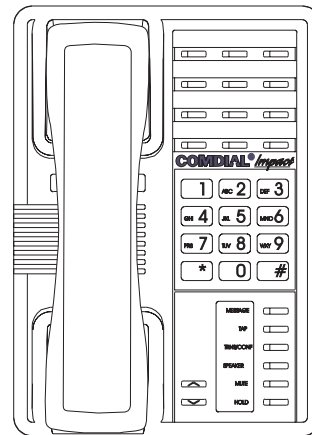
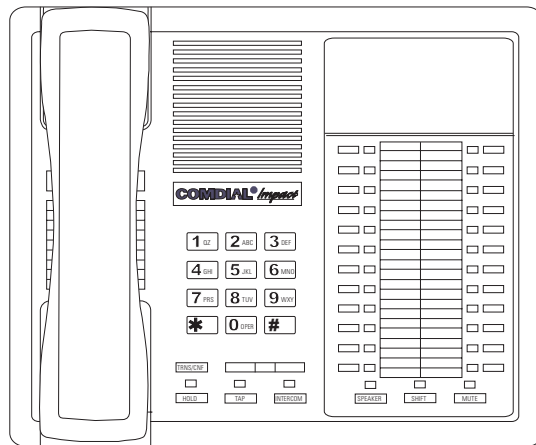
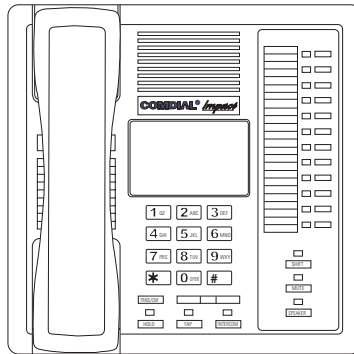


# COMDIAL®

DXP, DXP Plus, and FX Series  
Digital Communications System

*Impact* • *Impact*  
SCS

Non-LCD Station User's Guide



This user's applies to the following system and telephone models:

System Models:

- DXP systems with software 12A and later.
- DXP Plus systems with software 12A and later.
- FX Series with software 12A and later.

Telephone Models:

- Impact 8124S-\*\* Rev. A and later.
- Impact 8112S-\*\* Rev. A and later.
- Impact 8112N-\*\* Rev. A and later.
- Impact SCS 8212S-\*\* Rev. A and later.
- Impact SCS 8212N-\*\* Rev. A and later.

If you need more information, consult the *Speakerphone Reference Manual*.

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



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



\* Tri-Level Compression is a registered trademark of ACS Wireless, Inc.

Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated.

Comdial® disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial® makes no representation herein as to the compatibility of features.

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**1****Introducing The Telephone****1.1 Using This Guide**

This user's guide describes your Comdial Impact telephone and tells you how to use it. The sections in this introductory chapter help you become familiar with your telephone's controls and indicators. The remaining sections are titled as follows:

- 1.2 Overview
- 1.3 Using Your Speakerphone
- 1.4 Knowing Your Telephone's Functions
- 1.5 Understanding What The Lights Mean

The operation chapters define often-used features and provide instructions for their use. These chapters are titled as follows:

- 2 Answering Calls**
- 3 Making Calls**
- 4 Placing Calls On Hold**
- 5 Transferring Calls**
- 6 Conferencing Calls**

The special-purpose features of the telephone are grouped into one chapter:

- 7 Using The Other Telephone Features**

Your telephone provides several non-verbal way to communicate using lights and indicators. The descriptions of these methods are provided in a separate chapter titled:

- 8 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 found in the following chapter:

- 9 Programming Your Telephone**

For your convenience, a troubleshooting chart is provided in the following chapter:

## **10 Troubleshooting Your Telephone**

There is a quick reference chart in the following chapter:

## **Appendix A Quick Reference Guide**

### **1.2 Overview**

This user's guide covers five different telephone models. The overall operation of each of the telephones is very similar. There are, however, several differences

- The 8112N and 8212N do not have speakerphone capability. Therefore, you must lift the handset to perform any telephone functions: making calls, answering calls, programming your telephone, etc.
- The 8112N and 8212N cannot receive voice announce calls.
- The 8112N and 8212N cannot use the Group Listen feature.
- The 8112N and 8212N cannot use the Background Music feature.
- The 8112N does not have any LEDs beside its programmable buttons and therefore does not provide any status indications for these buttons.
- The 8112N does not have a mute key.
- The 8112N does not have a handset volume control.
- The IMIST module only works with the 8212S and 8212N telephones.
- The 8124S and 8112S telephones have a rocker switch style volume control instead of separate volume up and volume down buttons.
- Message waiting lights:
  - On the 8124S and 8112S, the message waiting light is above the HOLD button.
  - On the 8112N, the message waiting light is above the dialpad.
  - On the 8212S and 8212N there is a dedicated message button with an associated light beside it.
- Only the 8212S and 8212N support the ICVOL handset with independent volume control.



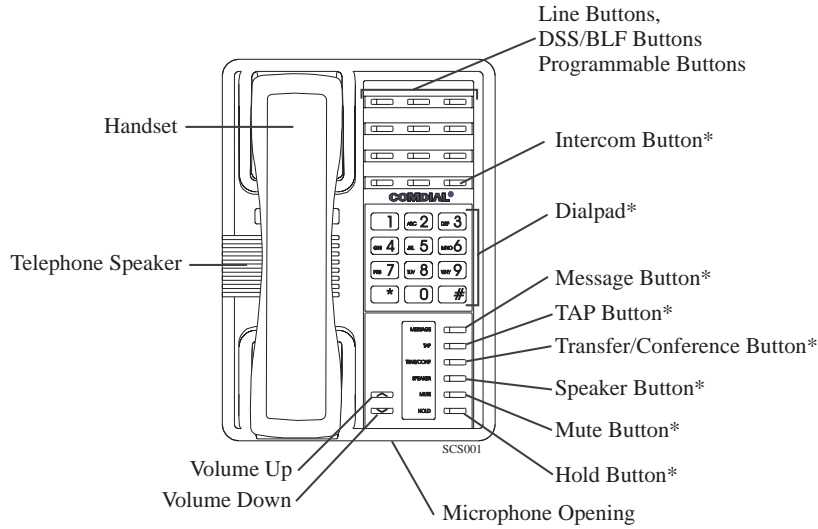
### **1.3 Using Your Speakerphone**

On the speakerphone-equipped models, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened. When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

Your speakerphone's sound-activated switches allow either the microphone or the loudspeaker to be on at a given time. This means that sounds travel in only one direction at a particular moment.

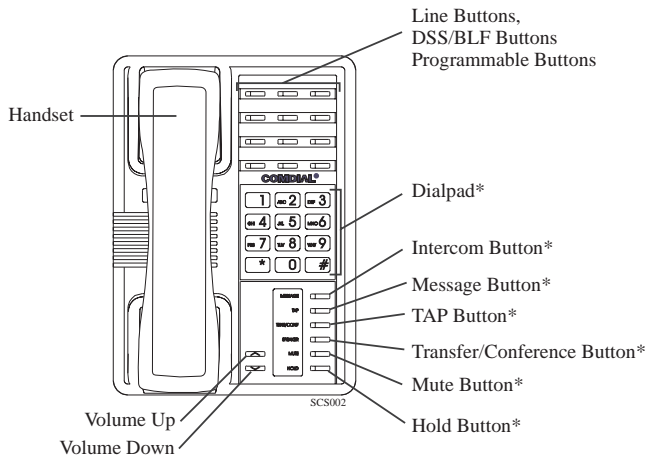
## **Speakerphone User Guidelines**

- Both parties cannot talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.



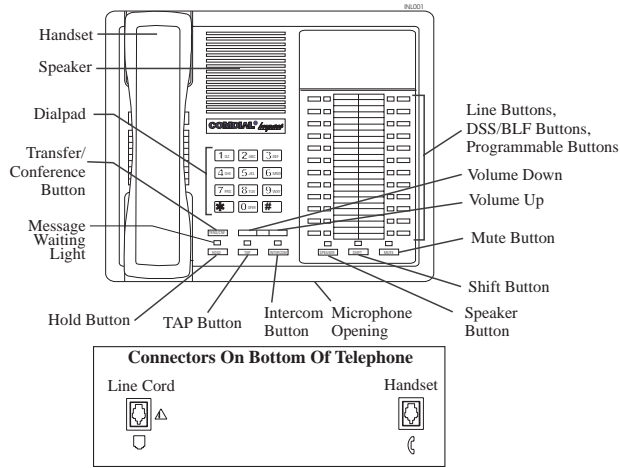
**\*NOTE:** These are default button locations.  
Your system installer may have reprogrammed these buttons to better suit your needs.

