

DIGITECH

Digital Telephone System

Attendant's Supplement

COMDIAL
Made right in the USA

This user guide is applicable for the following system and telephone models:

System Models:

C0408, C0816, and C1632

(with software release 10 [SW 10] or later)

Telephone Model:

7700S-** Rev. I and later

7714S-** Rev. I and later

7714X-** Rev. I and later

Table Of Contents

LCD Display Abbreviations	<i>iv</i>
Using This Supplement	1
Programming The Attendant Features	2
Creating The LCD Response Messages	2
Direct Inward Station Dialing	6
Naming The System Telephones	7
Setting The Music On Hold Feature	10
Setting The Night Transfer Of Ringing Mode	12
Setting The System Clock	14
Station Message Detail Accounting (SMDA) Printout . . .	15
Storing The System Speed Dial Numbers	16
System Alarm Reporting	20
Transferring Calls To The Voice Mail System	22
Transferring Recalls To A Secondary Attendant Telephone	24
Understanding The LCD Displays	25
Glossary Of Terms	33
Index	36

LCD Display Abbreviations

This chart identifies the abbreviations that appear in your LCD display.

ADIAL	Automatic Dial
ALL	All
ANS	Answer
ARDL	Automatic Redial
BGM	Background Music
BKSP	Back Space
BLOCK	Block
CAMP	Camp
CFWD	Call Forward
CLBK	Call Back
CLEAR	Clear
CWAIT	Call Waiting
DARK	Dark (Contrast)
DISP	Display
DND	Do Not Disturb
DSS	Direct Station Select
EXIT	Exit
FEAT	Feature
FWD	Forward
G (followed by a number)	Group
HOLD	Hold
HVHLD	Have Hold
L (followed by a number)	Line
Last No Saved	Last Number Saved
LIGHT	Light (Contrast)
MSG	Message
NEXT	Next Display
OVER	Override
P (followed by a number)	Port
PERS	Personal
PREV	Previous Display
RECALL	Recall
RECON	Reconnect
RING	Ring Tone
S (followed by a number)	Station
SAVE	Save Number
SDIAL	Speed Dial
SEND	Send Transfer
SET	Set
SOHVA	Secure Off-Hook Voice Announcement
TIMER	Timer
TKMSG	Take Message
VAB	Voice Announce Block
Voice Ann. Block	Voice Announce Block

Using This Supplement

To help you use your attendant's telephone to its fullest capacity, this supplement to the DigiTech system user's guide describes the attendant's telephone and tells you how to use it.

You can program special features on your telephone that are unique to attendant station operation. The instructions for programming these features are included in the section titled

- **Programming The Attendant Features**

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

The operation sections of the accompanying user's guide define often-used features and provide instructions for their use. Please refer to the following sections of the user's guide (publication GCA 70-220 or GCA 70-221, provided separately) for more information about your telephone's basic functions:

- **Knowing Your Telephone**
- **Understanding What The Lights Mean**
- **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**
- **Using Your Telephone For Conference Calls**
- **Using The Other Telephone Features**
- **Sending And Receiving Non-Verbal Messages**
- **Using The Auxiliary Jack**
- **Programming Your Telephone**
- **Using Your Quick Reference Guide**
- **Troubleshooting Your Telephone**

Creating The LCD Response Messages

When you are busy or are away from your desk, you can set a message at your telephone that will be received by any LCD speakerphone within your system. Your system provides two default messages: "Back at . . ." and "Call . . ." In addition, you can add eight customized messages, or you can create up to ten messages if you choose not to use the two default messages.

Note: If you intend to create a response message to a voice announce, remember that this is also a message, and that it uses one of your message locations.

