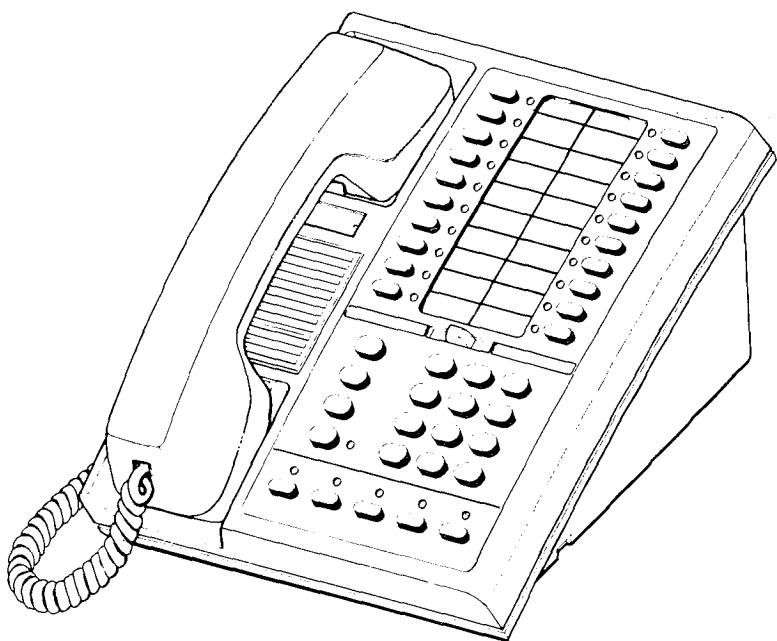


COMDIAL

Solo II Attendant Position

User's
Guide

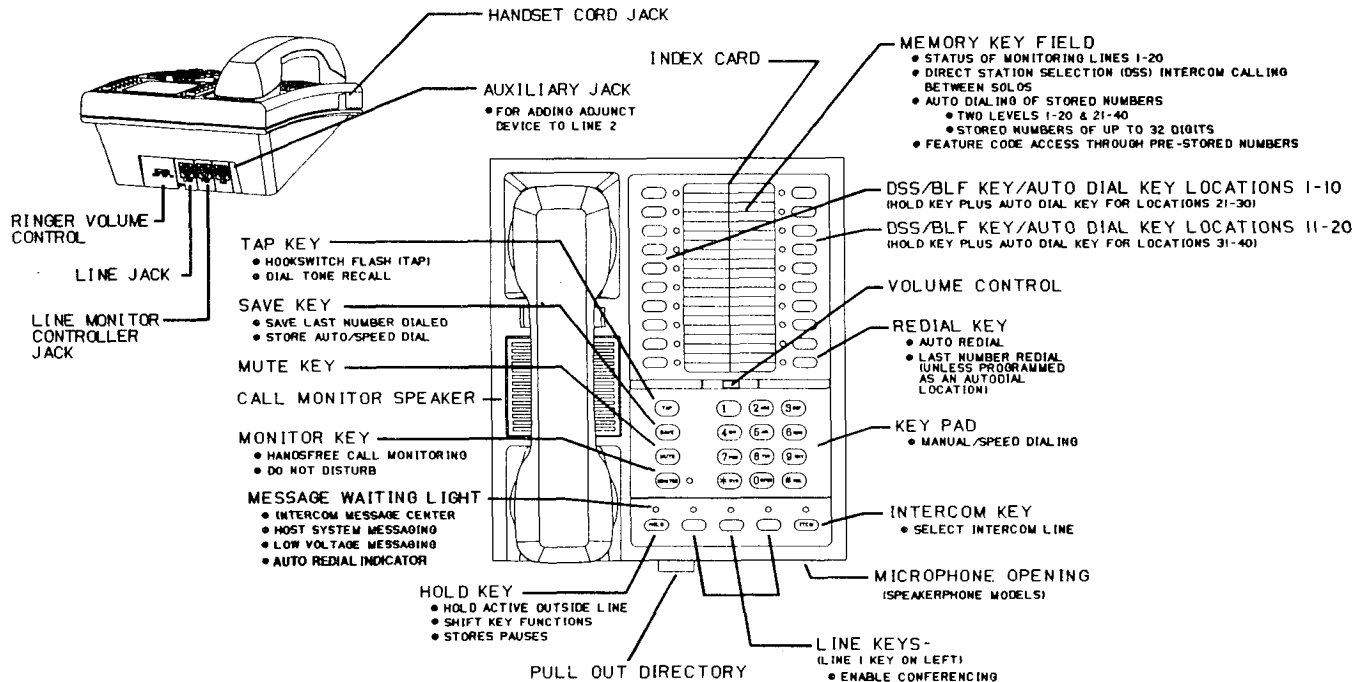


This User's Guide is applicable for the following Solo II Attendant Position models:

- 5300X-xx Rev A and later

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Solo II Attendant Position Controls and Indicators

INTRODUCTION

The Solo II Attendant Position works with special line monitoring equipment to provide busy lamp field (BLF) status monitoring of up to 20 lines connected to the line monitoring equipment. An attendant can use the BLF to observe the status of the lines, and then provide call coverage and personalized answering for telephones connected to them.

The Solo II Attendant Position also provides three direct-connected Centrex/Private Branch Exchange (CTX/PBX) line appearances plus an intercom line which can be connected to other Solo II stations or Solo II Attendant Positions. The direct-connected lines have indicators for ringing, hold, and busy. Ringing and busy are also available on the intercom line.

LINE MONITORING OPERATION

The status of each monitored line is communicated to the Solo II Attendant Position and displayed on the BLF (one light for each monitored line). Ringing of a monitored line is provided to the Solo II Attendant Position after a pre-programmed delay.

When a call rings at a station connected to a monitored line, the following actions occur:

- The corresponding BLF light at the Solo II Attendant Position will flash.
- After a pre-programmed delay, an audible tone will also be heard at the Solo II Attendant Position. If the line goes busy, the BLF light will turn on steady.
- The attendant can use the direct-connected lines and the host system, call pick-up and call transfer features to answer and then transfer a ringing call on a monitored line.

PROGRAMMING FOR ONE-KEY CALL PROCESSING