Impact SCS 8212S Speakerphone

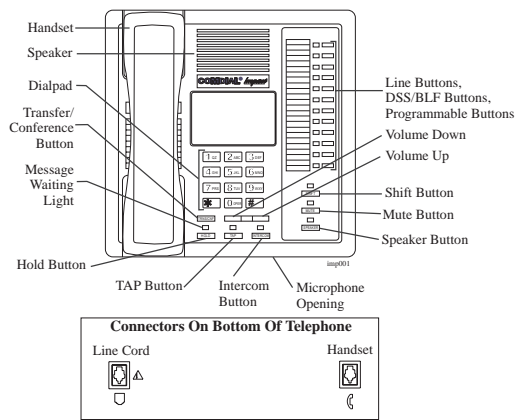


**\*NOTE:** These are default button locations.  
Your system installer may have reprogrammed these buttons to better suit your needs.

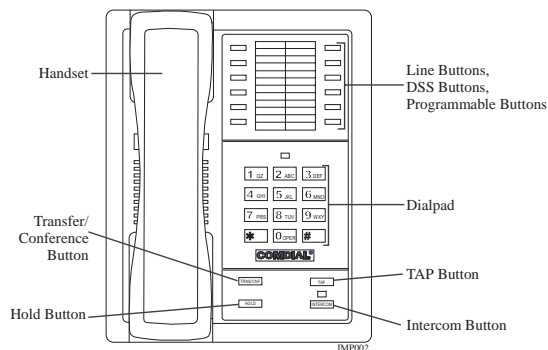
Impact SCS 8212N Telephone



Impact 8124S Speakerphone



Impact 8112S Speakerphone



Impact 8112N Telephone

## **1.4 Knowing Your Telephone's Functions**

Your telephone provides many versatile features for your use. These features are explained in terms of what they allow you to do. Refer to section 1.5, *Understanding What The Lights Mean*, for information about the lights associated with your telephone's buttons.

### **Hold Button**

- Places a line or Intercom call on hold.
- Stores pauses in number sequences during programming.

### **Intercom Button**

- Selects an intercom path.
- Allows you to initiate many of the telephone's features.

### **Message-Waiting Light**

- Indicates that a message awaits pick up.

### **Microphone Opening**

- Allows hands-free operation of speakerphone (not available on 8112N and 8212N).

### **Mute Button**

- Keeps the person on the line from hearing your conversation (not available on 8112N).

### **Programmable Buttons**

- Allow you to store numbers for automatic dialing functions.
- Allow you to store telephone extension numbers for Direct Station Selection (DSS).
- Indicate which lines are either in use, ringing, or on hold.

### **Shift Button**

- Allows you to enter a second tier for storing and/or automatically dialing speed dial numbers. That is, you can store two speed dial numbers at every programmable button location—one in the regular tier and one in the second tier. You activate the shift function by pressing this button and turning the shift light on before storing or automatically dialing a speed dial number from the second tier.

**Speaker (not available on 8112N and 8212N)**

- Sounds distant party's voice.
- Sounds ringing and call-in-progress tones.

**Speaker Button (not available on 8112N and 8212N)**

- Turns your speaker on or off.
- Disconnects a call when you are on a handsfree call.
- Ends or cancels programming.

**TAP Button**

- Recalls dial tone or generates a hookflash.
- Retrieves held calls or last call placed on hold.

**Transfer/Conference Button**

- Transfers calls
- Sets up conference calls.

**Volume Control**

- Regulates the volume of the ringer, speaker, handset, headset, background music, and group listening mode.

## **1.5 Understanding What the Lights Mean**

The lights (LEDs) on your telephone indicate the status of lines, features, and intercom.

### **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.
- Winking red = message-waiting light set for you by station associated with that DSS button.

### **Next to a line button:**

- Steady green = line is in use at your station.
- Steady red = line is in use at another station.
- Flashing red = your line is ringing.
- Flashing orange = your line is ringing and will be answered when you lift the handset.
- Winking green = line is on hold at your station.
- Winking red = line is on hold at another station
- Fluttering orange = line has recalled from hold at your station.
- Fluttering red = line has recalled from hold at another station.

### **Next to a fixed feature or programmable feature button:**

- Steady red = the feature is on.
- Steady off = the feature is off.

### **Next to an INTERCOM button:**

- Steady green with a quick flash = you are using your intercom.
- Winking red = a message is set on your telephone for others to receive when calling.
- Flashing orange = another station is calling you.

### **Above the HOLD button:**

- Fluttering red = message awaits pick up.
- Winking green = a line is on hold at your station.

**Above the SPEAKER button:**

- On steady (with telephone on hook and busy) = speakerphone mode is active.
- On steady (with telephone on hook and idle) = background music is turned on.
- Flashing = feature viewing and programming is in progress.

**Above the MUTE button:**

- On steady = called party cannot hear your conversation.

**Above the SHIFT button:**

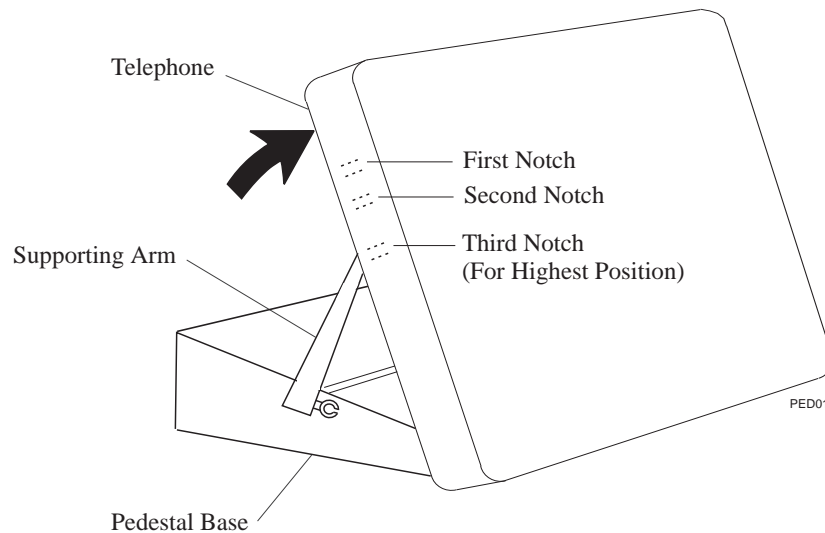
- On steady = shift mode is activated to allow access to second level speed dial numbers programmed at DSS button locations.



## 1.6 **Adjusting The Telephone Pedestal (Models 8212S and 8212N only)**

Your telephone has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the telephone, the pedestal is in its lowest position—flush against the pedestal.

- To adjust the pedestal,
  1. Grasp the rear of the pedestal base firmly with one hand while lifting the rear portion of the telephone upward with your other hand.
  2. While pivoting the telephone upward with one hand, pivot the telephone supporting arms upward with your other hand while feeling for the notches under the telephone. Notice there are three sets of notches under the telephone corresponding to the three positions available.
  3. When the telephone is at the desired height, find the closest pair of notches and place the supporting arms in the notches. Press down slightly on the telephone until you feel the supporting arms snap into place.



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# 2

## Answering Calls

### 2.1 Answering Outside Calls

A call that rings on an outside line will sound long, single-tone bursts and will light the line status light. If the installer enabled ringing line preference at your station, an orange light flashes next to the line that your station will answer when you lift the handset; a red light will flash for any other ringing line.

- **When you hear outside ringing and observe a flashing light, answer the call as follows:**
  1. Lift handset or press line button and speak toward telephone if light is orange,  
—OR—  
press button of ringing line if flashing light is red, and speak toward the telephone (lift handset if you desire privacy).

### 2.2 Answering Intercom Calls

An intercom call is a call between two system telephones. An intercom party can voice-announce through your speaker instead of ringing your telephone (intercom ringing sounds two short ring bursts).

You can block voice-announce calls if you wish. See the discussion titled *Blocking Voice Announce Calls* for details.

