Call Forward, Ring–No Answer, Personal Calls	* 53 + station no.	
Call Park, Orbit 91–99	* (91–99)	
Call Park, Pick Up	# (91–99)	
Call Pickup, Directed	* 4 + station no.	
Call Pickup, Group	# 4	
Dial Saved Number	*09	
Do Not Disturb Override (Executive Override)	station no. + * 03	
LCD Messaging	* 02 + message no.	# 02

Feature	Enable Code	Disable Code
Line Group 1	9	
Line Groups 2–11	80–89	
Line Groups 12–16	60–64	
Line Pickup From Any Station Zones 1–4	65–68	
Line Pickup From Any Station All Zones	69	
Meet-Me Answer Page	78	
Message Waiting	* 3 + station no.	# 3 + station no.
Message Wait Retrieval	#00	
Operator Access	0	
Paging, All Call	70	
Paging, Zones 2–8	71–77	
Paging, Meet-Me	78	
Park Orbit Retrieve	#91–#99	
Park Orbit Send	*91–*99	
Pick Up Last Line	*08	
Redial Last Dialed Number	#	
Saved Number Redial	*06	
Speed Dial Access Code	*01	
Speed Dial, Station	1–0	
Speed Dial, System	* 100–* 599	
Speed Dial, Programming	* * 1	
TAP Dialing Code	##	
Tracker, Call	* 8	
Tracker, Message Retrieve	#800–#899	
Tracker Pager	# 07	# 06

☞ ***The dialing codes provided in this quick reference guide are default values. Your system installer has the ability to renumber these codes.***

Notes

Notes

This manual has been developed by Comdial Corporation (The "Company") and is intended for the use of its customers and service personnel. The information in this manual is subject to change without notice. While every effort has been made to eliminate errors, the Company disclaims liability for any difficulties arising from the interpretation of the information contained herein.

The information contained herein does not purport to cover all details or variations in equipment or to provide for every possible contingency to be met in connection with installation, operation, or maintenance. Should further information be desired, or should particular problems arise which are not covered sufficiently for the purchaser's purpose, contact Comdial, Inside Sales Department, P. O. Box 7266, Charlottesville, Virginia 22906.

COMDIAL

Charlottesville, VA 22906-7266

[redacted]

— COMVG-017

Printed in U.S.A.

GCA 70-237.03
6/95