DXP
Digital Communications System

System User's Guide
For DigiTech Telephones

COMDIAL

This user's guide is applicable for the
following telephone models:

7700S-** Rev A through H
7714S-** Rev A through H
7714X-** Rev A through H

Table Of Contents

Table Of Contents - continued

Using This Guide

To help you use your telephone to its fullest capacity, this comprehen-
sive user guide describes your telephone and tells you how to use it.

The introductory sections help you become familiar with the controls
and indicators on your telephone. They are titled as follows:

- Knowing Your Telephone
- Understanding What The Lights Mean
- Using Your Speakerphone

The operation sections define often-used features and provide instruc-
tions for their use. These sections and their contents are arranged with
the more frequently used items provided before those less often used.
The titles of these sections are as follows:

- Using Your Telephone To Answer Calls
- Using Your Telephone To Make Calls
- Using Your Telephone To Place Calls On Hold
- Using Your Telephone To Transfer Calls To Another Telephone
- Using Your Telephone For Conferencing Telephones Together

The special purpose features of the telephone are grouped alphabetical-
ly into one section:

- Using The Other Telephone Features

Your telephone provides several non-verbal ways to communicate
using lights and indicators. The descriptions of these methods are
provided in a separate section and are arranged with the more frequent-
ly used methods provided before those used less often. This section is
titled

- Sending And Receiving Non-Verbal Messages

You can program many of the buttons on your telephone to enhance the
unit's versatility and usability. These programming instructions are ar-
ranged alphabetically in the section titled

- Programming Your Telephone

For your convenience, a display summary, a quick reference guide, a
glossary of terms, and an alphabetical index are included in the back of
this guide.

Knowing Your Telephone

The DigiTech telephones used with the DXP digital communications system provide many versatile features for your use. These features are explained in terms of what they allow you to do.

- **Alphanumeric Display (Liquid Crystal Display - LCD)**
  - Displays time, day, and date when telephone is idle
  - Keeps you apprised of the status of your telephone
  - Provides programming prompts
  - Shows called and calling parties, etc.

- **Headset Jack**
  - Allows you to use your telephone privately and handsfree
  - Improves operating efficiency in high-call-volume locations

- **Hold Button**
  - Places a line on hold
  - Stores pauses in number sequences while programming
  - Scrolls through held calls on LCD speakerphone display

- **Intercom Button (ITCM)**
  - Selects your personal intercom line (your telephone may include other intercom buttons that select additional intercom lines)
  - Initiates many of the features of the telephone

- **Message Waiting Light (located above HOLD button)**
  - Tells you that a message awaits your pick up

- **Mute Button**
  - Keeps the person on the line from hearing your conversation

- **Microphone Opening**
  - Allows handsfree speakerphone operation (speak clearly toward microphone opening)

- **Programmable Buttons**
  - Allow you to store numbers for personal speed dialing
  - Allow you to store telephone extension numbers for Direct Station Selection (DSS)
  - Indicate which lines are either in use or on hold (red light)

- **Ringer Volume Control (LO, HI, OFF)**
  - Lets you vary the loudness of the ringer from low to high to off

- **Speaker**
  - Sounds distant party's voice
  - Sounds ringing and call progress tones
- **Speaker Button (SPKR)**
  - Turns your speaker on or off
  - Disconnects a call when your handset is on-hook
  - Ends or cancels programming
- **TAP Button** (must be preprogrammed for either function)
  - Recalls dial tone or activates host system features by generating a hookflash signal
  - Displays time and cost of last call when LCD speakerphone is idle
  - Reconnects to held or transferred call
- **Transfer/Conference Button (TRANS/CONF)**
  - Transfers calls
  - Sets up conference calls
- **Volume Control**
  - Adjusts the volume of the speaker
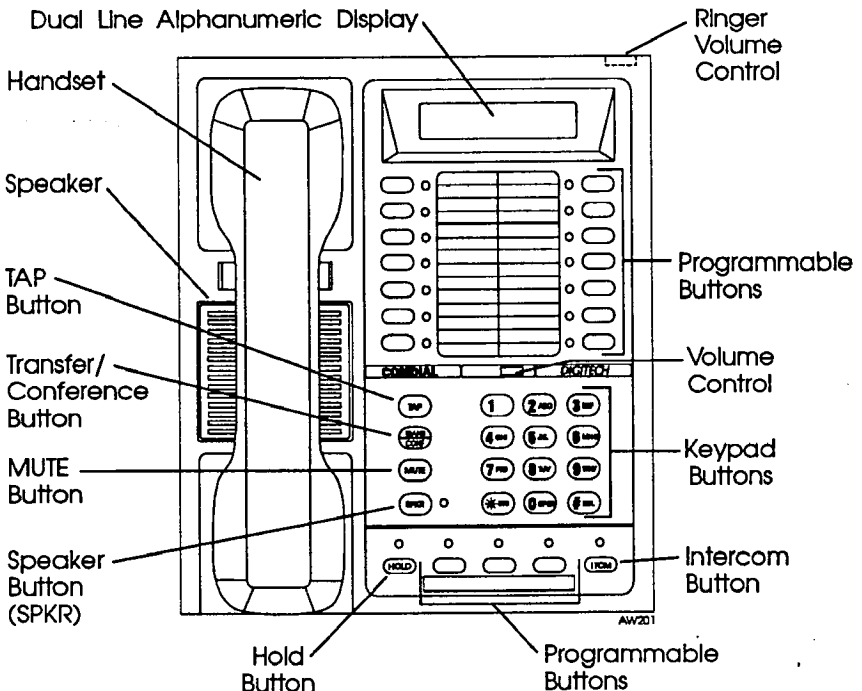
7700S- LCD Speakerphone

Understanding What the Lights Mean

The lights on your telephone let you know the status of lines, features, and intercom.

Light Indications

Location	Indication
Next to a Direct Station Select (DSS)/Busy Lamp Field (BLF) button	**Steady red** = station is in use. **Flashing red** = station is receiving a call.
Next to a line button	**Steady red** = another station is using this line. **Flashing red** = a call is coming in on this line. **Faster flashing red** = the call has been placed on hold by another station.
Next to a fixed feature or programmed feature button	**Steady red** = the feature is on. **Steady off** = the feature is off.
Next to an intercom button	**Steady red with a quick flash** = you are using your intercom. **Fast flashing red** = auto redial is in use. **Steady flashing red** = an LCD message is set on your telephone.
Above the HOLD button	**Flashing** = message awaits pick up. **Fast flashing red** = call on hold.
Next to the SPKR button	**Steady red** = speaker is on or background music is on if telephone is idle. **Rapid flashing red** = mute feature is active.

• Loudspeaker Light
• Mute Light

Lights for Programmable Buttons
• DSS/BLF
• Features
• Lines
• Intercoms

Message Waiting Light

Intercom Light

AW207
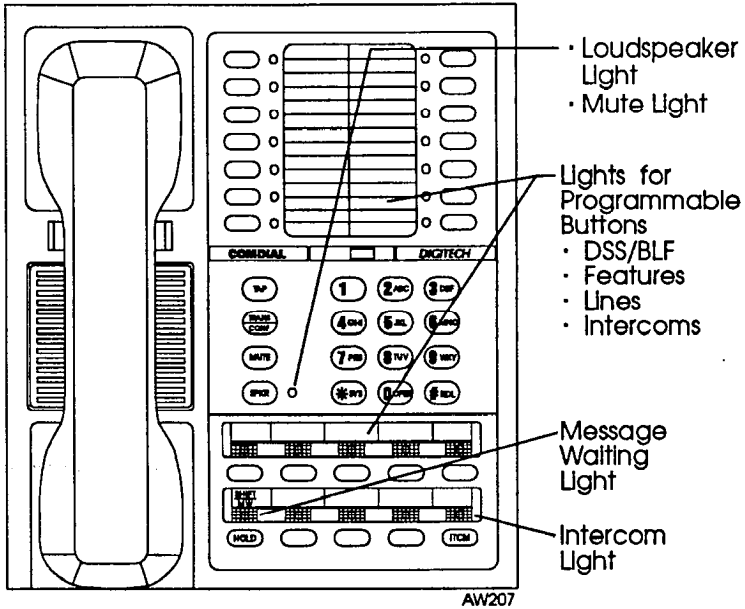
Typical DigiTech Telephone
(7714X- ∗∗ shown)

Using Your Speakerphone

A speakerphone gives you the freedom to use your telephone without lifting the handset. After initial contact is made, you can carry on a telephone conversation and still be free to do other things. Whenever the instructions "Lift the handset to talk" appear in this guide, they may be ignored if you have a speakerphone.

During the course of a conversation you can always switch from the speakerphone to the handset for privacy. To do this, just lift the handset and talk. To return to speakerphone use, press the **SPKR** button and hang up the handset.

To manually place a call using your speakerphone,
- press a line button or an intercom button,
- dial the number,
- talk toward your speakerphone when called party answers.

To autodial using your speakerphone,
- press programmed speed dial button,
- talk toward the telephone when your party answers.

To answer a call with your speakerphone,
- press the line button or intercom button (the one with the flashing light),
- talk toward your speakerphone.

   NOTE: Your telephone may be equipped with a feature called ringing line preference. With this feature, you merely press SPKR to answer a ringing line instead of pressing a line button first.

To block transmission of your voice to the distant party (mute) while on a call,
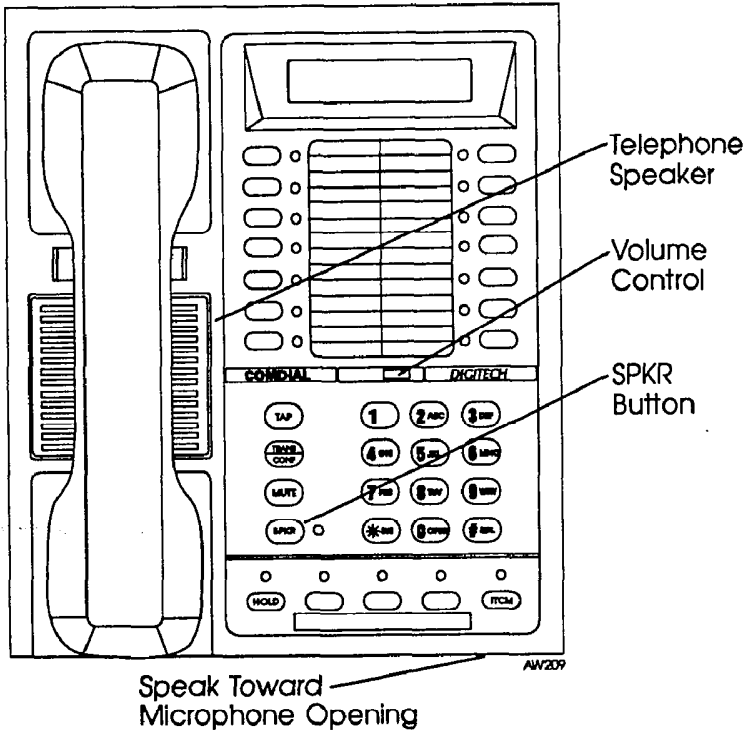- press **MUTE** button,

To return to the distant party,
- press **MUTE** button.

To end a call with your speakerphone,
- press **SPKR**.

Telephone
Speaker

Volume
Control

SPKR
Button

Speak Toward
Microphone Opening

Answering Outside Calls

A call that rings on an outside line sounds long single tone bursts and lights the line status light. The light flashes red for any ringing line.

When you hear outside ringing (long single tone bursts) and observe a flashing light, answer the call as follows:

- press button of ringing line (the one with the flashing light),
- lift handset to talk.

   NOTE: Your telephone may be equipped with a feature called ringing line preference. With this feature, you merely lift the handset to answer a ringing line instead of pressing a line button first.

Answering Intercom Calls

An intercom call is made from one system telephone to another. An intercom party can call you through your telephone speaker or ring your telephone if they desire (intercom ringing sounds two short tone bursts). Voice calls can be blocked. See the discussion titled *Blocking Voice Announced Calls* for details if you wish to activate this feature.

When you hear a short tone burst followed by a caller's voice,

- speak toward the telephone to answer the caller. Lift handset if privacy is desired.

When you hear intercom ringing (two short ring bursts),

- lift handset.

To answer a call that is ringing on a group intercom number,

- hear ringing and notice flashing group intercom button,
- press group intercom button,

   or

   - press ANSWER button if one has been programmed for your telephone,
- begin talking when on a speakerphone or lift handset when answering from a monitor telephone.

Note: If your telephone is arranged to automatically answer a ring when you lift the handset, you do not need to press the group intercom button. Also, if the programmer has not arranged for your telephone to answer group intercom calls, you will not be able to do so.