- **When you hear intercom ringing followed by a caller's voice,**
  1. Speak toward the telephone to answer (lift handset if you desire privacy).
- **When you hear intercom ringing (two short ring bursts),**
  1. Lift handset or press **INTERCOM** and speak toward telephone.

### 2.3 Answering Subdued Off-Hook Voice Announcement (SOHVA) Calls

---

Your installer can set your speakerphone to receive a Subdued Off-Hook Voice Announcement (SOHVA). This feature allows an intercom caller to break into your call by making an announcement through your handset receiver. (This means that if you are on a speakerphone call, you cannot receive a SOHVA call). The distant party that you are currently talking to cannot hear the announcement made by SOHVA caller.

Please note that you can receive a SOHVA call even if you are using your headset; however, the distant party may be able to hear the SOHVA as it is made.

- **You can respond to a SOHVA in one of two ways:**

**Verbally:** Press and hold the MUTE button and speak into handset. Distant party cannot hear response. To return to distant party after your reply is complete, release the MUTE button. (Since the 8112N does not have a MUTE button, this feature is not available on that telephone. If you have an 8112N telephone, you must use the procedure described below to respond to a SOHVA.)

**Non-Verbally (Response Messaging):** If the announcing station has an LCD speakerphone, press a preprogrammed RESPONSE MESSAGE button to cause a message to appear in the display of the telephone making the SOHVA call and then that telephone is automatically disconnected from your telephone. (If the telephone to which you attempt to send a non-verbal message is not an LCD telephone, no message is sent and that station is immediately disconnected from the call.)

You can also block all SOHVA calls to your station by enabling the Voice Announce Block feature (discussed in the chapter titled *Using The Other Telephone Features*).

# 3

## Making Calls

### 3.1 Making Calls

The 8212N and 8112N telephones require that you lift the handset before performing any operations with the telephone. When using the 8212S, 8112S, and 8124S, however, you may do one of three things in order to use the telephone: lift the handset, press the **INTERCOM** button, or press the **SPEAKER** button.

### 3.2 Dialing Automatically

The Automatic Dialing feature provides one- or two-button speed dialing using programmable buttons with stored numbers. Two levels of number storage are available at each storage location, and you can use one or both levels as needed. Further, since you usually store a line choice as part of a speed dial number, line selection is automatic with speed dialing. This user's guide discusses button programming in a separate section. Refer to it when you are ready to store numbers at the programmable buttons.

There are two types of speed dial numbers: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that the system attendant stores for everyone's use (system speed dial numbers).

- **To automatically dial a speed dial number stored at one of the programmable buttons on your station (8124S, 8112S, and 8212S),**
  1. Press preprogrammed speed dial button (line selection is usually a part of the stored speed dial number),  
—OR—  
press **SHIFT** button, then press preprogrammed button (to choose number stored as a second choice at that button).

- **To automatically dial a speed dial number stored at one of the programmable buttons on your station (8112N and 8212N),**
  1. Lift handset and press **TAP**.
  2. Press preprogrammed speed dial button (line selection is usually a part of the stored speed dial number),  
—OR—  
press **SHIFT** button, then press preprogrammed button (to choose a number stored as a second choice at that button).

With your station idle, you can automatically dial a personal or system speed dial number stored at a dial pad location.

- **To speed dial a personal number stored at the dial pad (8124S, 8112S and 8212S),**
  1. While on hook, press speed dial number on dial pad (0–9).
- **To speed dial a personal number stored at the dial pad (8112N and 8212N),**
  1. Lift handset and press **TAP**.
  2. Press speed dial number on dial pad (0–9).
- **To speed dial a system number stored at the dial pad (8124S, 8112S and 8212S),**
  1. While on hook, press \* and then dial system speed dial number (100–599).
- **To speed dial a system number stored at the dial pad (8112N and 8212N),**
  1. Lift handset and press **TAP**.
  2. Press \* and then dial system speed dial number (000–999).

***NOTE:** If you are already on a line, you must press **SHIFT** before dialing the personal or system speed dial numbers that are stored at the dial pad. Also, if a speed dial's preselected line is in use, the speed dial will not engage.*

***NOTE:** Earlier systems have only \*100–\*299 or \*100–\*599 as system speed dials.*

### **3.3 Dialing Manually**

You can manually dial a number over any telephone line you select. Or, if the installer assigned a prime line or the idle line preference feature to your speakerphone, it will automatically select a line for use when you lift the handset.

- **To dial an outside number manually,**
  1. Lift handset or press line button and dial number.

### **3.4 Redialing A Previously Dialed Number**

The system *temporarily* saves the first 16 digits of the last manually dialed number for your redial use—if the last number you called is busy or is not answering, you can redial it once or initiate repeated redialing. Subsequent dialing activity overwrites a temporarily saved number.

If you wish to *permanently* save a number for later redial, refer to section 9.2, *Storing Speed Dial Numbers*.

If a distant party tells you an important telephone number and you want to immediately save it for later redial, you can use a SAVE NUMBER REDIAL button to save the first 16 digits of that number.

- **To automatically redial the last dialed number,**
  1. Press and release the hookswitch to disconnect current ringing or busy tone (press **TAP** if using a 8112N or 8212N telephone).
  2. Press **#**.
  3. Listen for ringing or busy tone over the telephone speaker.
    - Ringing tone:** When party answers, pick up handset if you desire privacy.
    - Busy tone:** Press **SPEAKER** to disconnect (hang up to disconnect on the 8112N and 8212N telephones).
  
- **To store a number while you are on a call,**
  1. Press preprogrammed **SAVE NUMBER REDIAL** button twice.
  2. Dial the number that you wish to save (the system immediately saves the number for later redial—it does not dial it over the line that you are now on).

- **To later redial the saved number,**
  1. Lift handset or press line button.
  2. Press **SAVE NUMBER REDIAL** button (system automatically dials the number that you saved earlier).

### ***3.4.1 Using The Automatic Redial Feature (8124S, 8112S and 8212S only)***

If your station has the multiple automatic redial feature enabled, you can place up to 10 numbers in your telephone's redial queue. Your telephone will redial the numbers one at a time, in the order you placed them in the queue, until (a) the call is answered, (b) you cancel the automatic redial feature for a particular number, or (c) your telephone has dialed the number a preprogrammed number of times (set by your system installer).

- **To use the automatic redial feature to redial a busy or unanswered number,**
  1. While the telephone is idle, press \* **70** or press the **AUTOMATIC REDIAL** button programmed by your installer.
  2. The system queues the last number dialed that is not already in the queue and repeatedly dials the number until you cancel the feature or the system has dialed the number a preprogrammed number of times (determined by your system installer).
  3. The **AUTOMATIC REDIAL** light flashes between redials and turns on steady during redialing.
  4. When the distant party answers the call, the **AUTOMATIC REDIAL** button while on the call to cancel automatic redialing,  
—OR—  
if your installer has enabled answer supervision on your line, the system automatically cancels automatic redialing and turns the **AUTOMATIC REDIAL** light off.
  5. If your system installer has enabled the redial multiple numbers feature, you can have up to 10 numbers in your redial queue. To add numbers to your redial queue, repeat step 1 in the above procedure.



- **To interrupt the redialing procedure so that you can use your telephone to make a call,**

*NOTE: You can only do this if the suspend automatic redial feature is enabled.*

1. While your telephone is in the process of dialing a number, press the **AUTOMATIC REDIAL** button twice. This treats the number as answered, and then puts the number back in the automatic redial queue.

- **To cancel the automatic redial feature,**

*NOTE: You can only do this if the suspend automatic redial feature is disabled or while the telephone is in the process of autodialing.*

1. Perform any user activity at the station (go on-hook, press the speaker button, etc.),  
—OR—  
press # **72** to delete all numbers from the redial queue,  
—OR—  
press the **AUTOMATIC REDIAL** button while the number you wish to remove from the redial queue is ringing.

*NOTE: The system allows only ten numbers in the redial queue. In order to add a number to a full redial queue, you must remove one of the numbers from the queue before dialing the new number.*

### **3.5 Using Line Groups**

Some systems have telephone lines arranged into line groups. These line groups are available at each telephone. When line groups are available for your use, you may access them for outside calling instead of pressing a line button to select an individual line for use.

- **To access line groups,**
  1. Lift handset or press **INTERCOM**.
  2. 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
  3. Dial desired number.