The memory dialing feature of the Solo II Attendant Position can be programmed to provide one-key access to host system call pick-up and call transfer of the monitored lines. The direct-connected lines are used to access these host system features.

To enable one-key pick-up of monitored ringing lines,

- Program the BLF/memory keys 1 through 19 that are located adjacent to the BLF lights to automatically seize one of the direct-connected lines and access the host system call pick-up feature.
- Press **ITCM**.
- Press **SAVE**.
- Press BLF/memory key for location 1-19.
- Press line key for one of the direct-connected lines.
- Dial complete number sequence necessary for host system call pick-up feature (refer to host system instructions for details).
 - Store timed hookswitch flash, if required, by pressing **TAP**.
 - Store pauses, where required, by pressing **HOLD** (one pause for each action).

- Press **SAVE** and then press BLF/memory key for next location. Dial number sequence to be stored there. Repeat for each BLF/memory key location.

-or-

- Press **MONITOR** to end procedure.

To enable one-key transfer of picked up call,

- Program the BLF/memory keys **21** through **39** (the second level of autodial storage, via the **HOLD** key) for host system call transfer feature.
- Press **ITCM**.
- Press **SAVE**.
- Press **HOLD** to engage second level of memory.
- Press BLF/memory key for location **21-39**.
- Dial complete number sequence for host system call transfer feature (refer to host system instructions for details).
 - Store timed hookswitch flash, if required, by pressing **TAP**.
 - Store pauses, where required, by pressing the **HOLD** (one pause for each action).
- Press **SAVE** and then press BLF/memory key for next location. Dial number sequence to be stored there. Repeat for each BLF/memory key location.

-or-

- Press **MONITOR** to end procedure.