Programmable
Buttons (May
include installer-
programmed
Answer button)

Intercom
Button

Typical Line
Status Light

Typical
Line Button

Speak Toward
Microphone
Opening to Answer
Intercom Call
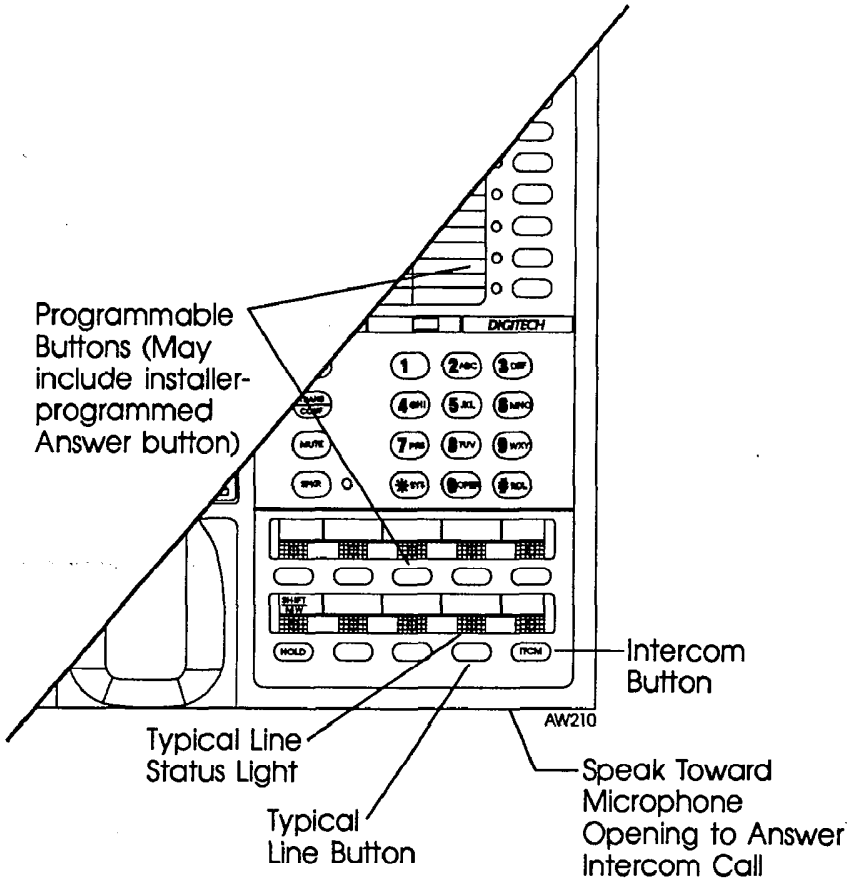
Answering Calls At Monitored Stations

Your telephone may have the personal intercom number of another telephone appearing at a button location. You can use the light associated with this button to monitor the status of that telephone and you can press the button to make a call to it if you wish. The associated light is known as the busy lamp field, or BLF light, and the button is known as the direct station select, or DSS button.

If the installer/programmer arranged for your telephone to have the station monitoring feature, the BLF light shows activity status at the monitored telephone. Also, your telephone may include a DSS STATUS button. If it does, you can use it to switch from monitoring all telephone activity to just monitoring its personal intercom activity.

To monitor another telephone,

- observe the BLF light indications next to the personal intercom appearance (DSS) button:

Off   *= idle*
Flashing   *= ringing*
Fast Flashing = on hold
On   *= busy*

   NOTE: If you do not have the station monitoring feature, the BLF light
     shows just the following information: Off = idle, On = busy.

To call an idle monitored station or to answer one that is ringing,

- note the BLF light condition,
- press assigned DSS button,
- lift the handset to talk.

  NOTE: If you place this call on
    hold or if you transfer
    it to another telephone,
    the BLF light turns off.
    You can retrieve the call
    by pressing TAP.

Typical BLF Light

Typical DSS Button

Programmable Buttons (May Include Installer-programmed DSS Status button)

TAP Button
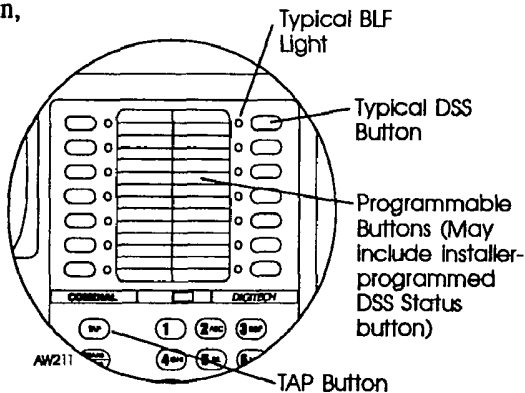
Answering Night Transferred Calls

The attendant can place the system in the night transfer (of ringing) mode of operation. In this mode, the only telephones that ring on incoming calls are those that are installer-programmed to do so.

Additionally, the system can be installer-programmed into night answer zones (up to four) with a loud bell associated with each zone. The loud bell sounds when the night transfer of ringing feature directs incoming calls to its zone.
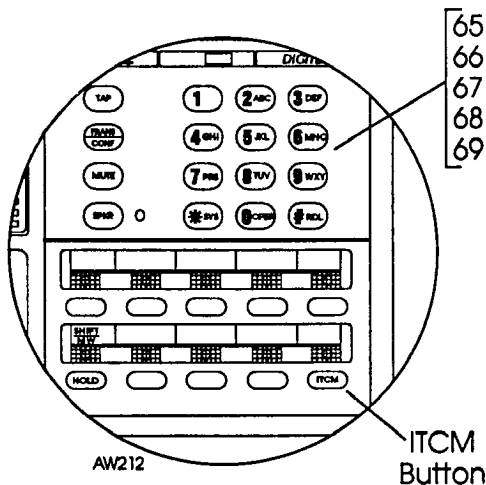

If your telephone rings,

- press line button with flashing light,
- lift handset to talk.

When you hear a loud bell ringing anywhere in the system,

- press ITCM or any other assigned intercom button,
- dial 65 through 68 to select ringing zone (1 - 4) that the bell is in,

  or

  - dial 69 to answer any ringing zone,
- lift handset to talk.

Making A Call Pick-Up

Often, telephones are arranged together in a user group by the system installer. When your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group. Also, you can answer a call that is ringing at any telephone in the system if you know that telephone's extension number.
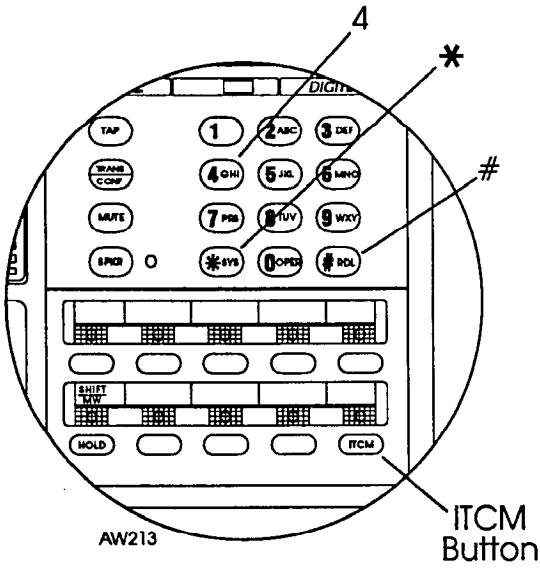
To answer a call that is ringing within your group,

- lift handset,
- press ITCM or any other assigned intercom button,
- dial # 4.

To answer a call that is ringing at any telephone in the system,

- lift handset,
- press ITCM or any other assigned intercom button,
- dial * 4,
- dial extension number of ringing telephone.

AW213

4

✳

#

ITCM
Button

Responding To A Secure Off-Hook Voice Announcement

Your telephone may be arranged by your system installer to receive a Secure Off-Hook Voice Announcement (SOHVA) while you are busy on another call.

The SOHVA announcement consists of several short tone bursts and then an announcement that you hear in your handset receiver. The distant party you are currently talking to cannot hear the announcement made by the SOHVA caller since it is delivered to your ear through the handset receiver.

You can respond to a SOHVA call in one of two ways.

- **Verbally:** Press and hold down **MUTE** button and reply by speaking into the handset. Your distant party cannot hear your response while you hold the **MUTE** button down. Release the **MUTE** button to continue speaking to the distant party.

- **Non-verbally (Response Messaging):** If the announcing station has an LCD speakerphone, you can send an attendant-programmed LCD message (response message) to it. To do this, press your preprogrammed **MESSAGE RESPONSE** button. (Refer to the section of this guide titled, *Programming Your Telephone* for instructions on how to program the **MESSAGE RESPONSE** button.) The response message appears in the display of the telephone that made the SOHVA announcement. After the message appears, that telephone is automatically disconnected from your telephone.

You can send a different attendant-programmed LCD message if you are using an LCD speakerphone that provides a **UNIVERSAL MESSAGE** button. To use this button to respond to a SOHVA call, proceed as follows:

- press **UNIVERSAL MESSAGE** button repeatedly until the desired response message appears in your telephone display,

- press # to send that message.

Note: For more information, refer to the discussion titled "Message Deposit."

Programmable Buttons
(May include pre-
programmed message
response button)

Handset
Off-Hook

MUTE Button

AW214
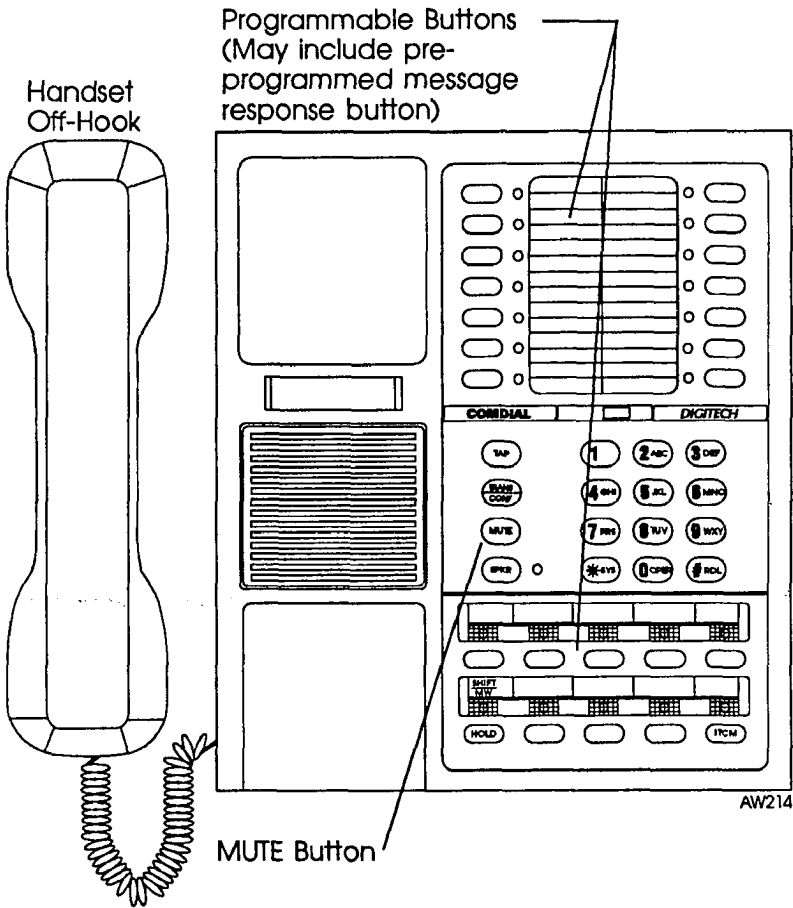
Dialing Manually

You can press a line button to select a line and use the keypad to dial a number over that line. If your telephone has been given a prime line feature when it was installed, it will automatically select the line for you to use when you lift the handset.

If you wish to prevent other users from accessing the lines and features of your telephone, you may do so by pressing the installer-programmed LOCK button and dialing an authorization code.

To manually dial an outside number from the keypad,

- press line button to select line (remember, selecting a line is not necessary if a prime line has been assigned to your telephone and if you lift the handset to begin the call),
- listen for dial tone,
- dial number,
- lift handset to talk (if not already lifted).

Dialing Automatically Using Stored Speed Dial Numbers

Automatic dialing (commonly referred to as speed dialing) uses programmable buttons or keypad buttons at which you or the system attendant has previously stored numbers. If your telephone includes an installer-programmed SHIFT button, you will also have access to a second level of personal speed dial numbers stored at the programmable button locations. Actual button programming is discussed in a separate section of this user's guide titled *Programming Your Telephone*. Refer to it when you are ready to store numbers for personal speed dialing.

There are two types of speed dial numbers available for your use as follows: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that are stored by the system attendant for everyone's use (system speed dial numbers). A line choice is usually stored as part of any number that is to be dialed over an outside line; therefore, line selection is automatic when speed dialing these stored numbers.
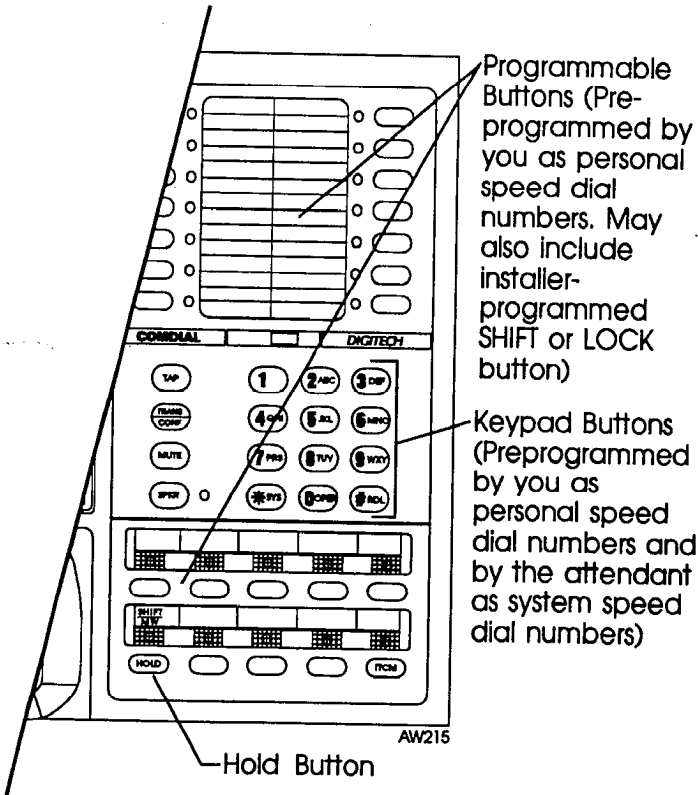
To dial a personal speed dial number while on-hook,

- press preprogrammed button (remember, line selection is usually a part of the stored speed dial number),

  or

- dial keypad button **0 - 9**,

  or

- press installer-programmed **SHIFT** button then press preprogrammed button (to choose number stored at a second level at that button).