### **3.6 Waiting For A Line (Queuing)**

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line. When you share a line with another telephone and the line is busy, you can place your telephone in a queue to await the idle line.

- **To queue for a line group,**
  1. Lift handset or press **INTERCOM**.
  2. Dial the line group access code.
  3. Dial \* 6.
- **If you have line appearance for a particular line and wish to queue for it,**
  1. Note the busy status light (LED).
  2. Lift handset or press **INTERCOM**.
  3. Dial \* 6.
  4. Press line button.

When line group is free, your telephone sounds several short tone bursts. When you hear this, lift handset, hear dial tone, and place call.

- **To cancel line group queuing,**
  1. Lift handset or press **INTERCOM**.
  2. Dial # 6 and hang up.

### **3.7 Making Intercom Calls**

You can dial an intercom extension manually from the dial pad or automatically using a direct station select (DSS) button you have programmed. There are two methods for making an intercom call. One causes the called telephone to ring. The other causes your voice to sound out at the called telephone. Your installer can set the system to deliver either tone-first or voice-first calling, although all systems have tone-first as the default condition.

Keep in mind that whatever the system setting, a called party can set a voice announce block condition at his or her telephone to prevent all voice announce calls. Furthermore, if he or she blocks voice announce, the system also blocks SOHVA calls.

*(The following instructions assume a tone-first default setting. Any user can change a call to voice announce signaling by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS button again.)*

- **To manually cause the other telephone to ring,**
  1. Lift handset or press **INTERCOM**.
  2. Dial extension number (called telephone will ring).
- **To tone call automatically,**
  1. Press **DSS** button (called telephone will ring).

*(The following instructions assume a voice-first default setting. Any user can change a call to tone signaling by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS button again.)*

- **To voice announce manually,**
  1. Lift handset or press **INTERCOM**.
  2. Dial extension number.
  3. Speak your announcement.
- **To voice announce automatically,**
  1. Lift handset and press DSS button.
  2. Speak your announcement.

Some systems will be arranged so that certain stations have a hot line feature. If your station is so arranged, every time you lift the handset, your speakerphone will automatically ring a preselected station (programmed by the installer). To make an intercom call to a station other than this hot line station, or to make a call on an outside line, you must press an intercom or line button before you lift the handset; then you can dial the number.

### **3.8 Camping On At A Busy Station And Waiting For An Automatic Callback**

If you call another station and receive a busy tone or a Do Not Disturb tone, you can press a button that will cause the system to ring your telephone when the station is available. This is called “camping on at a station.” Please note that you can camp on to only one station at a time.

- **To camp on at any busy station,**
  1. Dial \* 6 when you hear a busy tone.
  2. Hang up the handset. When the station you called becomes available, your telephone will ring with five short tone bursts.
- **When you hear five short tone bursts,**
  1. Lift handset or press **INTERCOM**. The other telephone will start ringing.

If you do not lift the handset or press **INTERCOM** after the ring back tones, within the time limit set by the installer, the system cancels the call back.

- **To cancel the call back before your telephone sounds the tone bursts,**
  1. Lift handset or press **INTERCOM** and dial # 6.
- **To camp on at a station with a Do Not Disturb condition set,**
  1. Dial \* 6 when you hear a DND tone and hang up the handset. A call back will occur when called station is no longer set in the Do Not Disturb mode.

### **3.9 *Camping On At An Idle Station And Waiting For An Automatic Callback***

---

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

- **To camp on at a station for which you hear ringing but receive no answer,**
  1. Dial \* 6 and hang up the handset. Callback will occur after any activity is initiated at dialed station. You may cancel the camp-on condition at any time by pressing **INTERCOM** and dialing # 6.

**NOTE:** *If you make a call in the voice announce mode and receive no answer at the called station, the CALLBK option will still be available to you.*

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

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on the line for an answer (you must be using the handset for this feature to work).

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

1. Dial \* 6 (called party hears tone).
2. Wait on line for reply.

Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.

- **To cancel call waiting,**

1. Lift handset or press **INTERCOM**, then dial # 6.
2. Hang up the handset or press **SPEAKER** to end.

- **To answer a call-waiting tone if you receive one while on a call,**

1. Hear short tone burst in receiver.
2. Either place current call on hold or complete call and hang up (waiting call will ring at your telephone).
3. Lift handset to answer call.

You may, of course, choose to ignore the call-waiting tone and remain on the line with your original caller.

### **3.11 Making A Subdued Off-Hook Voice Announcement (SOHVA)**

You can make a subdued voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature. Your telephone provides a **SOHVA** button for this purpose. You decide whether to deliver a SOHVA message, camp on at that station, set a message-waiting indicator, or hang up when you hear an intercom busy tone.

- **Make a SOHVA announcement using the SOHVA button as follows:**
  1. Make intercom call and hear busy tone.
  2. Decide whether to interrupt or not.
  3. If you decide not to interrupt the called party, hang up,  
—OR—  
to interrupt, press preprogrammed **SOHVA** button and hear several quick tone bursts.
  5. Make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has blocked your SOHVA).
  6. Wait on line for verbal reply.

***NOTE: The caller cannot control how the announcement is received. This depends upon the equipment used and station programming.***

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# 4

## Placing Calls On Hold

### 4.1 Holding Calls

You can place a call on hold and pick it back up a short time later. With a regular hold, you can pick up the held call at your telephone or another user can pick up the call. With an exclusive hold condition, you must pick up the held call at your telephone; no other telephone has access to it. The Hold feature also allows you to answer and place on hold a call that is on a line that does not appear at your telephone (a call that is parked or transferred to you, for instance).

After a call has been on hold for a period of time (set by the system installer), the system will cause a one-second tone burst to sound at your telephone, and speed up the flash rate of the line button light. If the call is on exclusive hold, it will revert to manual hold after this hold recall time period.

When you answer a call on a group intercom and place it on hold, the system keeps the call on hold on the group intercom. This means that you can pick up this call at any station that has access to the group intercom.

- **To place a call on hold,**
  1. Press **HOLD**.
  
- **To retrieve a held call,**
  1. Press line button of the held call (with flashing light),  
—OR—  
press **TAP**.

***NOTE: Pressing the TAP button always retrieves the last number placed on hold, regardless of whether you have line appearance for the line on which the call is holding.***

- **To place a call on exclusive hold,**
  1. Press **HOLD** twice and hang up handset.
- **To retrieve an exclusive hold,**
  1. Press line button of held call (button with flashing light), or press **TAP** (if station does not have line appearance).
- **To place a call on hold at another telephone,**
  1. Press **INTERCOM**.
  2. Dial \* **90**.
  3. Dial extension number of station to receive held call. Your telephone automatically hangs up.
- **To retrieve a held call at another station,**
  1. Press **INTERCOM**.
  2. Dial # **90**.
  3. Dial extension number of station to receive held call.
  4. Answer call.
- **To answer a call at the extension receiving held call,**
  1. Press **INTERCOM**.
  2. Dial # **90**.

## **4.2 Parking Calls**

You can place a call on hold in the system so that any station that does not have line appearance for the call can answer it. You accomplish this by placing the call in one of nine park orbits, where the call remains until it is answered. If the call is not answered within a specified period of time, the system will send it back to your station for service (this is known as park recall).

When you press a personal or group intercom button and dial a code to retrieve a parked call, the system removes it from the park orbit and places it at your station.

You can program a **PARK** button at your telephone and use it to simplify call parking.

- **To park a call,**
  1. While on the call, press **INTERCOM**.
  2. Press \*.
  3. Dial code for park orbit (**91-99** for orbit 1-9).
  4. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.
  
- **To park a call using a preprogrammed **PARK** button,**
  1. While on the call, press the preprogrammed **PARK** button (the call is placed in a preselected park orbit).

If call is not retrieved within a programmable time limit, it reverts to the parking station as a standard held call, and only one call can be placed in an orbit at a time.

- **To retrieve a parked call,**
  1. From any station, press **INTERCOM**.
  2. Press #.
  3. Dial park orbit access code (**91-99** for orbit 1-9), or press preprogrammed **PARK** button.
  4. Answer call.

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**5****Transferring Calls****5.1 Transferring Calls—Screened**

You can answer a call at your telephone and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a screened transfer.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or choose one of several options that may be available at your station. Also, if a transferred call is not answered after a certain length of time (as set by the installer), it recalls to your telephone. Again, you have several options for servicing the returning call.