ANSWERING A CALL ON A MONITORED LINE

To pick up a call,

- Observe ringing (flashing) on BLF.
- Lift handset.
- Press BLF/memory key next to flashing light (engages host system call pick-up feature).
- Answer call.

TRANSFERRING A MONITORED LINE CALL

To transfer a call,

- Press **HOLD** to engage second level of memory.
- Press BLF/memory key next to BLF of desired station (engages host system call transfer feature).
- Announce call when station answers.
- Hang up.

To return to an unanswered call,

- Use procedure as explained in host system instructions.

NOTE: If another Solo II is connected to a monitored line and also linked by intercom to the Solo II Attendant Position, a call can be announced over the intercom link using the standard Solo-to-Solo intercom calling procedure before it is transferred.

BASIC OPERATION

PLACING A CALL

On Hook

- Press line key. Listen for dial tone.
- Dial number.
- Lift handset when party answers.
- Hang up handset to end call.

Off Hook

- Lift handset.
- Press line key. (This step is not necessary if idle line preference has been assigned to station.)
- Listen for dial tone.
- Dial number.
- Hang up handset to end call.

ANSWERING A CALL

Press flashing line key. (This step not necessary if ringing line preference is assigned and is ringing)

- Lift handset

PLACING A CALL ON HOLD

- Press **HOLD**.

To return to call on hold,

- Press flashing line key.

NOTE: *Any station can retrieve held call.*

HOLD RECALL - A held call will automatically sound three tone bursts at the station which placed it on hold after a programmed period of time.

ABANDON HOLD DETECTION - If a distant party hangs up and the host system provides disconnect supervision, the holding station will:

- Drop line from hold condition
- Turn off line status indicator

PLACING INTERCOM CALLS

Voice Announcing

- Lift handset.
- Press **ITCM**.
- Press station number memory key (in memory key field) for desired station.
- Voice announce message.
- Wait for reply or hang up.

Tone Ringing

- While on hook, press **ITCM**.
- Press station number memory key twice.
- When party answers,
- Lift handset to talk.

ANSWERING INTERCOM CALLS

To answer a voice announced or tone ringing Intercom call,

- Lift handset to talk.

TRANSFERRING OUTSIDE CALLS

If the line on which the call appears is shared by you and the station to receive the call,

- Press **ITCM**. (Call is placed on hold automatically.)
- Press station number memory key for the desired station.
- Voice announce the call and line number.
- Hang up handset.

If the line on which the call appears is not shared by you and the station to receive the call,

- Use host system transfer facility.

NOTE: See TAP/Recall discussion.

CONFERENCE CALLS

Multiline Conference for 2 external parties and 1 Internal party

NOTE: Conference transmission levels are not compensated and connections of parties must be supervised by one inside party.

- Establish first outside call and press **HOLD**.
- Establish second outside call.
- Press and hold down line key for second call.
- Press line key for first call.
- Release both line keys. Conference is established.

To selectively disconnect one member of the conference,

- Press line key of line to be saved. (The other line will automatically be disconnected.)

Multistation Conference for 1 external party and 2 Internal parties with same line appearance

- Establish outside call.
- Press **ITCM** (outside call placed on hold).
- Press station number memory key (in memory key field) for desired station to be added .
- Ask intercom party to lift handset, and to press and hold down the held line key.
- Press and hold down the line key of held outside call.
- Release line keys at your station and at intercom called station to establish conference.

NOTE: Sequence of release is not important.

Add-On Conference for 1 external and 2 Internal parties, one of which does not have access to the external line

- Press **ITCM** (outside call placed on hold).
- Press station number memory key (in memory key field) for desired Solo II to be added.
- Press and hold down **ITCM**.
- Press key for outside call.
- Release both keys (conference is established).

To drop Intercom party from conference,

- Intercom called party can hang up handset.

-OR-

- Press line key of line to be saved (the other line will be automatically disconnected).

FEATURE OPERATION

Solo II feature operations can be performed over the direct-connected lines that are supervised by the Solo II Attendant Position and over the Solo-to-Solo intercom line.