To dial a system speed dial number,

- Press ✳ and then dial system speed dial number **100 - 299**.

Programmable
Buttons (Pre-
programmed by
you as personal
speed dial
numbers. May
also include
installer-
programmed
SHIFT or LOCK
button)

Keypad Buttons
(Preprogrammed
by you as
personal speed
dial numbers and
by the attendant
as system speed
dial numbers)

AW215

Hold Button

Redialing

If the last number you have called is busy or is not answering, you have several options for automatically redialing the number. You can redial it once; initiate a repeated redialing of it using an installer-programmed **AUTOMATIC REDIAL** button; or save it for later redial using any unprogrammed programmable button.

To automatically redial the last dialed number one time,

- hang up to disconnect current ringing or busy tone,
- press #,
- listen for ringing or busy tone in speaker.
    - Ringing tone: When party answers, pick up handset.
    - Busy tone: Press **SPKR** to disconnect. You can press # again to redial the same number

To automatically redial the number once a minute for 10 minutes,

- hang up to disconnect current ringing or busy tone,
- press installer-programmed **AUTOMATIC REDIAL** button.

The number will be dialed once a minute for 10 minutes and wait 30 seconds for an answer after each try. The ITCM light flashes while redial is active.

- listen for ringing or busy tone in speaker.
    - Ringing tone: When party answers, pick up handset.
    - Busy tone: press installer-programmed **AUTOMATIC REDIAL** button to begin redial cycle again.

You can cancel this automatic redial action (ITCM light turns off) with any of the following actions:

- press installer-programmed **AUTOMATIC REDIAL** button,
- lift and replace handset,
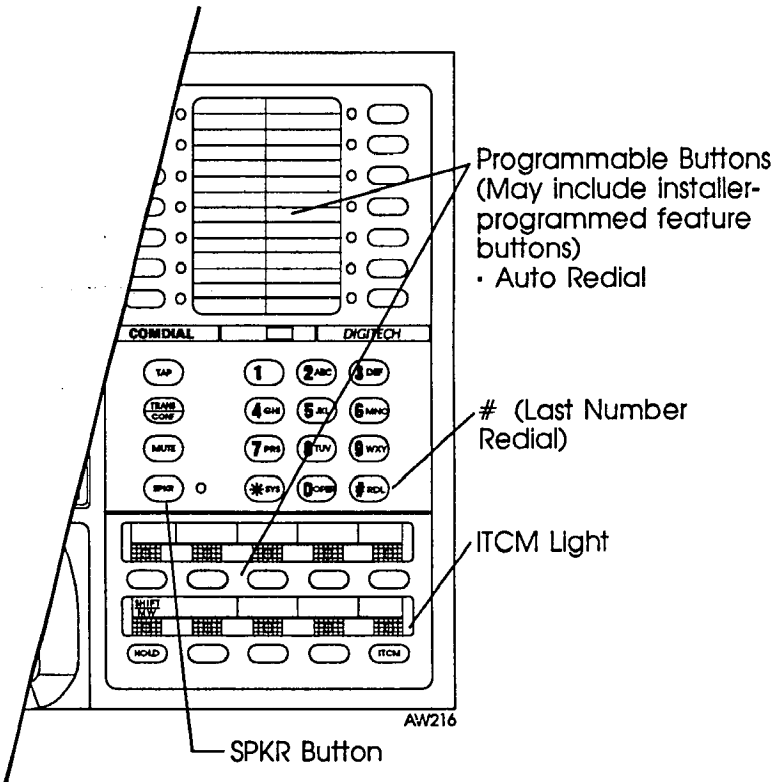- use the telephone for some other function.

You can save the first 16 digits of the last manually dialed number and redial it later if you wish; however, you can store only one 16-digit number at a time in this manner.

To store the number before you hang up,

• press any programmable button that is not now programmed for any other purpose,

• hang up.

To redial the saved number,

• press the programmable button where you saved the number,

• lift handset if you are on a monitor telephone or if you wish your call to be private.

Programmable Buttons
(May include installer-
programmed feature
buttons)
• Auto Redial

(Last Number
Redial)

ITCM Light

SPKR Button

AW216

19

Using Line Groups

Some systems have telephone lines arranged into line groups that are made available at the telephone instead of individual lines (up to 16 lines may be available for your use). Your system administrator can tell you how your system is arranged. When line groups are available, you may access them for outside calling instead of pressing a line button to select an individual line for use.

If your system has line groups, access them as follows:
- press ITCM,
- dial desired line group access code:

9	=	line group 1
80 through **89**	=	line groups 2 through 11
60 through **64**	=	line groups 12 through 16

- listen for dial tone,
- dial number,
- lift handset to talk.

9
80 - 89
60 - 64

AW217

ITCM
Button
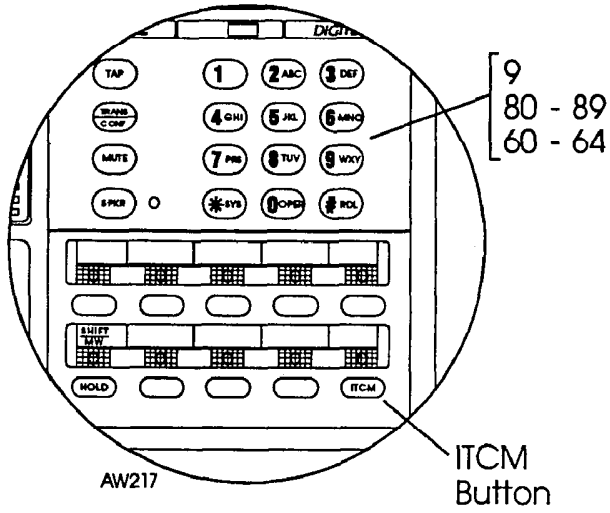
Waiting For A Line (Automatic Camp-On)

When a line that you wish to use is busy, you can place your telephone in a camp-on mode and wait for that line to become idle. When it becomes idle, your telephone will ring.

When you use a line group to provide you with a line and all the lines in that line group are busy, you can place your telephone in a camp-on mode and wait for an idle line in the line group. When a line in that group becomes idle, your telephone will ring.

To camp-on for an idle line,

- observe steady line button light,
- press ITCM or any other assigned intercom button,
- dial **＊ 6**,
- press the busy line button.

When the line is free, your telephone sounds several short tone bursts telling you that you can use your line. Press the line button with the flashing light or ignore the ring if you no longer need the line.

To camp-on for an idle line group,

- press ITCM or any other assigned intercom button,
- dial a line group access code and hear busy tone,
- dial **＊ 6** and hang up.

When line group is free, your telephone sounds several short tone bursts. When you hear this,

- press the line group button with the flashing light,

  or

- lift handset, hear dial tone, and place call. You are already on line.

To cancel either line or line group camp-on,

- press an intercom button,
- dial **# 6** and hang up.

AW220

ITCM Button
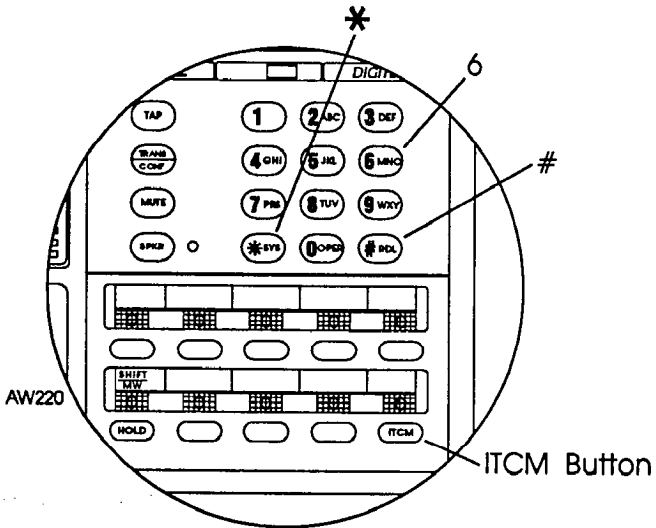
Making Intercom Calls

You can dial an intercom call manually from the keypad or automatically using a direct station select (DSS) button that you have previously programmed. There are two ways to make an intercom call. One way is to sound your voice at the called telephone (voice calling); the other way is to ring the called telephone (tone calling).

To voice call manually,

- lift handset,
- press **ITCM**,
- dial extension number and hear one quick tone burst,
- speak your announcement.

To voice call automatically (DSS),

- lift handset,
- press **DSS** button and hear a quick tone burst,
- speak your announcement.

To tone call manually,

- lift handset,
- press **ITCM**,
- dial extension number and hear quick tone bursts,
- press **ITCM** again. Called telephone will ring.

NOTE: Some systems may be set up to ring as the first option. Pressing ITCM a second time is not necessary in this case. Ask your system administrator how your system is set up.

To tone call automatically (DSS),

- lift handset,
- press **DSS** button,
- Press **ITCM**. When intercom party answers, two-way conversation can take place.

To make a call on a group intercom number,

- press group intercom button,
- hear dial tone,

- dial feature code, personal intercom number or group intercom number,

- lift handset (or press **SPKR** on speakerphones) when called party answers.

DSS Buttons
(preprogrammed
by you)

Keypad for
Manual Dialing

ITCM
Button

AW219
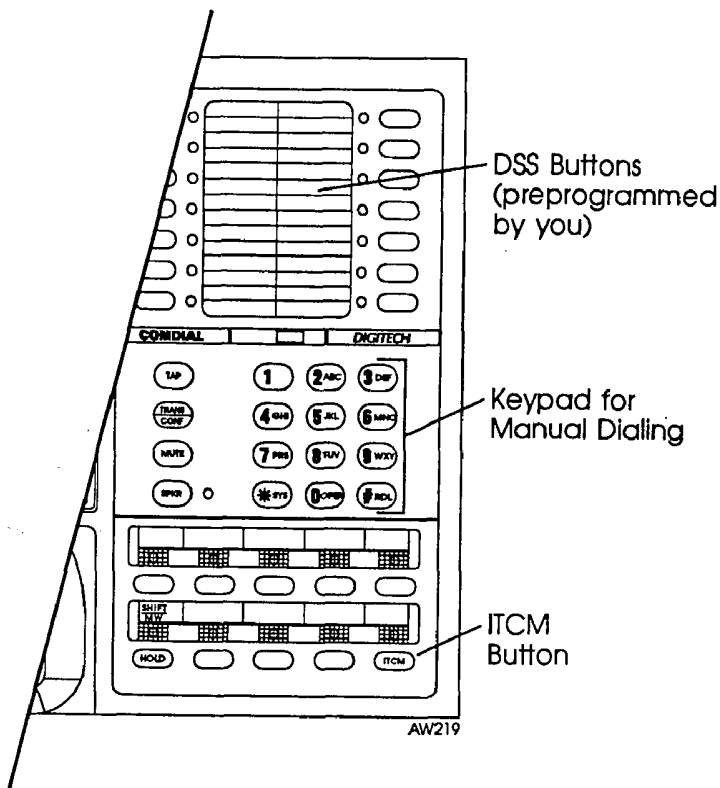
Camping On To Another Telephone And Waiting For An Automatic Callback

If the personal or group intercom number you have called is busy or rings with no answer, you can have the system ring your telephone when the number becomes available.

To camp on at another telephone,
- dial personal or group intercom number and hear busy tone or a ring no-answer,
- dial * 6 (called party hears a quick call waiting tone),
- hang up.

When the number you called becomes idle or is used in some manner, your telephone will ring with five short tone bursts. When you hear this,
- lift handset. The other number will start ringing.

If you do not lift the handset when you hear the callback ringing, the callback is then canceled; however, you can cancel automatic callback at any time before your telephone sounds the tone bursts. To do this,
- press **ITCM** or other intercom button,
- dial **# 6,**
- press **SPKR** to hang up.

Camping On To Another Telephone and Waiting For An Answer (Call Waiting)

If the personal or group intercom number you have called is busy, you can send a call waiting tone to the busy telephone and wait on the line for an answer. If you make a handset call, a tone sounds periodically (until a system arranged timeout period has ended). If you make a handsfree call, a tone sounds only once.