- **To screen and transfer a call to another telephone in the system,**
  1. Answer call.
  2. Press **TRANSFER/CONFERENCE** (call is placed on hold).
  3. Dial extension number of station to receive transfer, or press **DSS** button for that station.
  4. When intercom party answers, announce call.
  5. Hang up the handset (call is transferred), or if in speakerphone mode, press **SPEAKER** to disconnect.

The intercom party then has the call (if he or she answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone will ring with the transferred call after you hang up.

## **5.2 Transferring Calls—Unscreened**

You can answer a call at your speakerphone and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or choose one of several options that may be available at your station. Also, if a transferred call is not answered after a certain length of time (as set by the installer), it recalls to your telephone. Again, you have several options for servicing the returning call.

- **To transfer an unscreened call to another system telephone,**

1. Answer call.
2. Press **TRANSFER/CONFERENCE** (the call is automatically placed on hold).
3. Dial extension number of telephone to receive the transfer or press the DSS button for that extension.
4. Announce call.
5. Press **SPEAKER** to disconnect (if in speakerphone mode) or hang up. The transfer will ring at the called telephone.

***NOTE: Unscreened transfers ring at busy telephones and wait to be answered.***

- **If an unscreened transfer call is not answered and recalls to your telephone,**

1. Press flashing line button and lift handset.

### **5.3 Making A Hot Transfer**

A hot transfer is a type of screened transfer. To perform a hot transfer, you voice announce the transfer over the speaker of the telephone that you want to receive the transfer, and release the call to that telephone. The system handled the release in a way that does not require the called party to retrieve the call (the call does not ring at the station).

This feature is useful for transferring calls to people who need to work in a handsfree mode. Once you announce the call and the system completes the transfer, the person receiving the transfer can simply begin speaking toward his or her speakerphone to answer the call.

If you make a hot transfer to a monitor telephone, you can voice announce the call over the telephone's speaker, but the person receiving the outside line transfer will need to lift the handset to answer the call (the telephone will not ring after the announcement is made).

Please note that you can not make a hot transfer to a telephone if its user has enabled the Voice Announce Block feature. This telephone will automatically ring with the transfer requiring the intercom party to answer it as either a screened or an unscreened transfer.

- **To make a hot transfer to another telephone in the system,**
  1. Answer call.
  2. Press **TRANSFER/CONFERENCE** (the call is automatically placed on hold).
  3. Dial extension number of telephone to receive the transfer or press the DSS button for that extension.
  4. Announce call.
  5. Press **TRANSFER/CONFERENCE**.
  6. Press **SPEAKER** to disconnect (if in speakerphone mode) or hang up. The person receiving the transfer than has the call.

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# 6

## Conferencing Calls

### 6.1 Conferencing Telephones Together

When you join your speakerphone together with several other telephones on the same call, the result is called conferencing. When using the DXP system, you can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties. When using the DXP Plus or FX Series system, you can include up to seven parties (in various combinations) in a conference call.

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call.

- **To set up a conference call that includes any combination of outside lines and intercom parties,**
  1. Make first call.
  2. Press **TRANSFER/CONFERENCE**; call is placed on hold automatically.
  3. Select next line and make next call.
  4. Press **TRANSFER/CONFERENCE** to establish conference.
  5. Repeat the last three procedures to add more parties.
- **To continue conversation on remaining line after other outside lines have dropped out of conference,**
  1. Press the line button of the remaining party.

- **To retrieve a line from hold and bring that party back into the conference,**
  1. Press **TRANSFER/CONFERENCE**.
  2. Press line button.
  3. Press **TRANSFER/CONFERENCE**.

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

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**
  1. Dial # (lines remain lighted and in use until one or both outside parties to disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until he hangs up or the line is answered).
- **To rejoin an unsupervised conference between two outside lines,**
  1. Press **TAP**.

***NOTE:** Conference volume levels depend on the quality of the external lines.*

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**
  1. Dial # (lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until the line is answered).
- **To rejoin an unsupervised conference between two outside lines,**
  1. Press **TAP**.

***NOTE:** Conference volume levels depend upon the quality of the external lines.*



## **Using The Other Telephone Features**

### **7.1 Blocking Voice-Announce Calls**

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

- **To block voice-announced calls,**
  1. Press **INTERCOM**.
  2. Dial \* **2**.
  
- **To un-block voice-announced calls,**
  1. Press **INTERCOM**.
  2. Dial # **2**.

## **7.2 Diverting Incoming Calls To Another Station**

Call diverting permits you to send an incoming call to another station you have previously designated. You can divert an incoming call to the designated station whether you are busy or idle. You must program a **CALL FORWARD** button (using the instructions in the programming section) on your speakerphone to serve as a call divert button.

- **To identify the station to receive diverted calls,**
  1. Press **INTERCOM**.
  2. Dial \* **55**.
  3. Dial extension number of station to receive diverted call.
  4. Press **SPEAKER** to end.
  
- **To divert calls to the designated station,**
  1. Hear ringing and/or see flashing line status light.
  2. Press **CALL FORWARD** (system immediately forwards ringing call to station you designated).

### 7.3 Forwarding Calls

You can permanently forward the calls that normally ring at your telephone to another telephone. You can forward just your prime line and intercom calls, or you can forward all of your calls. To remind you that your calls are being forwarded, your telephone will sound a short ring burst each time the system forwards a call.

You can also forward calls that ring at your telephone but receive no answer; this feature is valuable if you are frequently away from your desk for short periods of time and find it inconvenient to permanently forward your calls every time you leave. The system installer sets the number of rings that sound at your telephone before the system forwards the calls.

- **To forward your calls,**

1. Press installer-programmed **FORWARD** button,

—OR—

press **INTERCOM** and dial one of the following codes:

- \* **52** = all calls forward immediately
- \* **54** = all calls forward after RNA or Busy
- \* **51** = prime line and personal intercom calls forward immediately
- \* **53** = prime line and personal intercom calls forward after RNA or Busy

2. Dial personal intercom number of telephone to receive forwarded calls or dial desired group intercom number.
3. Press **SPEAKER** or hang up.

- **To cancel call forwarding,**

1. Press **INTERCOM**.
2. Dial **#5**. Your telephone automatically hangs up.

## ***7.4 Listening To A Call Over The Telephone Speaker (Group Listening)***

The 8124S, 8112S, and 8212S speakerphones give you the option of turning on the speaker in your speakerphone while you have the handset lifted. The distant party's voice then sounds over the speaker as well as over the handset; however, only you handset microphone is active.

The group listening feature also works if you are using your headset (only the headset microphone will be active).

Refer to the chapter on programming for instructions on how to program the **GROUP LISTEN** button.

- **To activate group listening while on a call,**
  1. Press the preprogrammed **GROUP LISTEN** button.
- **To cancel group listening,**
  1. Press the preprogrammed **GROUP LISTEN** button again.

***NOTE:** You should cancel Group Listening before hanging up the handset to end the call.*

## ***7.5 Muting Your Telephone (not available on 8112N telephone)***

By using the MUTE button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker. For example, if someone comes into your office to talk to you and you do not want this conversation to interrupt the distant party, press the MUTE button. The MUTE button light turns on when you press it and turns off when you press it again.

- **To mute your telephone,**
  1. Press **MUTE** (MUTE function and light turn on). You can still hear the distant party, but he or she cannot hear you.
- **To speak to the distant party,**
  1. Press **MUTE** again (MUTE function and light turn off).

## **7.6 Setting A Do Not Disturb Condition At Your Station**

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The Do Not Disturb (DND) feature keeps calls from ringing at your speakerphone, and makes your station appear busy to intercom calls. If your installer has programmed your station to have this feature, you can enable it as needed.

Generally, callers cannot override this feature. They hear two quick tone bursts every two seconds when they call a telephone that is set to DND mode. However, the installer may program some telephones with the ability to override a do not disturb condition at another telephone.

You can program a permanent do not disturb button to provide yourself with quick access to this feature if you wish. See the programming section of this user's guide for details.

- **To enable DND,**
  1. Press preprogrammed **DND** button. The light associated with the **DND** button turns on when the feature is active.
- **To disable the DND condition,**
  1. Press preprogrammed **DND** button. The light associated with the **DND** button turns off when the feature is disabled.
- **To set a do not disturb condition at your telephone when a call rings at your station,**
  1. Hear ringing.
  2. Press **DND** button. Ringing will stop, caller will hear the do not disturb tone, and your telephone will remain in DND until you disable the feature (described above).