LINE MONITORING

Handsfree dial a number,

- Press line key.
- Dial number.
- Monitor call ringing.
- Lift handset when party answers.

To activate line monitoring while on a call,

- Press **MONITOR**.
- Hang up handset.

NOTE: Useful when a party places you on hold. You can monitor until caller's return, then lift handset to resume conversation.

To cancel monitoring,

- Lift handset to resume conversation.

-OR-

- Press **MONITOR** to disconnect.

AUTOMATIC DIALING

There are 40 auto dial storage locations available in two levels of 20 locations per level. The **HOLD** key is used in a shift function to get to the second level of auto dial locations.

To automatically dial numbers,

- Press desired key (in memory key field) for auto dial locations 1-20 (level 1).

-OR-

- Press **HOLD** key then desired key for auto dial locations 21-40 (level 2).

When party answers,

- Lift handset.

NOTE: The station automatically chooses the line that was stored as part of the auto dial location. If that line is busy, press a line key and make the auto dial selection again. If no

line is stored, the station automatically chooses the last line that was used. If the last line used is busy, the station automatically selects the idle line preference (if one is assigned). If the idle line preference is busy or unavailable, press a line key and make the auto dial selection again.

To program numbers,

- Press **ITCM**.
- Press **SAVE**. Listen for tone.
- Press desired key (in memory key field) for autodial locations 1-20 (level 1). Tone will stop.

-OR-

- Press **HOLD** key, then memory key for auto dial locations 21-40 (level 2).
- If specific line is to be used, press that line key.
- Dial number sequence to be stored (up to 32 digits).
 - Press dial pad to store digits **1-9**, **0**, **#**, and *****.
 - Press **HOLD** to store pause if required.
 - Press **TAP** to store hookswitch flash if required.
- Press **SAVE** and repeat procedure from auto dial key selection for each number to be stored.
- Press **MONITOR** to end programming.
- Record level 1 autodial ID on the index card and record level 2 autodial ID on the pull-out directory.

STATION SPEED DIALING

To speed dial numbers,

Press desired keypad key for speed dial locations **1-9**, & **0**. (If on line listening to dial tone, press **HOLD** key and then dial desired keypad key **1-9**, & **0**.)

NOTE: *Refer to the note given in the Automatic Dialing discussion concerning automatic line choice by the station.*

To program numbers,

- Following same steps given for Automatic Dialing using the keypad keys **1-9**, & **0** as speed dial locations.
- Record speed dial ID on station pull-out directory.

REDIALING

Saved Number Redial

The last number dialed can be saved for redial at anytime.

To save number,

- Press **SAVE**, during or after the call.

To dial saved number,

- Press **HOLD** key.
- Press **SAVE** key.
- When party answers,
- Lift handset.

To cancel,

- Press **MONITOR**.

Last Number Redial

The last number previously dialed can be redialed automatically stored to replace a previously stored number. A special key is provided for the last number.

NOTE: If the REDIAL key must be programmed for autodial, it is unavailable as a last number redial key.

- Press **REDIAL** key.
- Listen for ringing or busy tone.
Ringing: Pick up handset when party answers.
Busy: Press **MONITOR** to disconnect.

Automatic Last Number Redial

The last number previously dialed can be redialed repeatedly.

- Press **REDIAL** key twice.
- Station places a 20 second call (equivalent to 5 rings). If not answered, station will hang up. Sequence will repeat 10 times).

NOTE: If the REDIAL key must be programmed for autodial, it is unavailable as an automatic last number redial key.

If on line listening to busy tone or no answer,

- Press **REDIAL** key twice.
- If using handset, pause a few seconds and hang up.

-OR-

- If using speakerphone, station will automatically hang up.
- Station will redial number once a minute for 10 minutes.

When party answers,

- Lift handset. (If on speakerphone, press **MONITOR** key or station will hang up.)

To cancel call and automatic redial action,

- Lift and replace handset during ringing.