To camp at a busy called telephone,
- dial personal or group intercom number and hear a busy tone,
- dial * 6 (called party hears a tone),
- remain on line awaiting a reply. When the called party hears a short tone burst, he or she can either place their current call on hold or hang it up and then answer your call.

Handset Off-Hook
. Hang up for automatic callback
. Remain on line for call waiting

SPKR Button   ITCM Button

AW220A

27
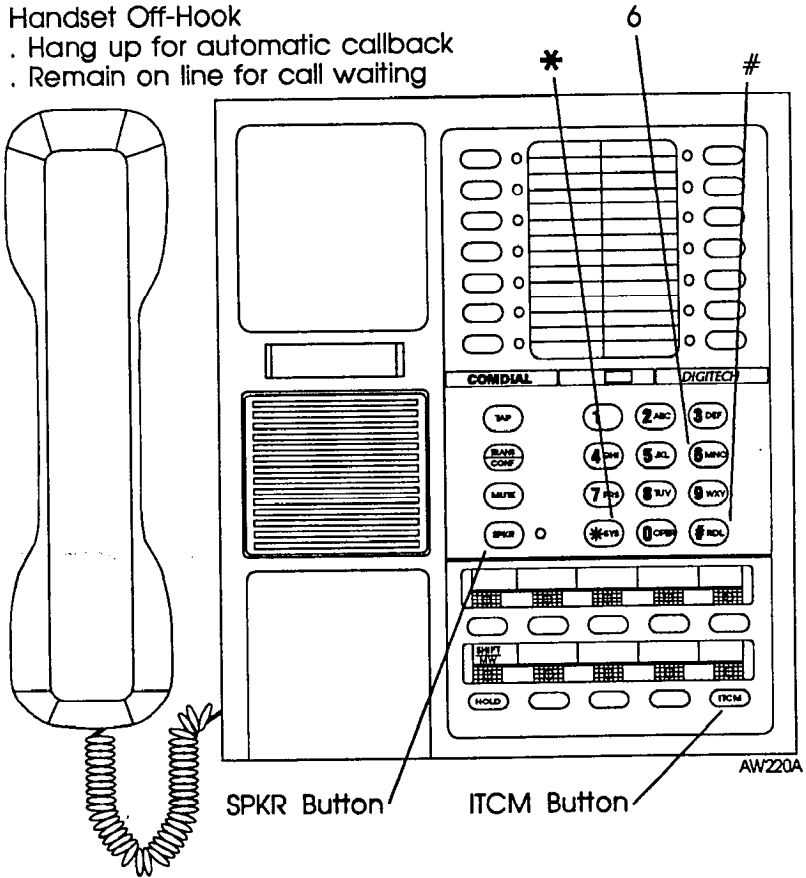
Overriding A Call

If the telephone that you have called is busy, you can break into the conversation at that telephone if your telephone has the executive override feature. When you override a do not disturb condition at another station, the condition remains disabled until that station user re-enables it.

To perform an executive override,

- make intercom call and hear a busy signal,
- dial ✳ 0 3 (several short tone bursts will be heard by all parties),
- join in-progress call.

ITCM
Button
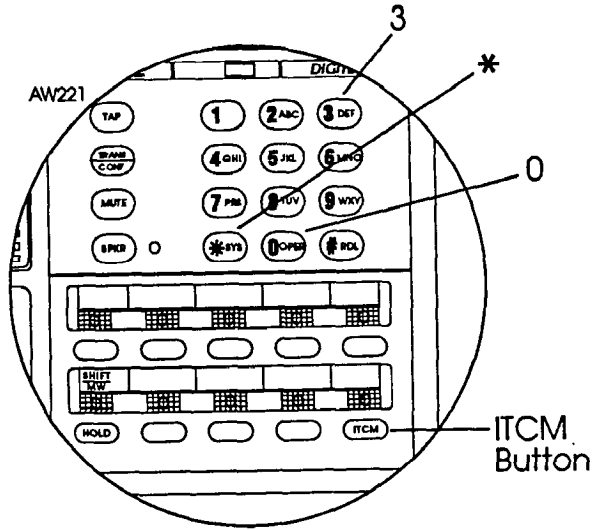
Making A Secure Off-Hook Voice Announcement

You can make a voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature. Your announcement is made as a secure off-hook voice announcement (SOHVA) that only the called party can hear.

Your telephone may have an installer-programmed **SOHVA** button designated on it. If you have a **SOHVA** button, it will allow you to decide whether to deliver a SOHVA message or hang up when you hear an intercom busy tone.

Make an announcement as follows:

- make intercom call,
- hear several quick tone bursts (SOHVA announcement enabled),

  or

  - hear busy tone (called telephone is in speakerphone mode and you cannot make an announcement),
- after tone bursts end, make announcement,
- wait on line for voice reply (called telephone may send non-verbal reply to show in your LCD speakerphone display and then disconnect from your telephone),

Make a SOHVA announcement using the installer-programmed **SOHVA** button as follows:

- make intercom call and hear busy tone,
- decide whether to interrupt or not,
- if interruption is necessary, press **SOHVA** button and hear several quick tone bursts,

  NOTE: If you hear a continuing busy tone, it means that you cannot make an announcement.

- when tones end, make announcement,
- wait on line for reply (called telephone may send non-verbal reply to your display and then disconnect from your telephone).

Programmable Buttons
(may include installer-
programmed SOHVA
enable button)

AW222

31
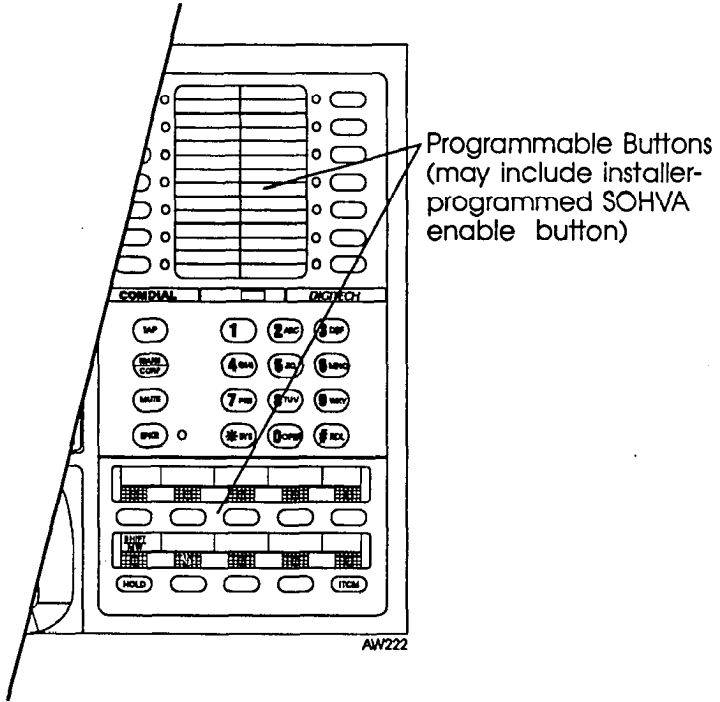
Holding Calls

You can place any call on hold (including conference calls) and pick it up a short time later. With a *regular hold,* you can pick up the held call at your telephone or at another telephone if it shares the held call line with your telephone. With an *exclusive hold* condition, you must pick the held call up at your telephone because no other telephone has access to it.

You also can answer and place on hold a call that is on a line that does not appear at your telephone (calls that are parked or transferred to you for instance). You can even place a call on hold in the system so that anyone can answer it *(parking a call).*

After a call has been on hold for the period of time set by the installer of your system, the system will cause short ring bursts to sound at your telephone. If the call is on exclusive hold, it will revert to manual hold after the hold recall time period.

During a hold condition, the HOLD light and the light associated with the button of the held line will both flash. This action provides a visual indication of an on-hold condition.

To place a call on hold,

- press **HOLD.**

To place a call on exclusive hold,

- press **HOLD** twice.

To retrieve a held call (either regular or exclusive),

- press **TAP,**

  or

- press line button with flashing light to retrieve that particular party.

To retrieve a call that you answered and placed on hold but have no line appearance for (for instance, a call that was transferred to you that you answered and later placed on hold),

- press **TAP.**

If you've placed more than one call on hold at an LCD speakerphone, you can display your held calls and retrieve them in any order that you wish.

To display and retrieve held calls,

- press and release **HOLD** repeatedly to display identity of each held call,
- press **TAP** to retrieve displayed call.

To place a call on hold in a park orbit for retrieval at any system telephone,
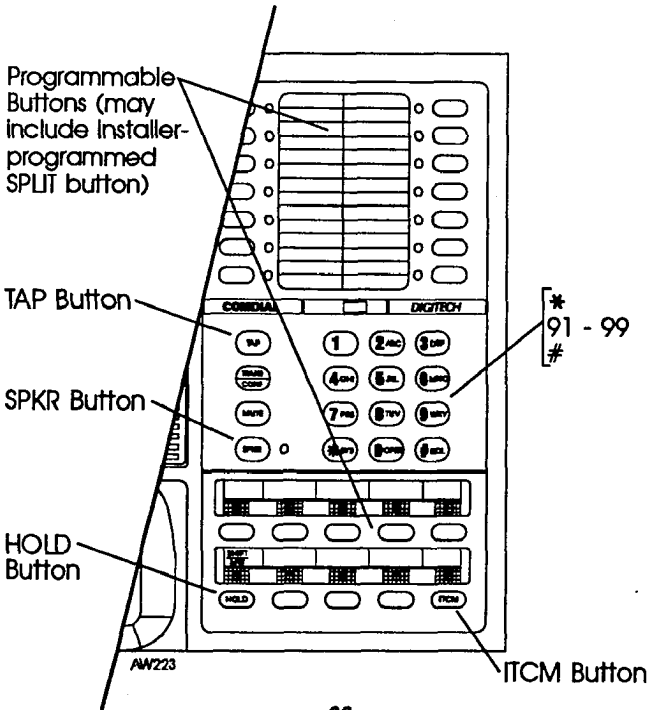
- while on the call, press **ITCM** ✳,
- dial code **91 - 99** for park locations (or orbits) 1-9,
- remember the orbit number and its dialing code for later use or make it known to those who need to know it.

To retrieve a parked call,

- from any station, press **ITCM #**,
- dial code **91 - 99** for parking orbit 1-9.

To switch between the last call placed on hold (intercom, outside line, or conference) and a current, active call,

- while on active call, press **SPLIT** button to retrieve held call (active call is then placed on hold),
- repeat as necessary to alternate the two calls between hold and active status.

Programmable Buttons (may include Installer-programmed SPLIT button)

TAP Button

SPKR Button

HOLD Button

✳ 91 - 99 #

ITCM Button

AW223

33

Transferring Calls

Transferring calls is the process of answering a call at your telephone and sending it to another telephone. You can do this in one of three ways. If you first identify the caller to the party to receive the transfer, thus giving that user the opportunity to review the call, you have made a *screened transfer*. If you transfer the call without first announcing it, you have made an *unscreened transfer*. If you transfer a call to another telephone so that it appears at that station as if the user has already answered it, you have made a *hot transfer*.

If the telephone to which you are transferring the call is busy, use override, secure off-hook voice announce, or camp-on call waiting to contact the intercom party or recover the call yourself and service it. If a transferred call is not answered after a certain length of time (set by the system installer) it automatically returns to your telephone.

To screen and transfer a call to another telephone in the system or to a group intercom number,

- · answer or make call,

- press **TRANS/CONF** (call is automatically placed on hold),

- dial extension number of telephone (or its DSS, if available) or group intercom number to receive transfer,

- when intercom party answers, announce call,

- hang up handset. Intercom party then has the call.

If the intercom party is busy or does not answer, take the following step:

- press **TAP** to return to the call yourself. Remember, you can use the secure off-hook voice announce feature, the camp-on call waiting feature, or the override feature to contact the intercom party.

To transfer an unscreened call to another telephone in the system or to a group intercom number,

- answer or make call,

- press **TRANS/CONF** (call is automatically placed on hold),

- dial extension number of telephone (or its DSS, if available) or group intercom number to receive transfer,

- hang up handset. The transferred call rings at that telephone.

*NOTE: Unscreened transfers automatically camp-on at busy telephones and wait
to be answered. Each camp on call automatically rings the telephone as
soon as a current call becomes idle.*

To hot transfer a call,

- answer call,

- press **TRANS/CONF** (call is automatically placed on hold),

- dial extension number of telephone to receive transfer or press
  DSS for it if available,

- voice announce call when intercom party answers,

- press **TRANS/CONF**,

- hang up handset. Call appears at intercom party's telephone in a
  handsfree mode as if that user has already answered it.

*NOTE: If that telephone is a speakerphone, the intercom party can begin talking
to the transferred party immediately. If it is a monitor telephone, he or she
must lift the handset to talk.*

If a transferred call is not answered after a preprogrammed length of
time, it returns to your telephone and rings it.

To answer the call,

- press flashing line button and lift handset.