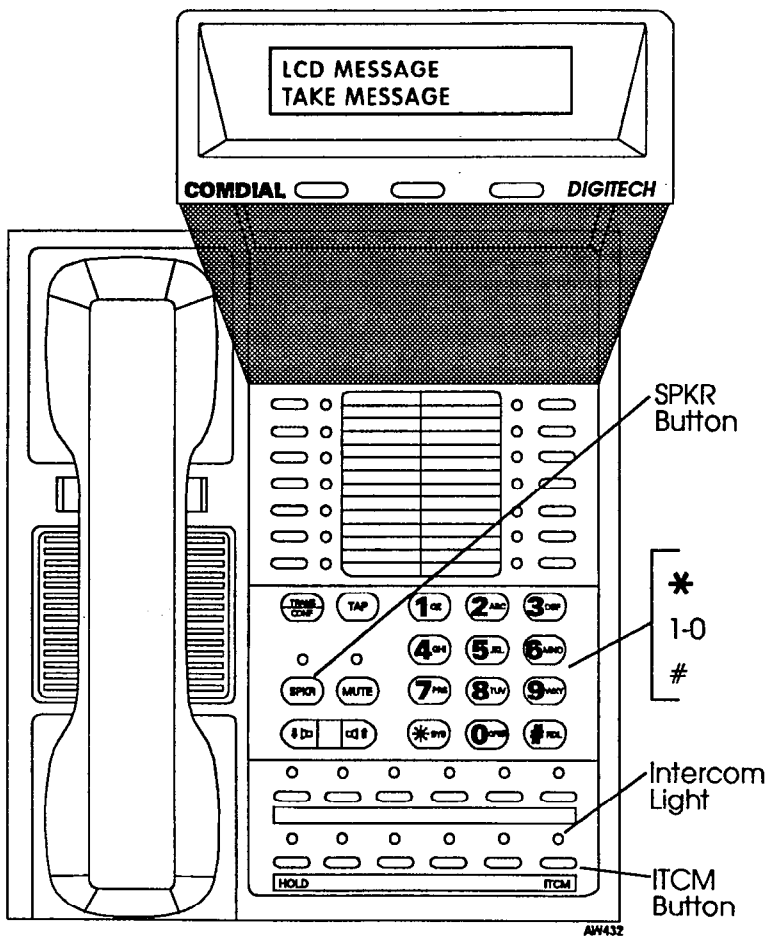
To store the LCD messages, proceed as follows:

- write your messages on the chart on page 5 (each message can have up to 16 characters),
- use the letter code table (on page 4) to assign a number to each letter,
- write these numbers on the chart line beside the message letters,
- press **ITCM**,
- dial * # 0 5,
- dial a message location number (**1-0**),
- dial # to clear current message,
- compose your messages by dialing the two-digit codes that relate to the letters,
- dial * to save message,
- dial next location number, # to clear it, two-digit codes for the message, and * to save,
- repeat previous step until all messages are stored,
- press **SPKR** to end.

Example: Create a message that will read as "TAKE MESSAGE" and program it into message location number 3.

- press **ITCM**, dial * # 0 5,
- dial 3 #,
- dial 81, 21, 52, 32 12 61, 32, 73, 73, 21, 41, 32
 T A K E space M E S S A G E
- dial *, and press **SPKR** to end.

When you are finished creating and programming messages, fill in the list on page 5 of this guide. Make a list of the stored messages and their location numbers, and give each station user a copy.



Continued on the following page . . .

Letter Code Table

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

Direct Inward Station Dialing

The direct inward station dialing (DISD) feature allows an external party to call an intercom station directly without assistance from the attendant if the call is made over a line programmed for that purpose. As the system attendant, you may instruct callers to make DISD calls when necessary.

For example, if a caller regularly dials a number that rings at the attendant's station for service, you may give the caller the DISD line number and the extension number associated with the station he is trying to reach. Future calls from the caller to a specific party will not have to be serviced at the attendant's station, although a ring-no answer or busy condition at the called party's station will result in the system's handling the call in another manner (described below).

When a caller makes a DISD call from an outside line, he or she will initially hear ringing. The system will answer the call with a DISD continuous dial tone; the caller can then dial an extension number.

- If **called station is idle**, a tone is sounded and called station rings.
- If the **call is answered by another station user**, the caller can ask for transfer to desired station.
- If **ringing stops** and dial tone sounds again, the caller can dial another extension number.
- If **called station has call forward** feature set, forward station rings.
- If **called station is busy**, call is placed on hold and camped-on at busy station. If **camp-on is not answered** within a transfer recall timeout period, busy tone is given, followed by a DISD dial tone.

Note: The system will return the caller to DISD dial tone two additional times and then drop the line.

- If **called station is busy but is part of a hunt group**, DISD call is routed to idle station in hunt group, if available; otherwise, the call is camped-on at dialed station. Hunt group is not followed when caller hears ringing but receives no answer.
- If an **invalid extension number is dialed**, an error tone is sounded before DISD dial tone is returned (caller can redial). If **mistake in dialing is made**, caller can dial * for new DISD dial tone.

Note: The system will return the caller to DISD dial tone two additional times and then drop the line.

- If **extension number dialing is not completed within the programmed dial time limit**, call is routed to DISD assist station if available; otherwise, the line is dropped.