To cancel between call attempts,

- Press **REDIAL** key again, or lift and replace handset.

NOTE: If another station becomes active on the same line, further redial action is suspended.

IDLE LINE PREFERENCE

If your Solo station is configured for Idle Line Preference,

- When the handset is lifted, the idle line is automatically selected for call origination unless it is already busy.

RINGING LINE PREFERENCE

If your Solo II telephone is configured for ringing line preference,

- An incoming call ringing on any line can be answered without first pressing the line key.

TAP/RECALL

If your system has been configured for tap,

- Press **TAP** to generate a timed "Hookswitch Flash" for accessing PBX, Centrex, and custom calling services.

If your system has been configured for recall,

- Press **TAP** to disconnect (as if you had hung up), and obtain a new dial tone for another call.

NOTE: *System can be configured for recall or tap, but not for both.*

POSITIVE DISCONNECT/RECALL

- If the hookswitch in the handset cradle is pressed and released while the handset is off-hook, a timed disconnect of the active line is performed. This feature retains the dial tone recall feature for use on stations where the **TAP** key is programmed to provide a "TAP" feature.
- When the handset is hung up after a call is completed, positive disconnect prevents false ring-back from the host system.

ALL-CALL PAGING

For voice announce paging to all Solo stations on the intercom link via the station speaker,

- Press **ITCM**.
- Lift handset.

NOTE: *Station disconnects if handset is not lifted.*

- Press **ALL-CALL** key (this is the station number memory key (in memory key field) for your station.)
- Make announcement.
- Hang up handset.

DO NOT DISTURB

To silence your ringer and block incoming voice announcing,

- Press **MONITOR** (monitor light turns on).

NOTE: *The incoming call will still flash the line key light.*

To cancel do not disturb,

- Press **MONITOR** again (monitor light turns off).

MUTE

To prevent other party from hearing,

- Press **MUTE** (monitor light flutters).
- Press **MUTE** again to resume conversation (monitor light turns off).

MESSAGE WAITING

For internal system messaging, the message between Solo stations, waiting light of one station is controlled by another station designated as the Message Center by programming.

NOTE: *The message waiting light is located directly above the HOLD key.*

To turn station message waiting light on,

- Press * (idle intercom line automatically selected for use).
- Press station number memory key (in memory key field) for called station. (Calling station automatically disconnects.)

To turn message waiting light off,

- Press * twice.
- Press station number memory key (in memory key field) for called station. (Calling station automatically disconnects.)

HOST SYSTEM MESSAGING

- The message waiting light (located above the **HOLD** key) may be controlled by action taken at the host system message desk. Signals from a conventional PBX system using 90 volt signalling are detected on the tip and ring leads of the programmed line. Signals from a host system using 10 volt messaging are detected on a separate pair provided in the power jack (optional).

NOTE: *All messaging schemes will light the same message waiting light. Verify the scheme used on your installation to determine proper message pick up procedure.*

STATION DIRECTORY

A pull-out shelf contains a paper station directory card which can be used to store identifications as follows:

- Level 2 autodial identification for locations 21-40.
- Speed dial identification locations for locations 1-0.

NOTE: The identification for the level 1 auto dial locations 1-20 should be placed on the station index card (located between the memory keys) along with the identification of station select key.

USING THE DATAPORT

(Auxiliary jack located on back edge of station)

The Solo II is equipped with a dataport/auxiliary jack. This jack is a standard RJ11 configured modular jack, and is connected directly across line 2. This dataport is not controlled by the Solo II hookswitch. It is used to connect adjunct devices such as modems and devices such as modems and data terminals to the line. Some adjunct devices can be operated on the line at the same time that the Solo II is off-hook on the same line, while others cannot. Refer to the manual associated with the device for details.

EXECUTIVE OVERRIDE (Of Privacy)

If your Solo station is configured for Executive Override of Privacy, you can break into a conversation on an outside line or the intercom line.

- Press lighted line or intercom key.
- Join in-progress call.

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