TAP Button

TRANS/CONF
Button

AW224

35
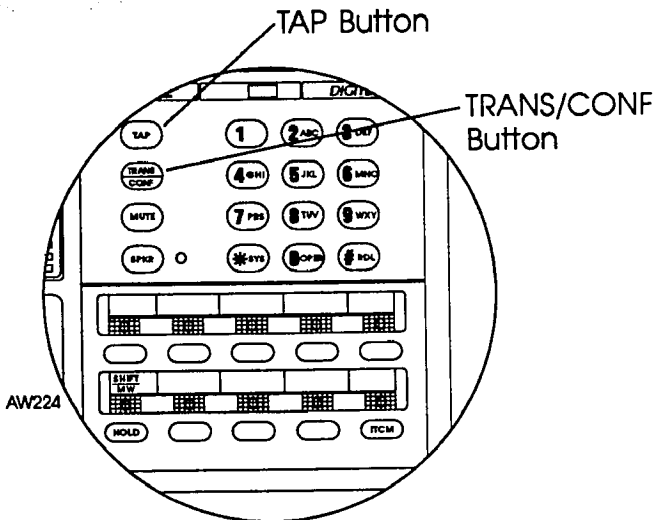
Conferencing Calls Together

Conferencing is when your telephone is joined together with several other telephones on the same call. You can make conference calls that encompass up to five parties, including you as the originating party, in any combination of outside lines and intercom parties. For example, you can conference three outside lines and two intercom parties or four outside lines and one intercom party or five intercom parties.

If you are conferencing with two outside lines, you can drop out and leave them in the conference with each other. This is known as an unsupervised conference call.

You can place a conference call on hold if you wish using the call hold method found in this user's guide titled *Using Your Telephone To Place Calls On Hold.*

To set up a conference call that includes both outside lines and intercom parties, outside lines alone, or intercom parties alone,

- make first call,

- press **TRANS/CONF** (call is placed on hold automatically),

- make next call,

- press **TRANS/CONF** to establish conference,

- repeat last two procedures to add up to two more parties.

  NOTE: If all the conference circuits are busy, you will not be able to add a party to the conference.

To continue conversation on last line after three other outside lines have dropped out of conference,

- press the line button of the remaining party.

To drop outside lines from the conference, and remain in conference with intercom party,

- press **HOLD** to put all lines on hold before the parties hang up (not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conferees),

- select line to be dropped, hang up and repeat this action for each line to be dropped,

- when line status light turns off, press **TAP** to return to conference.
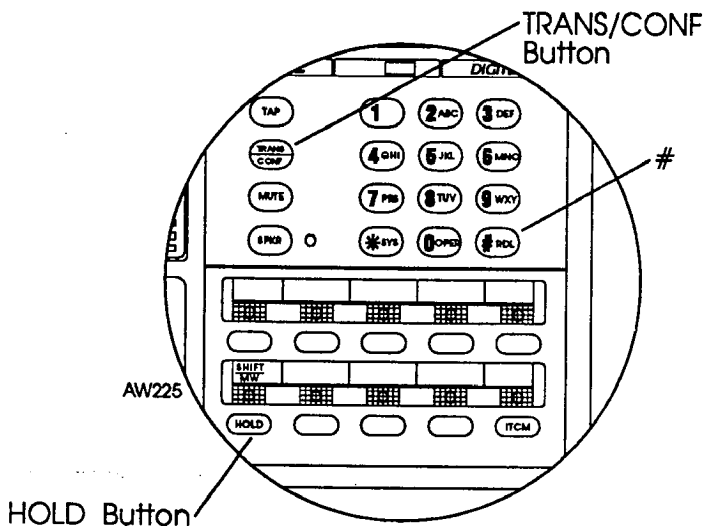
To drop out of a conference call between you and two outside lines and leave them in an unsupervised conference,

- dial # and hang up handset.

  NOTE: Conference volume levels between these lines
  are dependent upon the transmission level
  quality of the central office lines.

You can press **TAP** to re-enter the conference if you wish.

TRANS/CONF Button

HOLD Button

AW225

Adjusting The Display Contrast (LCD Speakerphones)

Whenever your telephone is not in use, you can adjust the contrast of the display to darken or lighten it for best viewing.

To adjust the display contrast while the telephone is not in use,

- press an intercom button,
- dial ✳ ✳ 5,
- dial 1-8 for contrast level (1 = lightest, 8 = darkest).
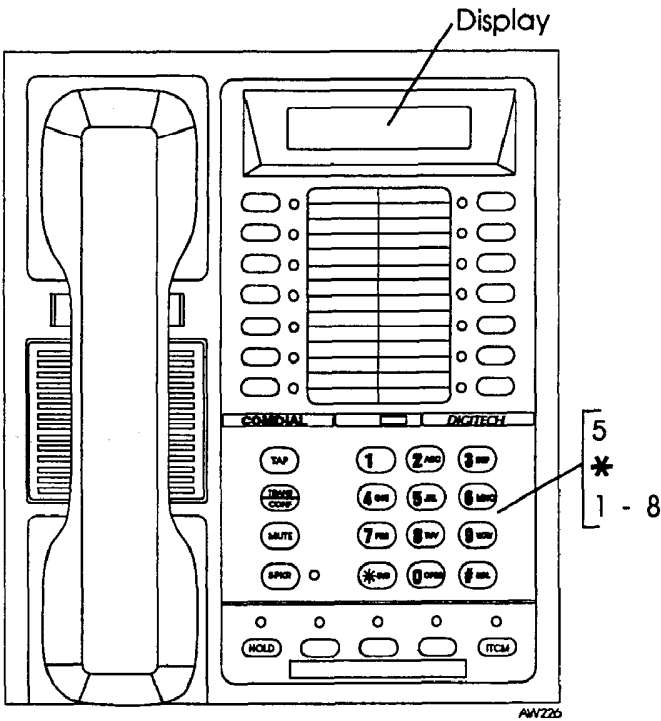
Blocking Voice Announced Calls

You can prevent voice announcements from sounding over your telephone speaker if you wish. This feature also blocks secure off-hook voice announcements as well.

NOTE: Your telephone may include an installer-programmed button that you may press to block and unblock voice announced calls. If you have such a button, use it instead of dialing the codes detailed below.

To block voice announced calls take the following action:
- press ITCM,
- dial ✳ 2.

To un-block voice announced calls perform the following steps:
- press ITCM,
- dial # 2.

Programmable Buttons (may Include Installer-programmed voice announce block button)

ITCM Button

AW227

39
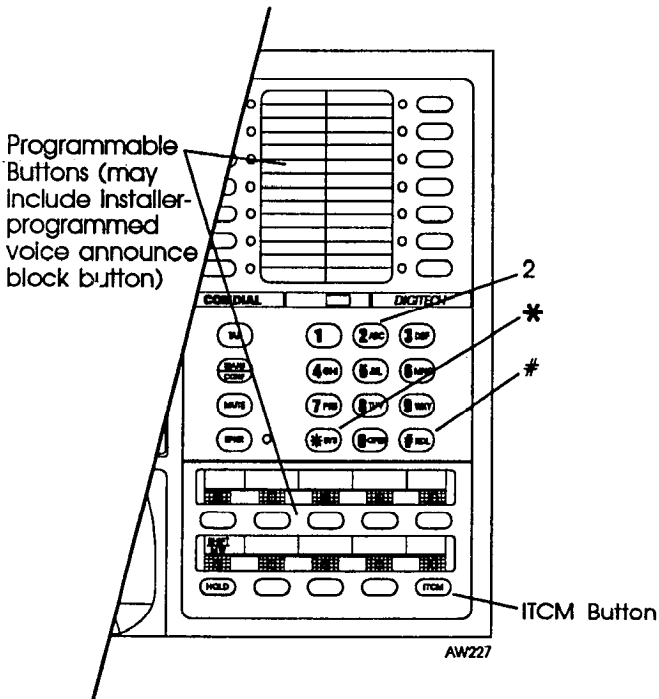
Entering Account Codes

If your system is arranged for account code entry to enhance the SMDA reports, you may be asked to enter an account code before calling a number or after answering one. Code entry is voluntary. If you do not enter a code, the call will still go through.

Your telephone may include an installer-programmed ACCOUNT CODE button. If one is available, you can use it to enter an account code during a call without interrupting your call or disturbing your distant party.

To enter account code after answering an incoming call,

- press an intercom button (call is automatically placed on hold), or press HOLD if the call appears at an intercom button.
- dial * 04,
- dial account code.

NOTE: Your telephone automatically returns to the call

after you've dialed the entire account code.

To enter account code on an outgoing call,

- lift handset (then press line button if line is not automatically selected when handset is lifted),
- press ITCM or any other assigned intercom button,
- dial * 04,
- dial account code,
- listen for dial tone and dial number you are calling.

NOTE: If you hear an error tone after you have dialed

your account code, check the number for validity.

To enter an account code using the ACCOUNT CODE button,

- establish call,
- press ACCOUNT CODE button,
- dial account code numbers.

Your telephone automatically returns to the call after you've dialed the entire account code.

Programmable
Buttons (may
include installer-
programmed
account code
button)

4

COMDIAL   DIGITECH

*

0

HOLD
Button

ITCM
Button

AW228

41
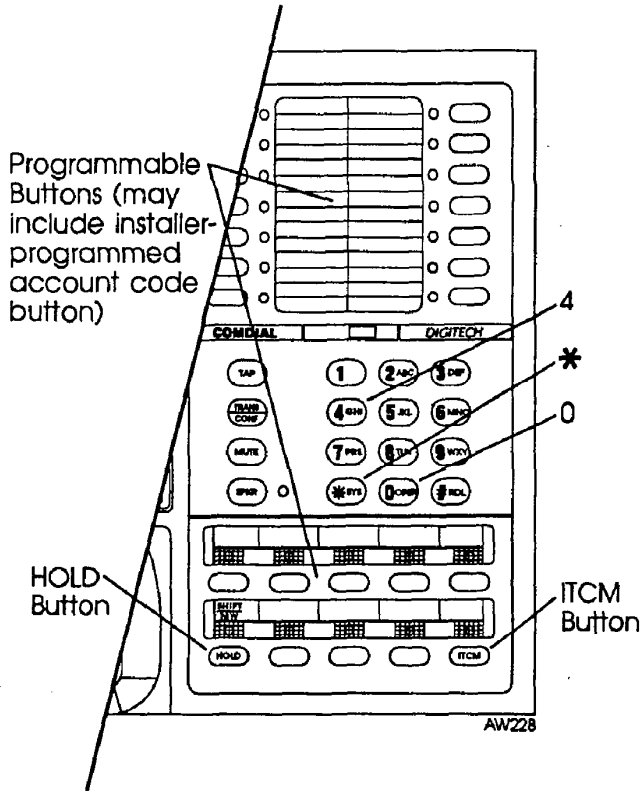
Forwarding Calls

You can forward calls that normally ring at your telephone to another station's personal intercom number, or your can forward them to a group intercom number if you wish. You can forward all calls or just those that ring your prime line or your personal intercom. You can make forwarding occur (1) when your telephone rings and no one answers it or when you are busy on another call, or (2) as soon as the system detects a call directed to your telephone. Calls that forward to a personal intercom number ring only the telephone that has that number, while calls forwarded to a group intercom number ring every telephone with that group intercom appearance.

NOTE: Your telephone may include installer-programmed FORWARD buttons. If it does, use them instead of dialing the codes detailed below.

To forward your calls,

- press programmed **FORWARD** button,

  or

- press **ITCM** and dial one of the following codes:

	FWD Immediately	FWD After RNA or Busy
All Calls	**∗52**	**∗54**
Prime Line and Personal Intercom Calls	**∗51**	**∗53**

- dial personal intercom number of telephone to receive forwarded calls or dial desired group intercom number,
- press **SPKR** to hang up.

NOTE: Your telephone will ring a short ring burst each time an intercom call is forwarded to remind you that this is happening.

To cancel call forwarding,

- press **ITCM** or any other intercom button ,
- dial # *5*,
- press **SPKR** to hang up.

Programmable Buttons (may include installer-programmed forward buttons)

SPKR Button

ITCM Button

AW229
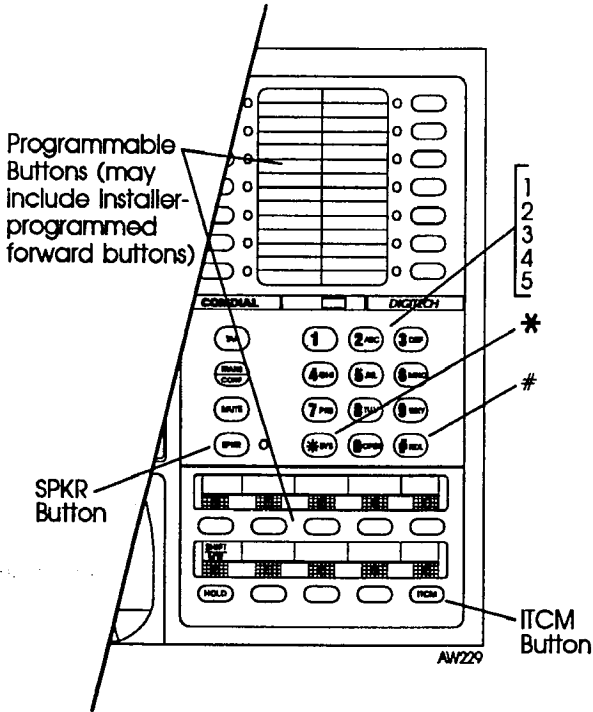
Making A Call Non-Private

You can make a call non-private using an installer-programmed
PRIVACY button. When a call is non-private, other telephones that
share the same line can join the call. Privacy returns when the call is
completed.