## **7.7 Setting The Volume Control**

The volume control on your telephone is a multipurpose control you can use to set the volume of the ringer, the speaker, the handset, the headset, background music, and the group listening mode. You can either press and hold down the **VOLUME UP** or **VOLUME DOWN** button to automatically step through the volume levels for each mode, or you can press the switch once for each change in volume you desire.

You may adjust the loudness of the distant party at any time during a call whether you are listening over the speaker, the headset, the handset, or the group listen mode by pressing the **VOLUME UP** or **VOLUME DOWN** button. When the call ends, the system resets the loudness of all future calls to the programmed (default) setting.

You can set a permanent loudness level for any volume control setting. When loudness is at desired level, dial **\*\*7** or press **VOLSV** button (if programmed). The volume level will remain at this loudness (referred to as the default setting) until you change the setting.

**NOTE:** *Impact SCS 8212S and Impact SCS 8212N telephones support the optional ICVOL handset. The ICVOL is an amplified handset with its own volume control, making it useful in noisy environments. For ordering information, contact your Comdial dealer.*

- **There are four ringer loudness levels (plus an off position). Set these levels as follows:**
  1. While your telephone is on-hook and idle, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire. The ringer sounds once for each change as an example of the current setting. Your selection becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the above procedure).

**NOTE:** *If you set the ringer to the “off” position, your telephone will sound a short ring burst once for each call you receive at your station while the ringer is off.*

**NOTE:** *On the 8112N, the ringer volume is controlled by a three-position switch on the bottom of the telephone. There is no handset volume control.*



- **There are eight *speaker* loudness levels (not available on 8112N and 8212N telephones). Set these levels for the current call as follows:**
  1. While on a call and in speakerphone mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are at least eight *handset* loudness levels that you can set for the current call as follows:**
  1. While on a call and in handset mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

*NOTE: On telephone models 8124S, 8112S, and 8112N, your installer may have turned on the “high handset volume” feature, providing 13 handset volume levels instead of 8*

- **There are at least eight *headset* loudness levels that you can set for the current call as follows:**
  1. While on a call and in headset mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are eight *group listening* loudness levels (not available on 8112N and 8212N telephones). Set the level for the current call as follows:**
  1. While on a call and in the group listening mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are eight *background music* loudness levels (not available on 8112N and 8212N telephones). To set the level,**
  1. While background music is on at your station, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness you desire. This level will remain set for background music until you change it again, even if you turn off the feature and then reactivate it.

- **To set a permanent speaker, headset, handset, or group listening loudness for all future calls,**
  1. Press **INTERCOM**.
  2. Activate speaker, headset, handset, or group listen mode to be affected.
  3. While in that mode, press **VOLUME UP** or **VOLUME DOWN** to adjust loudness.
  4. Dial \* \* 7 or press a preprogrammed **VOLSV** button to hold the loudness at the last setting for all future calls (until you change the default again).
  5. Repeat this procedure in each mode until you've set all default volume levels.

## ***7.8 Setting Your Personal Ringing Tones***

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

- **To select one of the ring tones, proceed as follows:**
  1. Press **INTERCOM**.
  2. Dial \* \* 4.
  3. Dial number (1-6) to select ring tone.
  4. The next time your telephone rings, you will hear the new ring tone.

## **7.9 Using Background Music**

*NOTE: This feature is not available on the 8112N and 8212N telephones.*

If the telephone system supplies background music, you can turn it on at your speakerphone while it is on-hook and idle. The system automatically turns background music off during calls and voice announcements.

*NOTE: The system can provide music from two sources; however, the system installer must enable this feature.*

- **To turn the music on,**
  1. Press **INTERCOM**.
  2. Dial \* **11** for music source one or \* **12** for music source two (the **SPEAKER** light turns on when background music is on).
  3. Adjust music volume with the volume button.
- **To turn the music off,**
  1. Press **INTERCOM**.
  2. Dial # **1** (the **SPEAKER** light turns off when background music is off).

## 7.10 Using The IMIST Module

*Impact* SCS 8212S and 8212N telephones equipped with the optional IMIST module can support an IST device (modem, FAX machine, industry-standard telephone, etc.) in addition to the telephone. Depending on system programming, you can use the IST device to make outgoing calls and receive incoming calls.

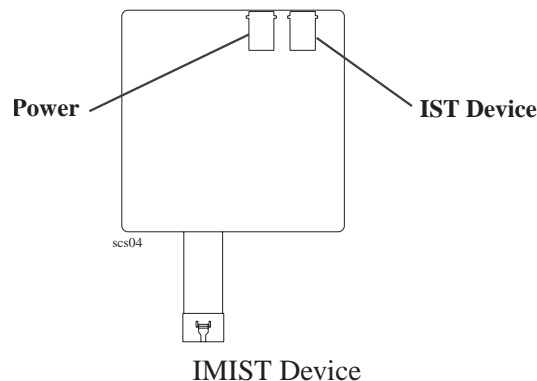
The functionality of the IMIST module depends on the type of system you are using and the type of digital station board and memory board your system has. (See your installer for complete details.)

- The IMIST module will function on a DXP system with the appropriate digital station board, but the IMIST module will not have its own extension number and will not function simultaneously with the speakerphone.
- On a DXP *Plus* system, the IMIST module will function simultaneously with the speakerphone and have its own extension number if your system has the appropriate digital station board and memory board. If your system does not have the optional enhanced memory board, the IMIST module will function like the one on the DXP system described above.
- On an FX Series system, the speakerphone and IMIST module can function simultaneously and the IMIST module has its own extension number.

**NOTE:** *The IMIST module does not provide voltage to light a message waiting light. Message waiting lights on devices plugged into the IMIST module will not function*

If you have any other questions about IST devices, refer to GCA70-237, *Industry-Standard Telephone Station User's Guide*.

**NOTE:** The IMIST module has a separate power supply. The wall transformer is a UL and CSA approved Class 2 device operating from 120 Vac, 60 Hz, 16 watts and provides an output of 24 Vac at 450 mA. For replacement, order Comdial P/N DIU-PTR.



8

## **Sending And Receiving Non-Verbal Messages**

### **8.1 Using The Messaging Feature**

If the system installer designates your speakerphone as a central message desk or programs it to have message-wait originate ability, you can turn on the message-waiting light of any other telephone. This light lets that telephone user know that you have a message for him or her. In addition to the message waiting light, leaving a message indication at a station also causes the dial tone at that station to sound in a broken manner when the station user takes his or her telephone off-hook.

The message-waiting light is located in different places on the various model telephones. On the 8124S and 8112S telephones, the message waiting light is located above the HOLD button. On the 8112N telephone, the message waiting light is located above the dial pad. The 8212S and 8212N telephones have a dedicated message waiting key and light, labeled MESSAGE. For more information on button locations, see Chapter 1.

If your telephone receives a message and has a DSS button that is programmed to call the station that left the message, the light next to that station's DSS button on your telephone will flash.

## **8.2 Lighting The Message-Waiting Light**

- **To turn on the message-waiting light (and a broken dial tone) at an idle telephone,**
  1. Press **INTERCOM**.
  2. Dial \* 3.
  3. Dial extension number of station you wish to alert.  
The message-waiting light of that station will flash.
  
- **To turn off the message waiting light at a busy or idle station,**
  1. Press **INTERCOM**.
  2. Dial # 3.
  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,**
  1. Press **INTERCOM**; once if off-hook, twice if on-hook.

***NOTE: If the message-waiting light can only be turned off by either the person sending the message or the person receiving the message.***

### **8.3 Sending LCD Messages**

You can set system-supplied messages at your station to be received and displayed by a calling LCD speakerphone. These messages give the caller information on your telephone status. Get a list of the available messages from the attendant and write on the blank chart on the next page.

- **To turn on LCD messaging,**
  1. Press **INTERCOM**.
  2. Dial \* **02**.
  3. Press # to clear current message if one is stored.
  4. Dial message code number (**01-30**).
  5. Press # and then press **SPEAKER** to end message.
  6. Your **INTERCOM** light flashes to indicate you have set LCD messaging.
- **To send an LCD message when you call and receive a busy signal or no answer,**
  1. While still on the call, press the appropriate fixed **RESPONSE MESSAGE** button to send a preselected message (*Call [your name]*, for example) to the other telephone.
- **To send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD telephone,**
  1. Hear the SOHVA tone or voice announcement in your handset or headset.
  2. Press the appropriate fixed **RESPONSE MESSAGE** button to send a preselected message (*I Will Call Back*, for example) to the calling telephone.