Letter Code Table

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

Setting The Music On Hold Feature

Music that is provided to outside lines while those lines are on hold can be enabled and disabled through the attendant's station:

To set the music on hold feature,

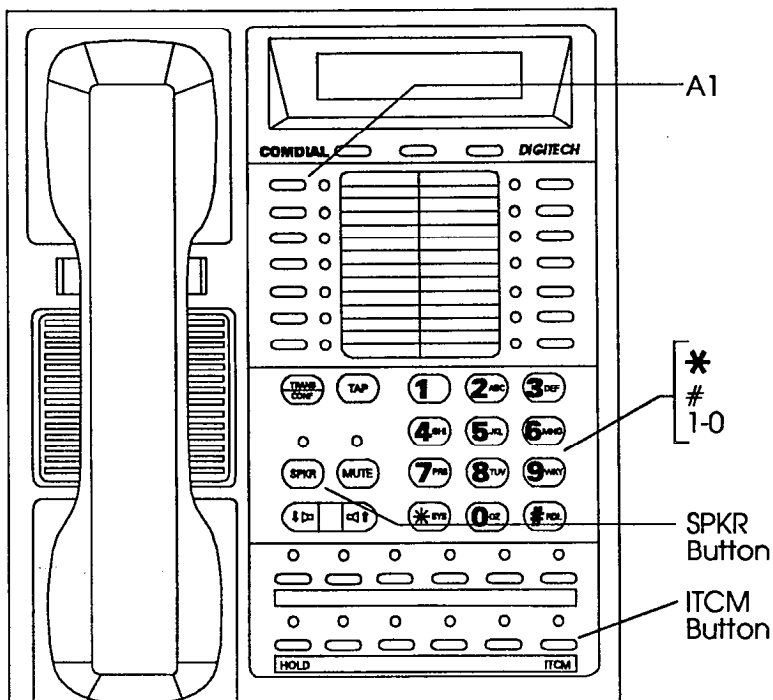
- press **ITCM**,
- dial * # **0 4**,
- press **A 1** (top, left-hand programmable button) to alternate the feature on and off,

or

- dial **1** to enable,
- dial **2** to disable,

Note: Associated light will turn on when music on hold is provided and turn off when the feature is disabled,

- press **SPKR** to end.



AW419

Setting The Night Transfer Of Ringing Mode

The day (or normal) ringing assignments of incoming lines can be transferred to a particular station or stations for off-hour or special purpose answering (such line/station ringing assignments are made through class of service programming). Additionally, stations can be arranged through class of service programming to answer any ringing outside line. The ability to answer a line from any station is also enabled through the night transfer of ringing mode.

To set the night transfer mode,

- press **ITCM**,
- dial * # 0 3,
- press **A1** (top, left-hand programmable button) to alternate the feature between on and off,

or

- dial 1 to enable,
- dial 2 to disable,

Note: Associated light will turn on when night transfer is active and will turn off when the feature is disabled.

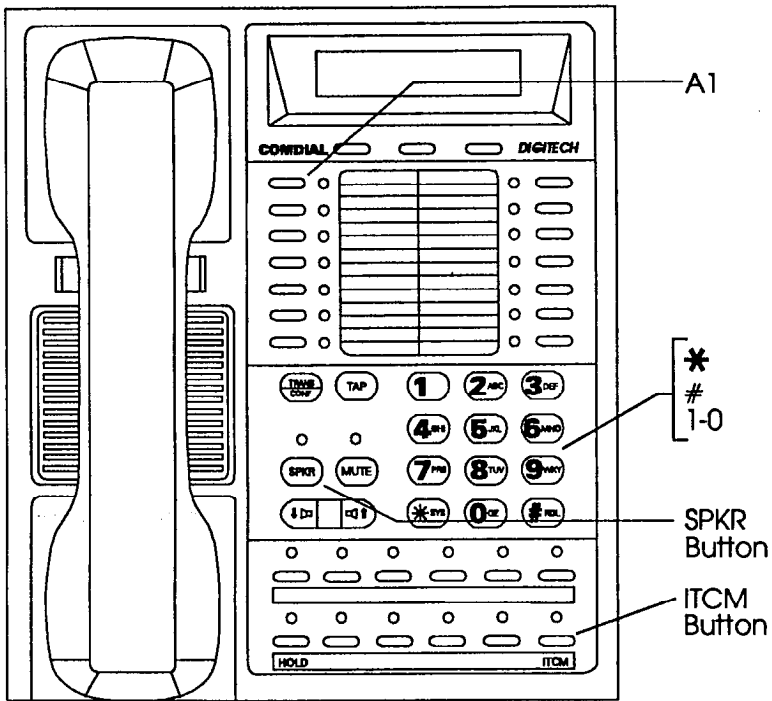
- press **SPKR** to end.

Because Night Transfer is a commonly used feature, you may wish to program a button to serve as the Night Transfer button.

To do this,

- press **ITCM**,
- dial * * 1,
- press one of the programmable buttons,
- press **ITCM**,
- dial * # 0 3,
- press **SPKR** to end.