To do this while on a call,

- press installer-programmed **PRIVACY** button. The light as-
  sociated with the **PRIVACY** button turns on steady when your
  telephone is in a non-private mode.
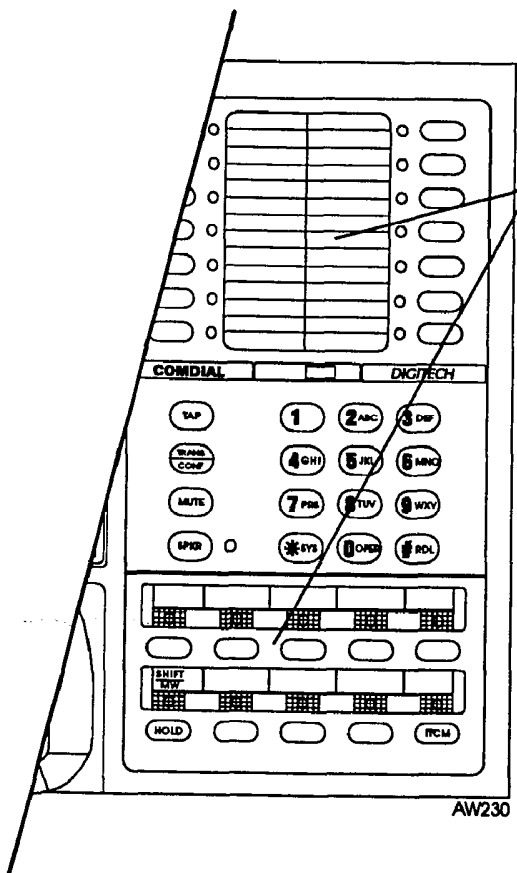
Programmable
Buttons (may
include installer-
programmed
privacy button)

AW230

Monitoring A Conversation Between Two Telephones (Service Observing)

If your telephone provides the service observing feature, you can use it to monitor activity and an on-going conversation at another telephone in an undetected manner. You can use this feature while you're on-hook or off-hook.

To monitor an in-progress call,

- press ITCM or any other assigned intercom button,
- dial # 03,
- dial extension number of telephone to be monitored,
- press SPKR to end monitoring.

SPKR
Button

ITCM
Button
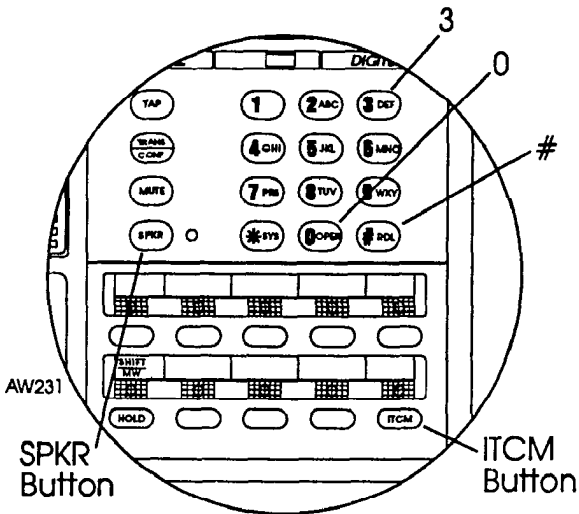
Muting Your Telephone

By using the MUTE button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, press the MUTE button. The MUTE feature turns on when you press and hold the MUTE button and turns off when you release it.

To mute your telephone,

- press and hold **MUTE**.

To return to the distant party,

- release **MUTE**.
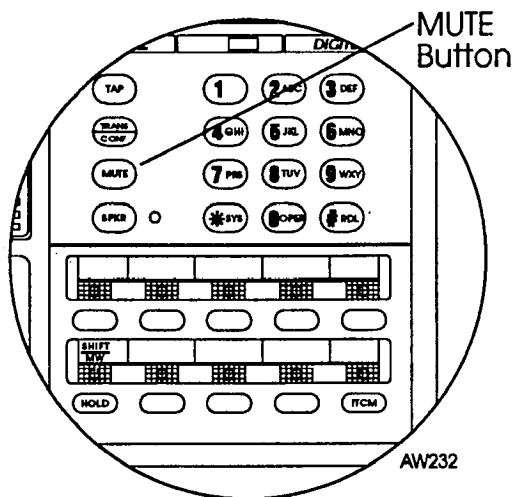
Sending A Paging Announcement

You can make a public announcement to all parts of or to a portion of your system location. Your system might provide either an all-call paging feature or a zone paging feature that you access by dialing special codes. All-call paging sounds the announcement through the speaker at all system telephones or through an external paging unit located in a central area. Zone paging sounds it only through those telephones located in a specific area or through an external paging unit located in a specific area.

If your system provides all-call or zone paging,

- lift handset,
- press ITCM or any other assigned intercom button,
- dial 70 - 77 for zone 1 - 8,

NOTE: When the system is operating in the defaulted mode, zone 1 provides an all call function.

- make announcement,
- stay on line if awaiting a reply (known as "meet-me" page),

  or

- hang up handset.

To make a reply to a "meet-me" page,

- lift handset of nearest telephone that is receiving a paging announcement,
- press ITCM or any other assigned intercom button,
- dial 78,
- meet paging party on line.

70 = Zone 1
    (All Call at default)
71 - 77 = Zones 2 - 8
78 = Meet-me
    (Reply to a page)

ITCM Button
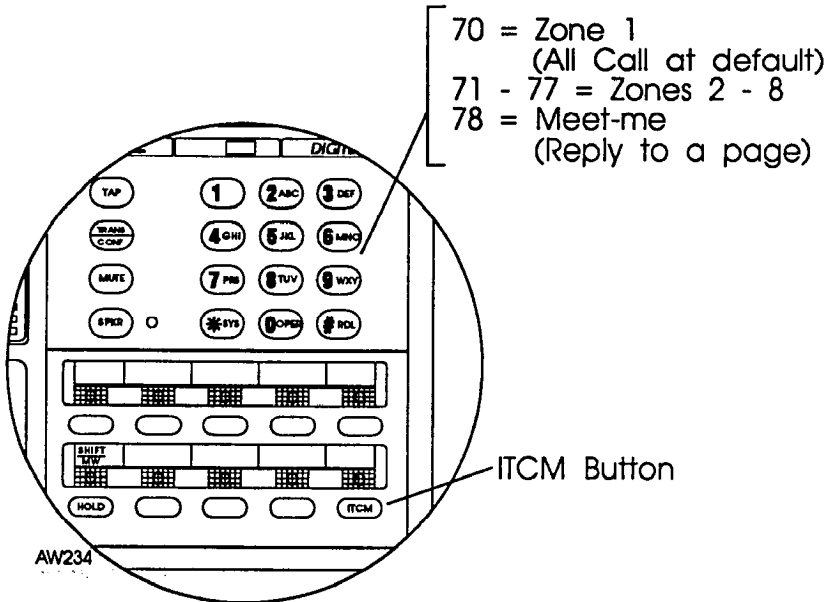
Setting A Do Not Disturb Condition At Your Telephone

This feature keeps calls from ringing at your telephone and makes it appear to be busy to intercom calls. The Do Not Disturb button that is installer-programmed on your telephone provides this feature. If your telephone has a preprogrammed DND button, you can use it as needed.

Generally, the do not disturb condition cannot be overridden by callers. They hear two quick tone bursts every three seconds when they call a telephone that has this feature enabled. Some telephones, however, do have the ability to override a do not disturb condition at another telephone.

To override a do not disturb condition at another telephone, refer to the discussion titled *Overriding Calls* for details.

To enable and disable the do not disturb condition,

- press **DND** button. The light associated with the DND button turns on when the feature is active.

Programmable Buttons (may include installer-programmed Do Not Disturb button)
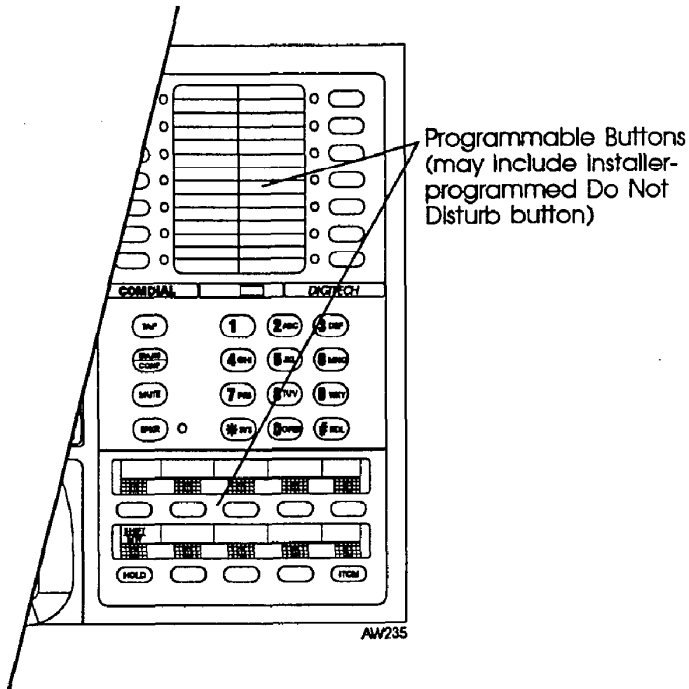
AW235

Setting Your Personal Ringing Tones

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

If an installer-programmed **SILENT MODE** button is available at your station, you may press it to turn off the ringer for the duration of a current ringing call. Ringer operation is restored when a new call rings at the station.

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

- press **ITCM** or any other assigned extension button,
- dial ✳ ✳ **4**,
- dial **1, 2, 3,** or **4,**
- press **SPKR**. The next time your telephone rings, you will hear the new ring tone.

Programmable
Buttons (may
include installer-
programmed
Silent Mode
button)

1
2
3
4
✳

SPKR
Button

ITCM
Button

AW236
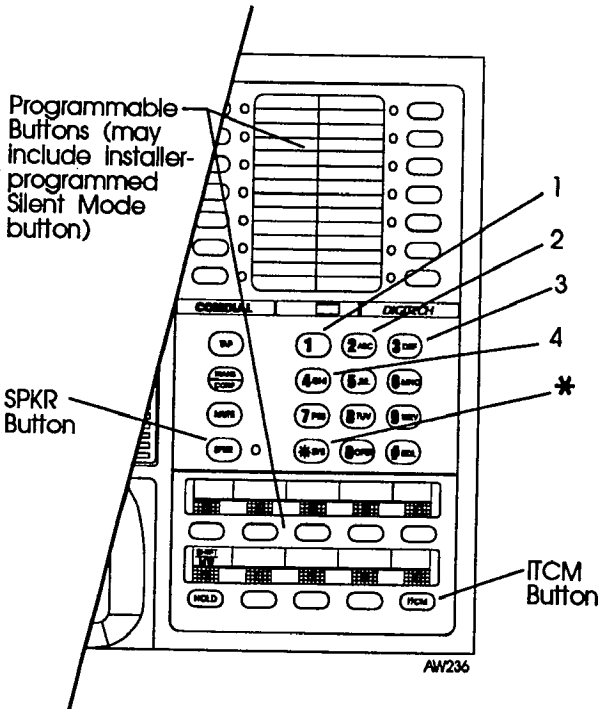
Switching The Dialing Mode Between Pulse And Tone

If your local telephone service is pulse (rotary dialing), your telephone is arranged to dial in this manner when installed. If you need to send tones during a dialing sequence (e.g.; to send bank-by-phone tones, etc), you can convert to tone while dialing. The system will switch back to pulse dialing when you end your call. You can store a # as part of an automatic dialing number to effect pulse-to-tone switching where needed.

To convert to tone dialing while on line,

• press #.
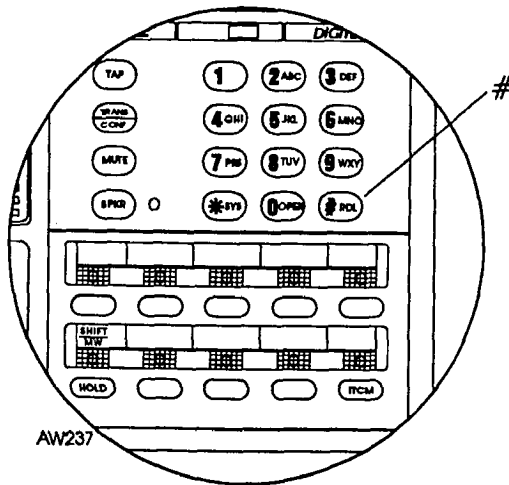
Using Background Music

If background music is supplied by the telephone system, you can turn it on at your telephone speaker. Background music automatically turns off during calls. Two different music sources may be available for your use depending upon how your telephone system was installed.

To turn the music on,

• press ITCM or any other assigned intercom button,

• dial * 11 for music source 1 or * 12 for music source 2 (the SPKR light turns on when background music is on),

• Adjust the loudness of the music with the speaker volume control.

To turn the music off,

• press ITCM,

• dial # 1 (the SPKR light turns off when background music is off).