*This page remains blank intentionally.*



**9****Programming  
Your Telephone****9.1 Programming For Speed Dialing**

Speed dialing is a feature that lets you:

- store and dial outside numbers using one or two buttons,
- store and dial intercom numbers,
- store frequently used feature codes.

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

- any programmable button that is *not now assigned as a line button or other feature* by the system administrator or installer,
- keypad numbers 0–9,
- a secondary level at either storage location.

Before you begin programming, write down the intercom or outside line you will use and the number digits you are storing. Then, as you program the speed dial numbers, write the first and second level numbers on your telephone's ID strips. You can also fill out the charts on the next page, if you wish, for a personal record of your stored numbers.

**NOTE:** *You cannot reprogram the HOLD and INTERCOM button locations from your telephone; however, your installer can reassign these buttons to other locations on your telephone or to a console unit. Further, you cannot store a feature code on a second level at any storage location.*

**NOTE:** *The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:*

- 1. Remain on the line and briefly explain to the dispatcher the reason for the call.*
- 2. Perform such activities in the off-peak hours, such as early morning or late evening.*

## **9.2 Storing Speed Dial Numbers**

- To store an outside number as a speed dial number,

*NOTE: Programming overwrites existing speed dial numbers at button locations.*

1. Press **INTERCOM**.
2. Dial **\*\* 1**.
3. Press programmable button or dial pad button to choose storage location (remember, to access second level storage at a programmable button, press **SHIFT** first.)
4. Make your speed dial route selection choice from the following list:
  - press line button to select outside line,
  - dial **00** to select prime line or last line used,
  - dial **01-16** to select line group,
  - press **INTERCOM** button or dial **8** to select intercom.
5. Dial 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). To store a pause, press **HOLD**, then continue dialing. 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.*

6. Press **TRANSFER/CONFERENCE** to store number.
7. Press next location button and store next number, repeat previous steps until all numbers are stored,  
—OR—  
press **SPEAKER** to end.

### **9.3 Storing DSS Numbers**

- To store an intercom number at a DSS button,

*NOTE: Storing DSS numbers at button locations will overwrite any previously stored numbers.*

1. Press **INTERCOM**.
2. Dial **\*\* 3**.
3. Press programmable button to choose DSS location.
4. Dial extension number.
5. Press next location button and store next DSS number.
6. Repeat the previous step until all DSS numbers are stored,  
—OR—  
press **SPEAKER** to end.

## **9.4 Storing Feature Buttons**

If you find that you are using certain features often, you can create feature access buttons to make operations easier. Some features you may want to use frequently are defined as follows:

**Account Code Button (ACCT)**—allows you to enter an account code for call record purposes.

**Automatic Call-Back Button (CAMP)**—arranges the system to ring your telephone and another person's telephone as soon as the other telephone becomes idle.

**Call Forward Button (CFWD)**—allows you to forward all of your call to another telephone. You can program any one of four different feature buttons: Forward All (**FWD-A**), Forward Personal (**FWD-P**), Forward All RNA (**FWDRA**), and Forward Personal RNA (**FWDRP**).

**Do Not Disturb Button (DND)**—prevents other telephones from ringing your telephone.

**Group Listen Button (GPLSN)**—allows others to hear a conversation over the telephone speaker while you use the handset or headset; the distant party can hear only the conversation transmitted through the handset or headset microphone.

**Music Button (MUSIC)**—allows you to enable or disable background music; also allows you to choose from two pre-programmed music sources.

**Page Button (PAGE 1-8)**—provides one-button access to paging zones 1-8.

**Park Button (PARK)**—parks calls in preselected park orbit.

**Pick-Up Button (PCKUP)**—allows you to pick up a call ringing elsewhere in your system.

**Privacy Release Button (PRVCY)**—releases privacy for current call.

**Saved Number Redial Button (SAVE)**—redials the last number saved at this button location (good for short-term storage).

**Voice-Announce Block Button (VABLK)**—blocks voice announcements.

You can store feature access codes at programmable buttons to provide yourself with one-button access to features that you use often. The *Quick Reference Guide* at the end of this book contains a list of feature codes.

- **To create a feature access button,**
  1. Press **INTERCOM**.
  2. Dial **\*\* 3**.
  3. Press programmable button to choose storage location.
  4. Dial the access code for the feature.
  5. Press next location button and store next feature code.
  6. Repeat previous step until all desired feature codes are stored.
  7. Press **SPEAKER** to end.

For example, the access code for the group call pick up feature is # **4**. To program this feature, press **INTERCOM**, dial **\*\* 3**, press the desired programmable button, dial # **4**, and press **SPEAKER**.

## **9.5 Storing The Response Message Button**

You may program a **RESPONSE MESSAGE** button, which allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from an LCD telephone, or to send an LCD message to another LCD telephone that you call and receive a busy signal or no answer.

A fixed **RESPONSE MESSAGE** buttons sends the same preselected message every time; you can program multiple fixed **RESPONSE MESSAGE** buttons at your station. If, for example, you know that you want to send the message *I Will Call Back* every time you receive a SOHVA you cannot respond to, program a fixed **RESPONSE MESSAGE** button with that message and label the button accordingly.

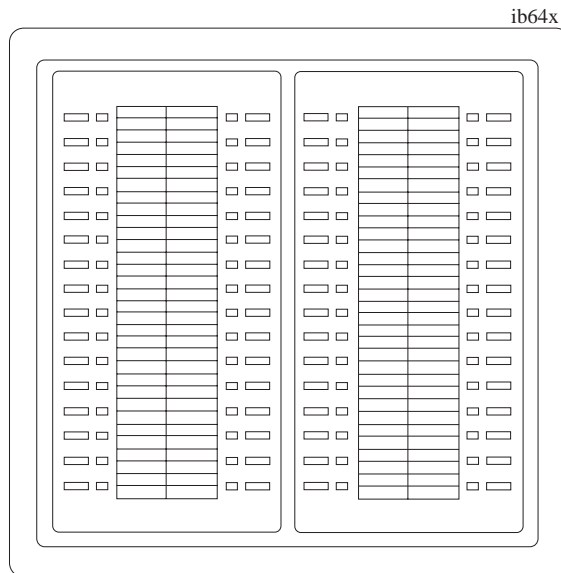
You may save as many different fixed **RESPONSE MESSAGE** buttons as you need in order to respond instantly with the appropriate LCD message for any calling situation.

- **To store a fixed RESPONSE MESSAGE button,**
  1. Press **INTERCOM**.
  2. Dial **\*\* 6**.
  3. Press programmable button for **RESPONSE MESSAGE** button location.
  4. Dial message number (**01-30**) from list of messages.
  5. Press **#** to save programming.
  6. Press **SPEAKER** to end.
  7. Label button location.

**10*****Operating Your Telephone  
With A DSS/BLF Console******10.1 Operating Your Telephone  
With A DSS/BLF Console***

The IB24X, IB48X, and IB64X consoles have additional buttons and status lights that extend the memory button capability of a companion telephone. You can program the buttons for automatic dialing (speed dial) or direct station selection (DSS) with busy lamp field (BLF) using instructions provided in chapter 9, *Programming Your Telephone*.

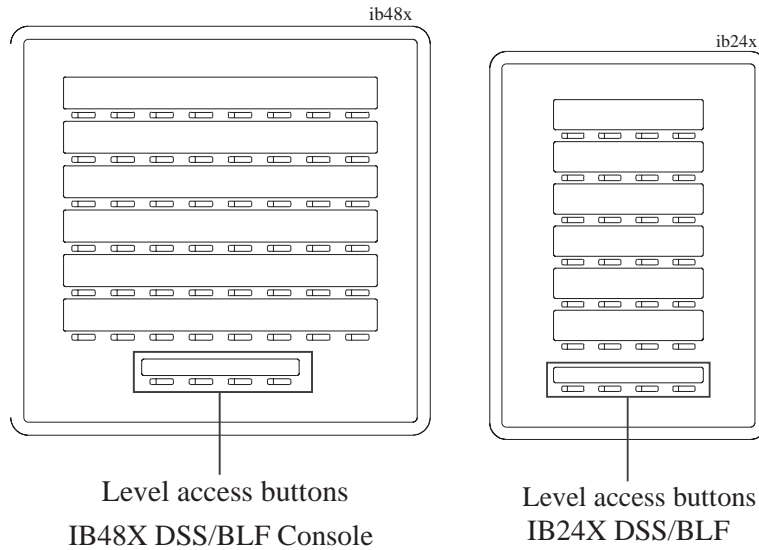
When the installer assigns a DSS/BLF console to a station port, the system recognizes it as such and automatically clears the console buttons so you can store numbers at the buttons as you need them.