To set the Night Transfer Of Ringing mode, simply press the Night Transfer button you've programmed. To return ringing to the attendant's station, press the Night Transfer button again.



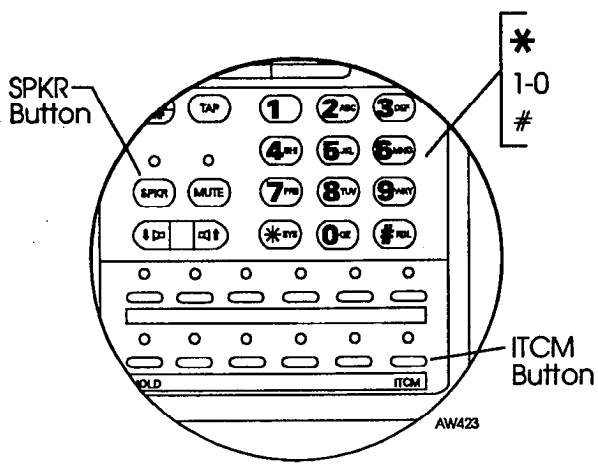
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Setting The System Clock

The system clock can be programmed to maintain current date and time information. This information is provided to the LCD speakerphone for display.

To set the system clock from the attendant's station,

- press **ITCM**,
- dial * # 0 1,
- dial two digits (00-99) for year,
- dial two digits (01-12) for month,
- dial two digits (01-31) for day,
- dial two digits (00-23) for hour,
- dial two digits (00-59) for minutes,
- press **SPKR** to end.

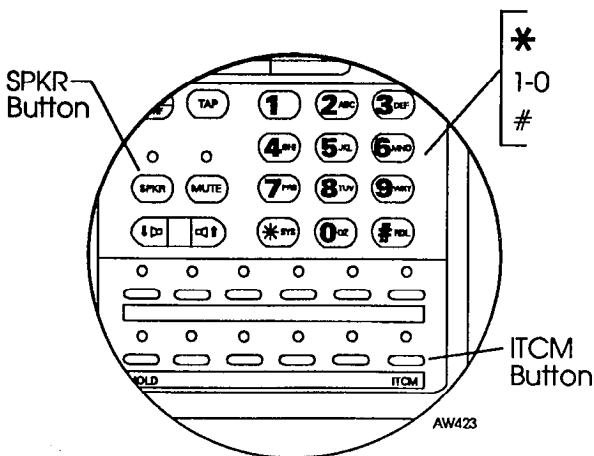


Station Message Detail Accounting (SMDA) Printout

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

To print an SMDA report,

- press **ITCM**,
- dial * # 0 7,
- choose report to be printed:
 - dial **1 #** for station report
 - dial **2 #** for line report
 - dial **3 #** for SMDA department report
 - dial **4 #** for account code report
 - dial **5 #** for automatic reports
 - dial **6 #** to print all records.
 - dial **7 #** to delete SMDA records
 - dial **0 #** for Departmental Call Distribution (DCD) report
 - dial **8** to obtain the number of free records remaining in the system (appears in LCD display)
 - dial **9** to abort printing
- press **SPKR** to end.