53
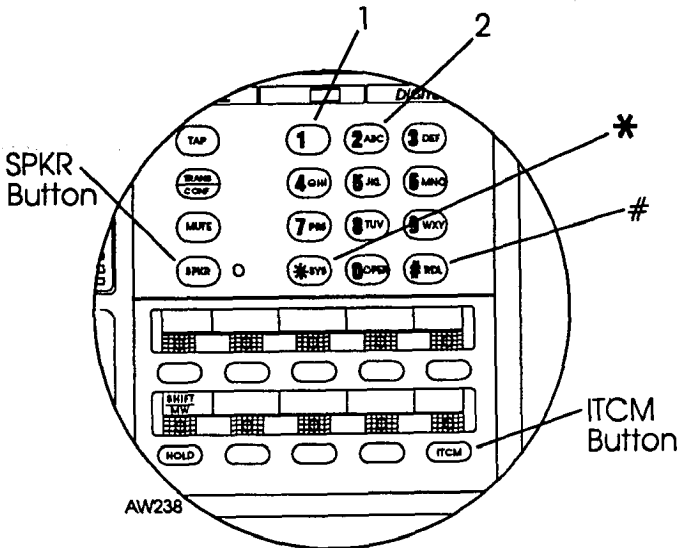
Message Waiting Light

If your telephone is designated as a central message desk by the system or has message wait originate ability, you can turn on the message waiting light (above **HOLD**) of any other telephone and cause dial tone at that telephone to sound in a broken manner. This lets that telephone user know that you have a message for him.

To turn on the message waiting light and broken dial tone at another telephone,

- press **ITCM,**
- dial ✶ **3,**
- dial extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light and broken dial tone at another telephone,

- press **ITCM,**
- dial # **3,**
- dial extension number of station that was alerted. The message waiting light of called station will turn off.

To turn off the message waiting light during message-delivering conversation,

- press **ITCM.**

To receive a message at an alerted station,

- observe flashing message waiting light or hear the broken dial tone,
- press **ITCM HOLD.** Connection to station that left message is automatic.

ITCM
Button

Message
Waiting
Light

AW239

HOLD Button

55
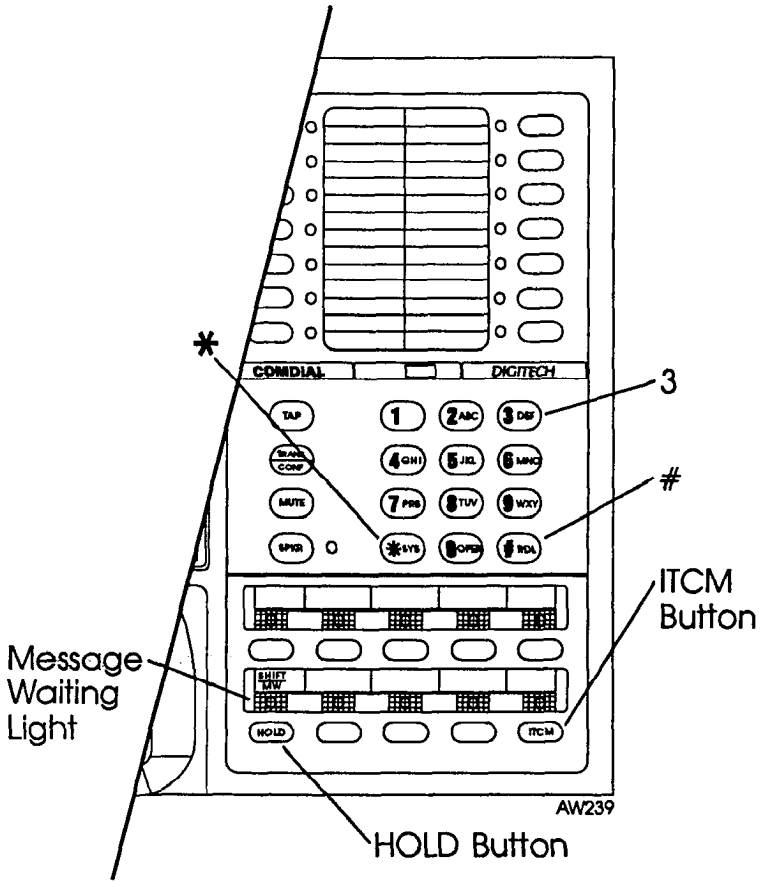
LCD Messaging

You can arrange for a system-supplied message to be received and displayed by a calling LCD speakerphone when you are not able to answer a call. This feature will remain active until you turn it off. If your telephone is an LCD speakerphone, it will also display the message, giving information on your telephone status. Get a list of the available messages and write them on the blank listing chart on the next page.

To turn message on from your telephone,

- press ITCM or any other assigned intercom button,
- dial * 02,
- dial the desired code number from your message list (01-30) on the next page. If you use the default messages of "Back At" and "Call," you will need to add to them as follows:

    For default message 1, dial code for time numbers and colon from dialing codes table (for example, dial # 12 00 01 29 04 05 for a space and the time 1:45).

    For default message 2, dial code (from the dialing codes table) for telephone number of where you'll be (for example, dial # 12 09 07 08 02 02 00 00 for a space and the number 978-2200 or # 12 51 35 65 65 96 for a space and the name Jenny).

- Press SPKR to end message. Intercom light flashes steadily.

To turn off message and your intercom light,

- press ITCM or any other assigned intercom feature button,
- dial # 02.

DIALING CODES TABLE

CHAR	CODE	CHAR	CODE	CHAR	CODE	CHAR	CODE	CHAR	CODE
A	21	Q	11	g	44	w	94	1	01
B	22	R	72	h	45	x	95	2	02
C	23	S	82	i	46	y	96	3	03
D	31	T	81	j	54	z	16	4	04
E	32	U	82	k	64	space	12	5	05
F	33	V	83	l	56	-	15	6	06
G	41	W	91	m	64	;	17	7	07
H	42	X	92	n	65	/	18	8	08
I	43	Y	93	o	66	"	19	9	09
J	51	Z	13	p	74	.	27	0	00
K	52	a	24	q	14	,	28		
L	53	b	25	r	75	:	29		
M	61	c	26	s	76				
N	62	d	34	t	84				
O	63	e	35	u	85				
P	71	f	36	v	86				

LCD MESSAGE LIST
(Write Attendant Provided Response Messages Here)

Code	Message	
01	Back At	(NOTE: This is default message 1)
02	Call	(NOTE: This is default message 2)
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

Message Deposit

You can call an LCD speakerphone and arrange for a system-supplied message to be shown on its display. This message is for the called party to read if she or he is unable to answer your call. Your telephone may provide a **UNIVERSAL MESSAGE** button for this purpose or you can pre-program a **MESSAGE RESPONSE** button on your telephone and use it for depositing messages.

To deposit a message,

* make call and hear ringing,

* press **UNIVERSAL MESSAGE** button repeatedly to scroll through the available system-supplied messages on your display until the desired message shows,

* press # to deposit the message,

  or

* press **MESSAGE RESPONSE** button,

* hang up.

If you are the recipient of a deposited message,

* see message in your telephone display,

* respond to it as required.

  Note: any telephone activity that you engage in will erase the displayed message.

Display (Shows
message before
deposit by # button)

Programmable Buttons
(May include installer-
programmed Universal
Message button or user
programmed Response
Message button)
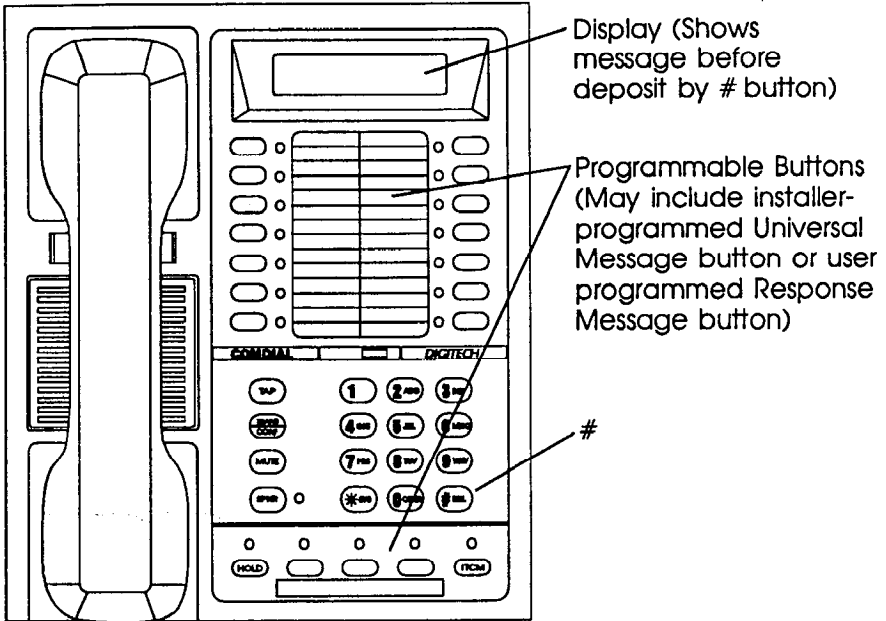
AW246

Programming For Speed Dialing

Speed dialing is a feature that lets you:

- dial intercom numbers, lengthy or frequently used numbers, and feature codes using one or two buttons,

You can store numbers for speed dialing at the following locations:

- at any programmable button that is *not now assigned as a fixed feature button or SHIFT button* by the system installer,

- on a secondary level under a DSS button, a feature button, a line button or other speed dial button,

- at the 10 keypad numbers.

The outside numbers and feature codes are commonly referred as personal speed dial numbers whether they are stored at the programmable button locations or at the 10 keypad number locations.

The intercom numbers are referred to as direct station selection (DSS) numbers regardless of where they are stored. Plus, the light associated with the DSS button is referred as the busy lamp field (BLF) light. Typically, DSS numbers are stored at the upper button grouping.

Before you begin programming, write down:

- The line you will use to access each outside number.
- The number that you are storing.

As you program numbers, fill in the identification strips on your telephone. Write first level numbers on the ID strips and write second level numbers and/or speed dial numbers on the index pullout directory in the front of your telephone.

You can fill out the charts on the next page, if you wish, for a personal record of your stored numbers.

Personal Speed Dial Number (Upper Button Grouping)

0		5	
1		6	
2		7	
3		8	
4		9	
5		12	
6		13	
7		14	

Personal Speed Dial Numbers (Keypad Button Grouping)

0		5	
1		6	
2		7	
3		8	
4		9	

Personal Speed Dial Numbers (Lower Button Grouping)

1		6	
2		7	
3		8	
4		9	
5		10	

Hint - To record both first and second level storage, write both numbers on the same record line.

Storing DSS Numbers

To store an *intercom number* as a DSS number, proceed as follows:

- press **ITCM**,
- dial ✱ ✱ **3**,
- press programmable button to choose DSS location,
- dial extension number,
- press next location button and store next DSS number,
- repeat the previous step until all DSS numbers are stored,

  or

- press **SPKR** to end.

DSS Record (Enter your DSS numbers here if you wish)

Programmable
Buttons (Typical
DSS storage
locations)

Programmable
Buttons

ITCM
Button

AW243

SPKR Button
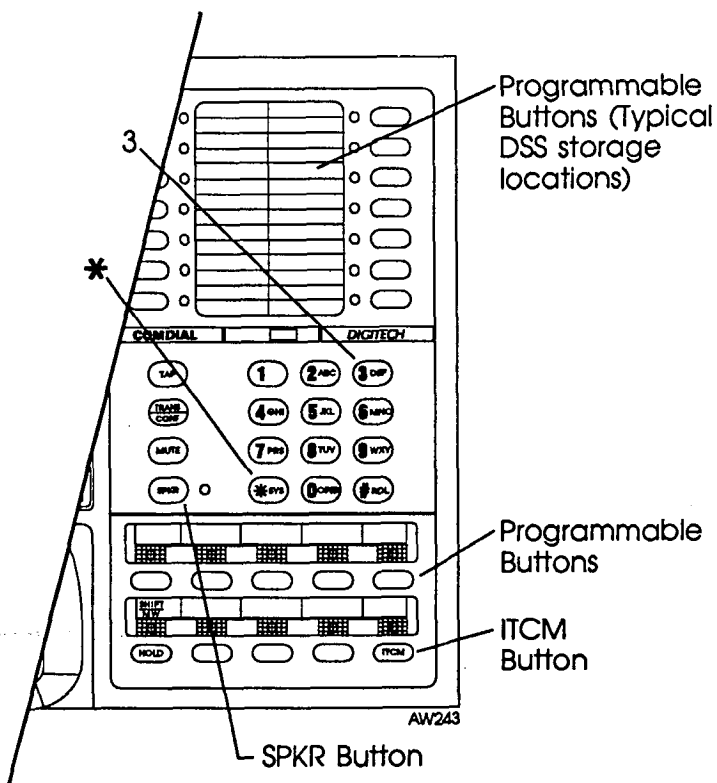
Storing Personal Speed Dial Numbers (outside numbers and feature codes)

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

- press **ITCM,**
- dial ✱ ✱ **1,**
- press programmable button or keypad button to choose storage location,
- press line button to select line to dial out on,
- dial any number (up to 16 digits long - include ✱ and # if needed),

> *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). If you do, press HOLD to store a pause wherever you need one. 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.*

- press **TRANS/CONF** to store number,
- press next location button and store next line choice and number,
- repeat previous step until all numbers are stored,

    or
- press **SPKR** to end.