IB64X DSS/BLF Console

### 10.1.1 Accessing The Button Levels

The IB24X and IB48X DSS/BLF consoles have four levels of buttons, quadrupling the consoles' button capacity. The four buttons at the bottom of each console allow you to select which button level is currently active. To change button levels, press one of the buttons at the bottom of the console. The leftmost button activates level 1, the next button activates level 2, etc. A light beside the appropriate button lights to indicate which level is currently active.





# 11

## Troubleshooting Your Telephone

Symptom	Possible Cause
INTERCOM light flashing.	Your messaging is set. Press <b>INTERCOM</b> , then dial # <b>02</b> and hang up. Station is ringing with ringer off
HOLD light flashing with no line on hold.	Another telephone has activated your message waiting light. Press <b>INTERCOM</b> and then press <b>HOLD</b> to retrieve message. This action will call party who activated light. Once you have received a message, party who activated light (while still talking to you) must press <b>INTERCOM</b> to turn off the light.
MUTE light on.	MUTE is activated. To cancel, press <b>MUTE</b> .
SPEAKER light on steady.	Background music feature activated even though the system does not provide background music. To cancel, press <b>INTERCOM</b> then dial # <b>1</b> .
Error Tone (three steady tones)	May occur when incorrect buttons are pressed during speed dial programming. For example, if a button has a line assigned to it, or was not enabled for speed dial programming by the installer.
If you cannot receive a voice announce call.	Voice announce block is activated. To cancel, press <b>INTERCOM</b> then dial # <b>2</b> .

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## Appendix A

### Quick Reference Guide

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach this sheet and keep it near your telephone to serve as a stand alone reference. Remember, chapter 9 describes how to program these codes on your telephone at unused programmable buttons. Further, the installer may store features at your telephone buttons and label the buttons with the feature's mnemonics.

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

The following table details several unique dialing codes that are only applicable to single line proprietary and industry-standard telephones.

Feature	Enable Code	Disable Code	Button Mnemonic
Account Code	<b>INTERCOM * 04</b> + account code		ACCT
All Call	<b>INTERCOM 70</b>		PAGE 1
Attendant Calling	<b>INTERCOM 0</b>		
Authorization Code	<b>INTERCOM # 08</b> + authorization code		AUTH
Automatic Call Back and Call Waiting	<b>INTERCOM * 6</b>	<b>INTERCOM # 6</b>	CAMP
Automatic Redialing			ARD
Background Music	<b>INTERCOM * 11</b> or <b>12</b>	<b>INTERCOM # 1</b>	MUSIC 1 MUSIC 2
Call Divert Station	<b>INTERCOM * 55</b> + extension no.		
Call Forward, Personal	<b>INTERCOM * 51</b> + extension no.	<b>INTERCOM # 5</b>	FWD-P
Call Forward, All Calls	<b>INTERCOM * 52</b> + extension no.	<b>INTERCOM # 5</b>	FWD-A

Feature	Enable Code	Disable Code	Button Mnemonic
Call Forward, Ring—No Answer, All Calls	<b>INTERCOM * 54</b>	<b>INTERCOM # 5</b>	FWDRA
Call Forward, Ring—No Answer, Personal Calls	<b>INTERCOM * 53</b>	<b>INTERCOM # 5</b>	FWDRP
Call Park, Orbit 91-99	<b>INTERCOM * (91-99)</b>		PARK 1-9
Call Park, Pick Up	<b>INTERCOM # (91-99)</b>		PARK 1-9
Call Pick Up, Directed	<b>INTERCOM * 4 + extension no.</b>		DPKUP
Call Pick Up, Group	<b>INTERCOM # 4</b>		GPKUP
Clear Major Alarm Ring	<b>INTERCOM # 09</b>		
DISA Access	Installer Assigned		
Do Not Disturb	<b>INTERCOM # 01</b>		DND
Do Not Disturb Override	extension no. + <b>* 03</b>		EXOVR
DSS Programming	<b>INTERCOM ** 3</b>		
Executive Override	extension no. + <b>* 03</b>		EXOVR
Hold, Manual	<b>HOLD</b>		HOLD
Hold, Exclusive	<b>HOLD + HOLD</b>		HOLD
Hold, Directed	<b>INTERCOM * 90</b>		
Hold, Directed Pick Up	<b>INTERCOM # 90</b>		
LCD Messaging	<b>INTERCOM * 02 + message</b>	<b>INTERCOM # 02</b>	LCDMS
Line Group 1	<b>INTERCOM 9</b>		LNG01
Line Groups 2-11	<b>INTERCOM 80-89</b>		LNG02-11
Line Groups 12-16	<b>INTERCOM 60-64</b>		LNG12-16
Line Pick Up From Any Station, Zones 1-4	<b>INTERCOM 65-68</b>		TAFS1-4



Feature	Enable Code	Disable Code	Button Mnemonic
Line Pick Up From Any Station, Zones 1-4	<b>INTERCOM 65-68</b>		TAFS1-4
Line Pick Up From Any Station, All Zones	<b>INTERCOM 69</b>		TAFS*
Meet Me Answer Page	<b>INTERCOM 78</b>		MMEPG
Message Waiting	<b>INTERCOM * 3</b> + extension no.	<b>INTERCOM # 3</b> + extension no.	MSGWT
Message Wait Retrieval	<b># 00</b>		
Night Transfer (Attendant Only)	<b>INTERCOM **</b> <b>0 * 031</b>	<b>INTERCOM **</b> <b>0 * 032</b>	NIGHT
Operator Access	<b>INTERCOM 0</b>		
Paging, All Call	<b>INTERCOM 70</b>		PAGE 1
Paging, Zones 2-8	<b>INTERCOM 71-77</b>		PAGE 2-8
Paging, Meet Me	<b>INTERCOM 78</b>		MMEPG
Park Orbit Retrieve	<b>INTERCOM #</b> <b>91-99</b>		PARK 1-9
Park Orbit Send	<b>INTERCOM</b> <b>*91-*99</b>		PARK 1-9
Personal Ringing Tones	<b>INTERCOM * *</b> <b>4 + tone code (1-8)</b>		
Redial Last Dialed Number	<b>#</b>		
Remote Station Disable	<b>INTERCOM *</b> <b>05 + extension no.</b>	<b>INTERCOM #</b> <b>05 + extension no.</b>	
Response Message	<b>INTERCOM **</b> <b>6 + button + 01-30</b>		RSPnn (nn = 1-30, *)
Service Observing	<b>INTERCOM # 03</b> + extension no.		S-OBS
Speed Dial, Station	<b>1-0</b>		

Feature	Enable Code	Disable Code	Button Mnemonic
Speed Dial, System	* 100 * 599		
Speed Dial, Programming	INTERCOM ** 2		
Station Lock	INTERCOM # 04 + code		LOCK
Tracker Page, Send	INTERCOM * 8		TRACK
Tracker Page, Receive	INTERCOM # 8 + orbit code		
Tracker Pager Use	INTERCOM # 07	INTERCOM # 06	
Volume Save	INTERCOM ** 7		VOLSV
Voice Announce Block	INTERCOM * 2	INTERCOM # 2	VABLK

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

Feature	Enable Code
Pick Up Last Line	* 08
Broker's Mode	* 07
Speed Dial Access Code	* 01
Saved Number Redial	* 06
Dial Saved Number	* 09
TAP Dialing Code	##

## **NOTES**

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**NOTES**

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

**COMDIAL**<sup>®</sup>  
Charlottesville, Virginia 22901-2829  
World Wide Web: <http://www.comdial.com/>

Printed in U.S.A.

GCA70-313.04  
8/97