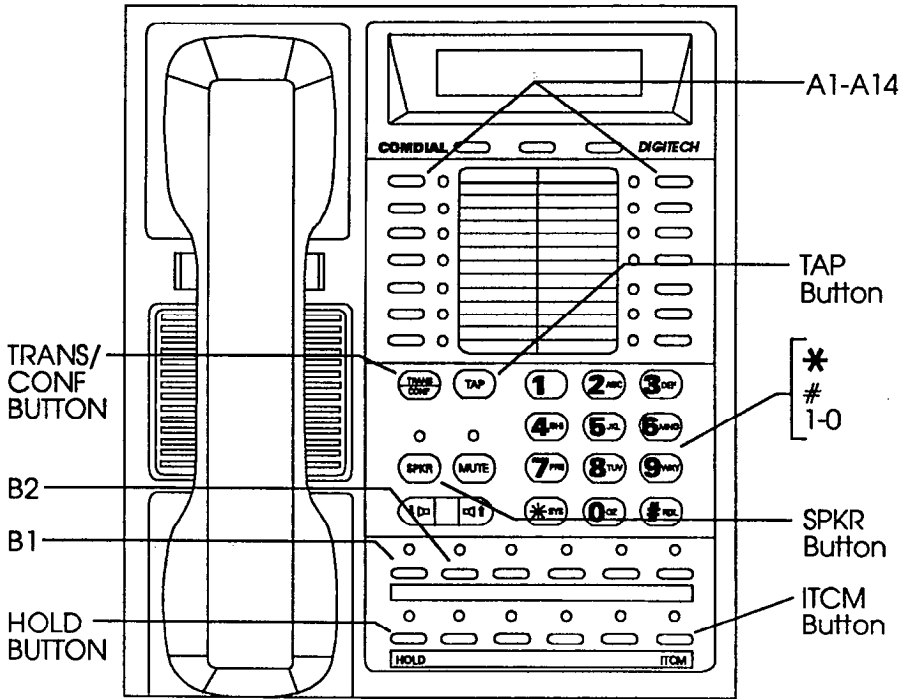


Storing The System Speed Dial Numbers

You can store up to 99 system speed dial numbers at your attendant telephone that every system user can access from his or her telephone. Typically, these are numbers that are frequently called by many different users and emergency numbers that you want readily available to everyone. Distribute a list of these stored numbers to the system users for their reference.

To program system speed dial numbers from the attendant's station,

- press **ITCM**,
- dial * # **0 2**,
- dial **01 - 99** to choose storage location,
- dial # to clear current entry,
- choose line that is to be used:
 - dial **90** for no line assignment (system will choose last line used at calling station or prime line if one is assigned to calling station),
 or
 - press buttons **A1 - A14** for lines 1-14 or dial **01 - 14**,
 or
 - press buttons **B1, B2** for lines 15, 16 or dial **15, 16**,
 or
 - press **HOLD** then press buttons **A1 - A8** for lines 17 - 24 or dial **17 - 24**,
 or
 - dial **91 - 94** for line groups 1 - 4,
 or
 - press **ITCM** for intercom line,
- dial the number to be stored (32 digits maximum),
 - press **HOLD** to store pause (if required),
 - press **TAP** to store flash (if required),
- press **TRANS/CONF** to save number,
- repeat above steps (beginning with choice of storage location) to store next number,
- press **SPKR** to end.



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System Alarm Reporting

Occasionally, the DXP system will fail to communicate with a particular station; it could be that the station has been disconnected from its station port or that the system data printer is off line. When the system experiences these disruptions, an alarm signal will display at the attendant's station or any LCD speakerphone when provided for by class of service programming. In order to review the system alarms, the attendant can command the system to present alarm codes on the station display.

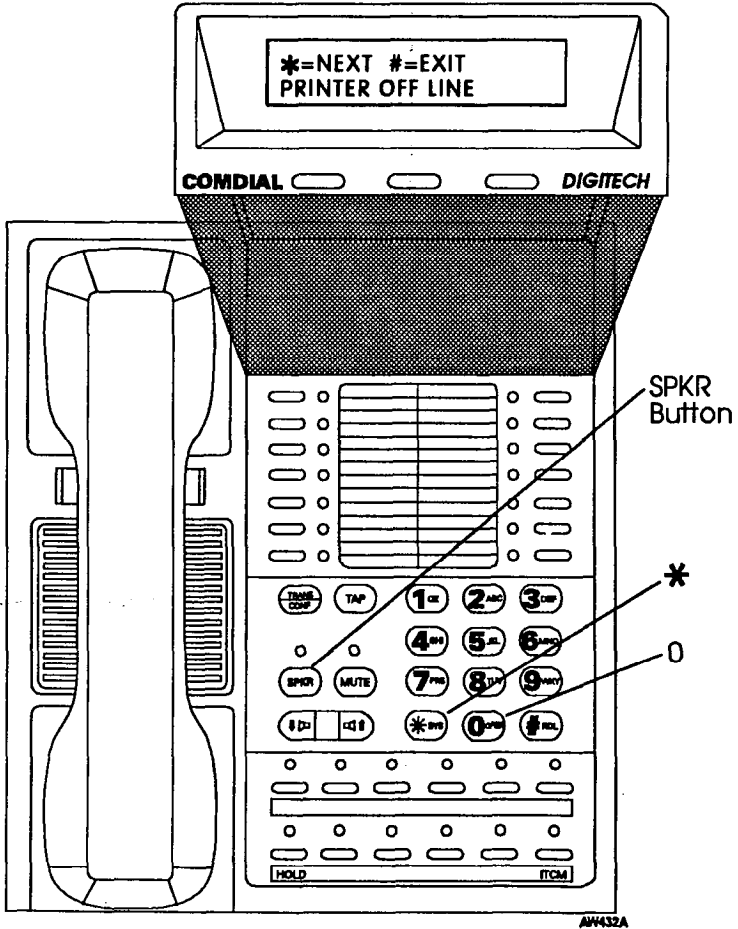
When this feature is provided, a flashing * appears on the first line of your telephone's LCD to indicate that new alarms are present. It is a good idea to write down which alarms are displayed so that you may report the nature of the alarms to your system installer.