To store a *system feature access code* as a personal speed dial number,

- press **ITCM,**
- dial ✱ ✱ **3,**
- press programmable button or keypad button to choose storage location,
- dial the access code for the feature,
- press next location button and store next feature code,
- repeat previous step until all desired feature codes are stored,

    or
- press **SPKR** to end.

For example, program a group call pick up button as follows: press **ITCM,** dial ✱ ✱ **3,** press the desired programmable button, dial # **4** and press **SPKR.**

Programmable
Buttons (Personal
Speed Dial
Locations)

Programmable
Buttons (Personal
Speed Dial
Locations)

TRANS/
CONF
Button

Programmable
Buttons (Personal
Speed Dial
Locations)

ITCM
Button

SPKR Button

AW242
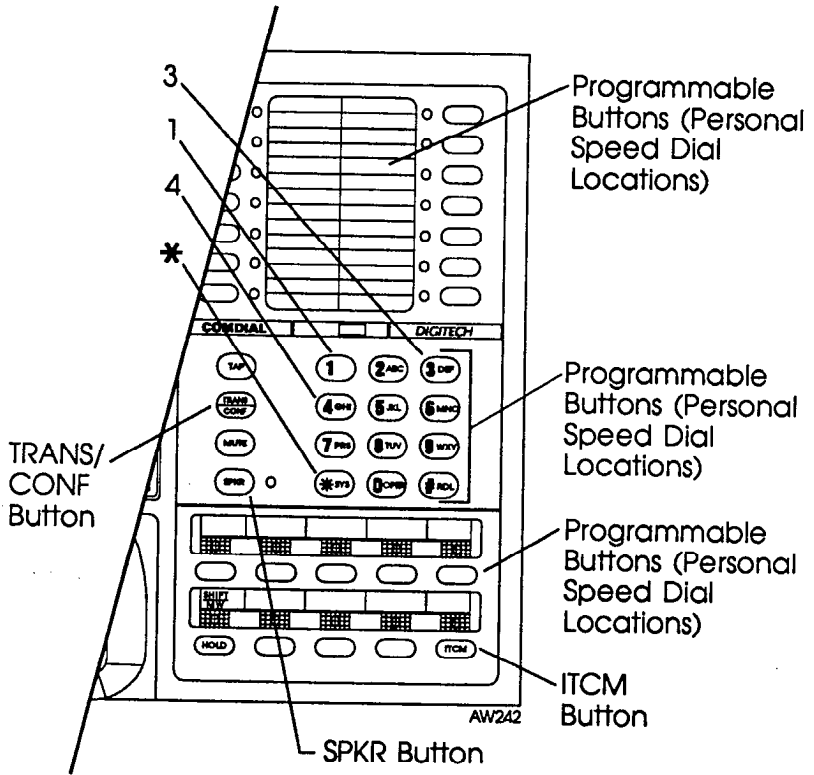
Storing The Response Message Button

The response message button allows you to make a non-verbal response to a SOHVA call. The response appears in the display of the calling telephone.

To select the response message button, proceed as follows:

- press **ITCM**,
- dial ✳ ✳ **6**,
- press desired programmable button location,
- dial (**01 -30**) for message from LCD message list provided by the attendant,
- press **#** to save,
- press **SPKR** to end,
- label button location.
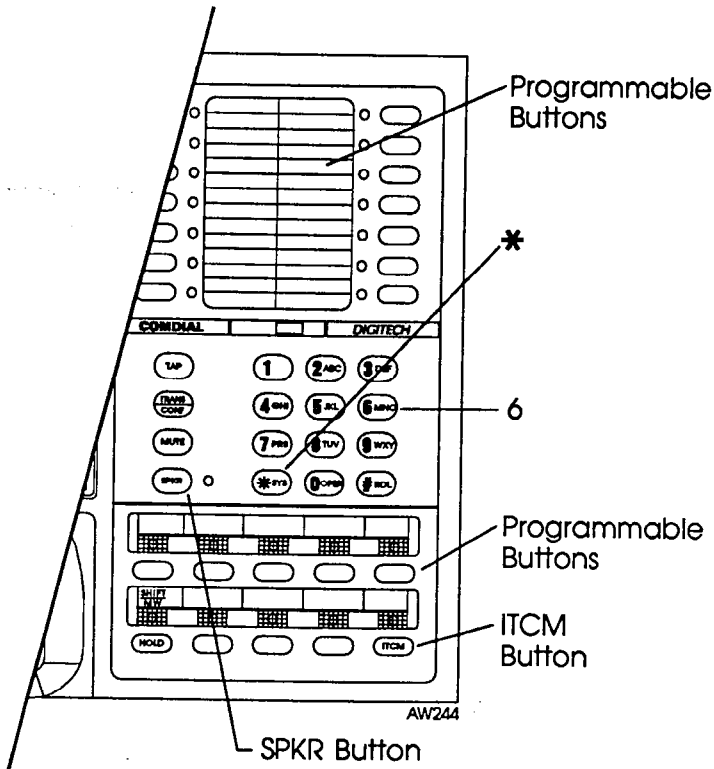
RESPONSE MESSAGE LIST
(Write Attendant Provided Response Messages Here)

Code	Message	
01	Back At	(NOTE: This is default message 1)
02	Call	(NOTE: This is default message 2)
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

Display Summary

The displays shown on your telephone during operation are summarized in this section.

Display Type	When Displayed
Automatic Callback ┌─────────────────────┐ │ **Tue 1 3:05** │ **Camp-On Ext 118** └─────────────────────┘	When waiting for a busy telephone to signal that it has become idle, the display shows that the feature is active.
Call Costing ┌─────────────────────┐ │ **Tue 1 3:05** │ **Call Cost $ 1.27** └─────────────────────┘	When you push HOLD button after completing a call, if programmed, call cost appears in display.
Call Forward ┌─────────────────────┐ │ **Tue 1 3:05** │ **Fwd To Ext 122** └─────────────────────┘	Display shows intercom number of telephone to which call is forwarded.
Call Timer ┌─────────────────────┐ │ **Line X** │ **Call Time 1:57** └─────────────────────┘	Begins during dialing and displays for duration of call. To recall display for last completed call, press TAP button. X = line number

Display Type	When Displayed

Calling Station

Tue 1   3:05
Ext 122

The display shows intercom number or name of calling telephone. It flashes in right corner of display when ringing.

Dialed Numbers

Tue 1   3:05
200

The display will show all dialed numbers or names along with any dialed codes.

Station:

Tue 1   3:05
200

Line:

Line X   3:05
9782200

X = line number

Display Contrast Adjustment

Tue 1   3:05
Contrast X

Press ITCM, dial ✶ ✶ 5, then dial 1-8.

X = 1 - 8

Do Not Disturb

Tue 1   3:05
Do Not Disturb

Display shows "Do Not Disturb" when feature is active.

Hold Recall Feature

Tue 1   3:05
Hold RCL XXX XXX

When a timed hold recall occurs, display shows line being held.

XXX XXX =line or intercom number

Display Type	When Displayed

Last Number Redial

```
Line X
5552222
```

When last number dialed is redialed, display shows selected line, then display shows dialed number.

LCD Messaging

```
Tue 1        3:05
    Message
```

Display prompts for message. Entering a keypad digit (01 - 30) causes a message to be displayed.

```
Tue 1        3:05
Back At XX:XX
```

XX:XX = user-entered time

Line Queuing

```
Tue 1        3:05
Camp On   Line X
```

When queuing for a line, the display will show the queuing arrangement.

When queued line group calls back, display will show the group number.

```
Tue 1        3:05
Camp On  Ln Grp X
```

```
Tue 1        3:05
CMP RCL LnGrp X
```

X = line number or line group

Line Selection

```
Line X
```

When line is selected for calling. When ringing line is answered. Lines can be programmed to display numbers or names, i.e. WATTS.

Mute

```
Tue 1        3:05
Mute
```

Display shows when feature is active.

Display Type	When Displayed

Paging

Tue 1 3:05 **Zone Page X**	Display for zone paging (paging some stations). (X = zone number or name)
Tue 1 3:05 **"Station Name"**	Display when answering page. (Station Name = station originating page)

Programming for StationSpeed Dialing

Location	After you press ITCM ✳ ✳ 1, this appears in the display.
Preselect	After you enter location, this appears in display.
Line X	After you enter line, line group or 00 for last line used. x = line number
9pp18049782200	Display after you dial the number.

Saved Number Redial

Save	When a number is saved, display shows that feature is active. When saved number is dialed, display shows selected line, then shows dialed number.

This quick reference guide provides you with a list of the feature dialing codes used on the DXP digital communications system.

FEATURE			
All-Call Page			ITCM 70
Attendant Calling			ITCM 0
Automatic Callback/	Active		ITCM * 6
Call Waiting	Cancel		ITCM # 6
Automatic Redialing	Programming Button		
Background Music	On		ITCM * 11 or 12
	Off		ITCM # 1
Call Forward	Personal		ITCM * 51 Ext.
	Cancel		ITCM * 5
	All Calls		ITCM * 52 Ext.
	RNA-All Calls		* 54
	RNA-Personal		* 53
Call	Cancel		ITCM # 5
Park	Orbit 91-99		ITCM * (91-99)
	Pick Up		ITCM # (91-99)
Call Pickup	Directed		ITCM * 4 Ext.
	Group		ITCM # 4
Executive Override			ITCM * 03
Hold	Manual		HOLD
	Exclusive		HOLD, HOLD
LCD Messaging	Set		ITCM * 02 Message #
Line Group Access	Group 1		ITCM 9
	Group 2		ITCM 80
	Group 3		ITCM 81
	Group 4		ITCM 82
	Group 5		ITCM 83
	Group 6		ITCM 84
	Group 7		ITCM 85
	Group 8		ITCM 86
	Group 9		ITCM 87
	Group 10		ITCM 88
	Group 11		ITCM 89

FEATURE			
Meet-Me Answer Page			ITCM 78
Message Waiting	Set		ITCM * 3 Ext.
	Cancel		ITCM # 3 Ext.
Night Transfer (Attendant Only)	On		ITCM * * 0 * 03 1
	Off		ITCM * * 0 * 03 2
Paging	All Call		ITCM 70
	Zone 2-8		ITCM 71-77
Personal Ringing Tones	Set		ITCM * * 4 (1-4)
Service Observing	Cancel		ITCM # 03 Ext.
Speed Dial	Station		1-0
	System		* 100-* 299
Redial	On		*
			#
Line Pickup	Zone 1		ITCM 65
From Any	Zone 2		ITCM 66
Station	Zone 3		ITCM 67
(Zone Pick up)	Zone 4		ITCM 68
	All Zone		ITCM 69
Voice Announce Block	On		ITCM * 2
	Off		ITCM # 2

Group 12		ITCM 60
Group 13		ITCM 61
Group 14		ITCM 62
Group 15		ITCM 63
Group 16		ITCM 64

Glossary

A

All-call paging: Paging through the intercoms of all stations in the system.

Answer button: An installer-programmed button that allows a user to answer a call that is audibly ringing at his or her station (it is possible for more than one call to be ringing at the same time; however, only one of the calls will ring audibly).

Automatic callback: System will ring a calling telephone when a busy called telephone becomes idle.

Automatic dialing: Using programmable buttons to store numbers for one- or two-button speed dialing.

Automatic redialing: Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

C

Call forward: Designating another telephone to receive intercom calls normally directed to the user's telephone.

Call park: Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call pickup: 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.

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 programming: Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Direct Station Selection/Busy Lamp Field (DSS/BLF): Using one button to place intercom calls; 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.

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.

E

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.

G

Group intercom number: A number that is available for use by several stations.

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.

K

Keypad: Buttons 0 through 9, ✳ and # used for dialing numbers.

L

Last number redialing: Automatically dialing the last number dialed.

Lock button: A user can press this installer-programmed button and dial an authorization code to deny other users access to lines and features at his or her telephone.

M

Message deposit: Calling an LCD speakerphone and leaving a message on its display for the user to read.

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.

P

Personal intercom number: A unique number assigned to a station for the exclusive use of that station's user.

Personal ringing tones: A telephone can be arranged to ring in one of four distinctive tones.

Prime line: A line designated to a particular telephone and automatically selected when the handset is lifted.

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.

R

Release button: When a telephone user presses this installer-programmed button, the system discontinues the current active operation and returns the station to its idle state.

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.

S

Saved number redialing: Saving a last manually dialed number for later autodialing.

Secure off-hook voice announce: A private announcement that can be made to a busy party which they hear through the receiver of their handset.

Silent mode button: When the user presses this installer-programmed button, the ringer at his or her station is turned off for the duration of the current ringing call and is restored when a new call rings at the station.

Speed dialing: One or two-button dialing using the keypad buttons or other programmable 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).

Split button: Users can press this installer-programmed button to switch between the last call placed on hold (intercom, outside line, or conference) and a current, active call.

T

TAP: Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

Tone call: A ringing intercom call.

Trans/Conf: A fixed feature button that allows you to transfer outside calls and set up conference calls.

V

Voice call: A verbal intercom call.

Voice announce blocking: 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.

Publication Index

COMDIAL

Charlottesville, VA 22906-7266