To display alarm codes,

- press and hold * for 5 seconds. The following status reports will be displayed:
 - Station disconnected from station port for more than five minutes. Month, day, station port number, and station extension number are shown.
Display shows: "Mo/Da Pxx xxxx A"
 - Communications difficulty between a station and the common equipment. The number of parity errors, up to 256, and the affected station port are shown.
Display shows: " xxx PARITY Pxx "
 - Data printer off-line.
Display shows: "PRINTER OFF LINE"

You may press 0 to cancel the alarm report displays.

After the information has been shown on the display, the * disappears until another alarm occurs.



Transferring Calls To The Voice Mail System

As the attendant, you will not always have time to hand-write messages for all of the people in your group. Transferring some calls to a voice mail system provides an easy, efficient way for callers to record lengthy messages to be retrieved by individual station users later.

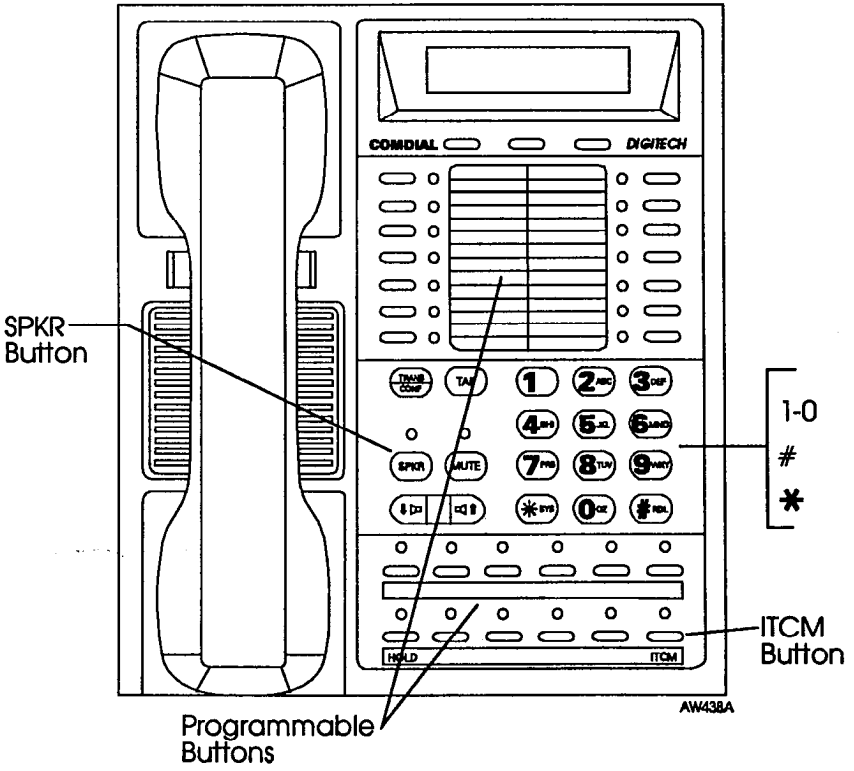
You can program your attendant's telephone so that you will be able to transfer calls to voice mail by pressing a single button (known as the **Transfer To Voice Mail** autodial button).

To program a **Transfer To Voice Mail** autodial button at your telephone,

- press **ITCM**,
- dial ****1**,
- press programmable button for **Transfer To Voice Mail** autodial button location,
- dial **6**,
- dial extension number of the voice mail station port,
- press **SPKR** to end. (Label button location.)

To transfer calls to the voice mail system,

- while on a call, press preprogrammed **Transfer To Voice Mail** autodial button,
- dial extension number of party to receive voice mail message. The system will automatically dial into voice mail and direct the message to the appropriate voice mail location for later retrieval.



Transferring Recalls To A Secondary Attendant Telephone

The system installer can arrange for another telephone (station 12) to serve as a secondary attendant location. When this feature is enabled through programming, incoming calls ring at the regular (or prime) attendant's station, but recalls from unanswered transfers or timed hold recalls will ring at both attendant stations simultaneously. Neither the prime attendant nor the alternate attendant can program the feature directly; only the installer, through class of service programming, can enable or disable the alternate attendant.

Display Type

When Displayed

Assist

Tue 1	3:05
Assist	JANE

This preprogrammed message appears in the display to which it is sent. Either a name or a station number can be entered.

Automatic Callback

Tue 1	3:05
Camp-On S118	

When waiting for a busy telephone to signal that it has become idle, the display shows that the feature is active.

Automatic Redial

Tue 1	3:05
Auto-Redial	

Display shows that feature is active.

Call Costing

Tue 1	3:05
Call Cost	1.27

When you push **HOLD** button after making a call, if programmed, call cost appears in display.

Call Forward

Tue 1	3:05
Fwd To S122	

Display shows extension number of telephone to which call is forwarded.

Call Messaging

Tue 1	3:05
Message	

Display prompts for message. Entering a keypad digit (0-9) causes a message to be displayed.

Example:

Tue 1	3:05
Back At	

Display Type	When Displayed
<p>Call Timer</p> <div data-bbox="114 256 409 334" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>9782200 Call Time 1:57</p> </div>	<p>Begins during dialing and disappears after hang-up.</p> <p>To recall display for last completed call, press HOLD key.</p>
<p>Calling Station</p> <div data-bbox="114 500 409 578" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1 3:05 Station 122</p> </div>	<p>The display shows extension number or name of calling telephone.</p>
<p>Conference Calls</p> <div data-bbox="114 711 409 789" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Line 2 Line 1 Call Time 1:27</p> </div>	<p>When conferencing with lines, this shows up in display.</p>
<p>BOB JILL PETE JANE</p>	<p>When conferencing with other stations, the display shows the numbers of the stations.</p>
<p>Dialed Numbers</p> <div data-bbox="114 979 409 1057" style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>Tue 1 3:05 200</p> </div>	<p>The display will show all dialed numbers or names along with any dialed codes.</p>
<p>Station:</p>	<p>Tue 1 3:05 200</p>
<p>Line:</p>	<p>Line 4 ARDL SAVE TIMER</p> <hr/> <p>9782200 Call Time 1:57</p>

Display Type

When Displayed

Display Contrast Adjustment

Tue 1 3:05
Contrast Level X

Display after holding down Mute button for five seconds.
X = 0 through 7

Do Not Disturb

Tue 1 3:05
Do Not Disturb

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

Hold Recall

Recall L2
Hold Ans

When a timed hold recall occurs, display shows the recalling line.

Last Number Redial

5552222
ARDL SAVE TIMER

When last number dialed is redialed, display shows dialed number.

Line Queuing

Tue 1 3:05
Camp-On L1

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

Tue 1 3:05
Camp-On G1

Line Selection

Line 2
ARDL SAVE TIMER

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

Display Type	When Displayed
Mute	
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> Mute </div>	<p>Display shows when feature is active.</p>
Music on Hold	
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> MOH ENABLED </div>	<p>After you press ITCM * # 0 4; Line 2 will display MOH DISABLED if music on hold feature is off.</p>
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> MOH DISABLED </div>	<p>After you press 2 to disable (press 1 to enable feature; press A1 to alternate feature on and off).</p>
Night Transfer of Ringing	
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> NIGHT XFER OFF </div>	<p>After you press ITCM * # 0 3; Line 2 will display NIGHT XFER ON if feature is enabled.</p>
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> NIGHT XFER ON </div>	<p>After you press A1 or 1 to enable (press 2 to disable feature; press A1 to alternate feature on and off).</p>
Paging	
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> Zone Page X </div>	<p>Display for zone paging (paging some stations).</p>
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> All Call </div>	<p>Display for all-call page (paging all stations).</p>
<div style="border: 1px solid black; padding: 5px; display: flex; justify-content: space-between;"> Tue 1 3:05 </div> <div style="border: 1px solid black; padding: 5px; text-align: center; margin-top: 5px;"> Station Name </div>	<p>Display when answering page. (Station Name = station originating page.)</p>

Display Type

When Displayed

Programming for Autodialing and Station Speed Dialing

Tue 1 Location	3:05
---------------------------	-------------

After you press ITCM * * 1, this appears in the display.

Tue 1 Line	3:05
-----------------------	-------------

After you enter location, this appears in display.

Tue 1 Number	3:05
-------------------------	-------------

After you enter line, this appears in display.

Tue 1 9pp18049782200	3:05
---------------------------------	-------------

Display after you dial the number.

Programming System Speed Dialing

SYSTEM SPEED DIAL

After you press ITCM * # 0 2, this appears in the display.

SYSTEM SPEED DIAL PRIME/LAST USED
--

After you enter location, this appears in display.

SYSTEM SPEED DIAL LINE #

After you enter # to clear, this appears in display.

SYSTEM SPEED DIAL DIGITS:

Display after you enter the line number.

SYSTEM SPEED DIAL 9pp18049782200

Display after you dial the number.

Saved Number Redial

Tue 1 Last No Saved	3:05
--------------------------------	-------------

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

Display Type	When Displayed				
Service Observing <table border="1" data-bbox="125 256 423 337"><tr><td data-bbox="125 256 348 337">Service Observe S12</td><td data-bbox="348 256 423 337">S14</td></tr></table>	Service Observe S12	S14	When using service observing, the names or extension numbers of two stations show up in display.		
Service Observe S12	S14				
Station Message Detail Accounting (SMDA) Printout <table border="1" data-bbox="125 475 423 557"><tr><td data-bbox="125 475 423 557">SMDA REPORTS</td></tr></table>	SMDA REPORTS	After you press ITCM * # 0 7, this appears in the display. The following report names will appear in Line 2 as you enter the number corresponding to each one: 1 = station report 2 = line report 3 = SMDA department report 4 = account code report 5 = automatic reports 6 = print all reports 7 = delete SMDA reports 8 = number of free records remaining in system 9 = abort printing 0 = Departmental Call Distribution Report (DCD)			
SMDA REPORTS					
Station Identification <table border="1" data-bbox="125 1084 423 1166"><tr><td data-bbox="125 1084 348 1166">Tue 1</td><td data-bbox="348 1084 423 1166">3:05</td></tr><tr><td data-bbox="125 1117 348 1166">XXXX</td><td data-bbox="348 1117 423 1166">PYY ZZZZZ</td></tr></table>	Tue 1	3:05	XXXX	PYY ZZZZZ	Pressing SPKR when your station is idle causes your extension number, port number and station name to show up in the display. X = extension number Y = port number Z = station name
Tue 1	3:05				
XXXX	PYY ZZZZZ				

Display Type

When Displayed

Station Name Programming

STATION NAME

After you press ITCM * # 0 6.

STATION NAME

After you dial number of station to be named (if station is already named, a name will appear in Line 2; the name will be removed if you press *).

**STATION NAME
XXXXXXX**

As you press two-digit number codes corresponding to letters in the station name, the letters will appear in Line 2 of the display.
X = station name.

System Alarm Reporting

**Tue 1 3:05
Options**

After you press and hold * for five seconds, the display will remain unchanged if there are no system alarms to report.

After you press and hold * for five seconds, one of the following will appear:

*** = NEXT # = EXIT
MM/DD PXX**

When there has been a station disconnect.

MM = month PXX = station
DD = day

*** = NEXT # = EXIT
YYY PARITY PXX**

When there has been communications difficulty between a station and the common equipment.

*** = NEXT # = EXIT
PRINTER OFF LINE**

When the printer has been taken off line.

Display Type	When Displayed
System Clock And Calendar	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Tue 1 3:05 </div>	<p>Always displayed as top line of display.</p> <p><i>NOTE: Date and time are set by attendant as part of system programming.</i></p>
Setting the System Clock and Calendar	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SET CLOCK </div>	<p>After you press ITCM * # 0 1, this appears in the display.</p>
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SET CLOCK YYMMDDhhmm </div>	<p>After you enter two-digit codes for year, month, day, hour, and minutes, this appears in display.</p> <p>YY = year hh = hour MM = month mm = minutes DD = day</p>
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> SET CLOCK </div>	<p>After you enter the clock and calendar information, Line 2 will go blank. Press SPKR to save.</p>
Transfer Recall	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Recall S118 Line 2 Send Hold Ans </div>	<p>When a timed transfer recall occurs, display shows line being held and recalling telephone.</p>

Glossary

A

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

Assist button: A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

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

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

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

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

Departmental station operation: The operation of stations that are organized into departments.

Direct Inward Station Dialing (DISD): This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF): 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.

Dynamic line button: System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

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.

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.

L

Last number redialing: Automatically dialing the last number dialed.

M

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 ringing tones: A telephone can be arranged to ring in one of six 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

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.

Speed dialing: Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

System alarm reporting: Allows you to view (through an LCD telephone display) the various system alarms and the stations with which those alarms are associated.

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.

Abbreviations, LCD Display	<i>iv</i>
Alarm Reporting20
Attendant Features, Programming The	2
Clock, System14
Direct Inward Station Dialing	6
Glossary33
LCD Display Abbreviations	<i>iv</i>
LCD Display, Understanding The25
LCD Messages, Creating	2
Music On Hold Feature, Setting The10
Naming The System Telephones	7
Night Transfer Of Ringing Mode, Setting The12
Programming The Attendant Features	2
Secondary Attendant Telephone, Transferring Recalls To A24
SMDA Printout15
Station Names	7
Station Message Detail Accounting (SMDA) Printout15
System Speed Dial Numbers, Storing The16
System Telephones, Naming	7
System Clock, Setting The14
System Alarm Reporting20
Transferring Calls To Voice Mail22
Transferring Recalls To A Secondary Attendant Telephone24
Using This Supplement	1
Voice Mail, Transferring Calls To22

Notes

Notes

Notes

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