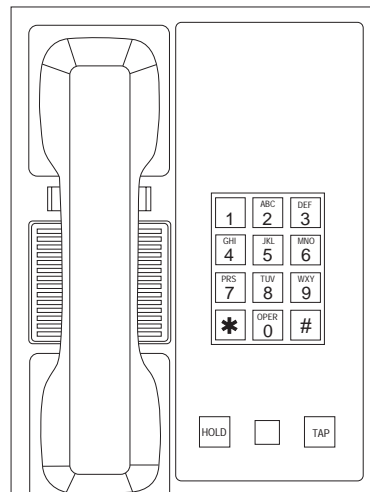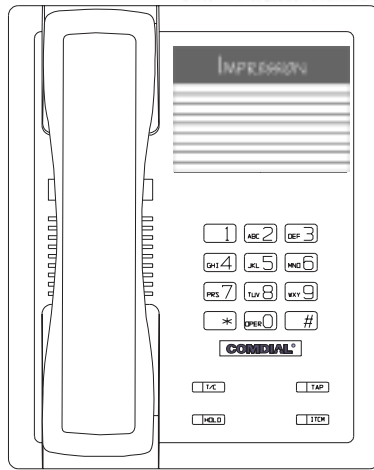# COMDIAL®

**DXP, DXP *Plus,* and FX Series
Digital Communications System**

Single-Line Proprietary Telephone
Station User's Guide

IMPRESSION

DIGITECH

This user guide is applicable for both the DigiTech model 7701X-∗∗ and Impression model 2101N-** single-line proprietary telephones when used with the following digital communications systems:

DXP with Software Revision 9C
DXP or DXP *Plus* with Software Revision 11A and later
FX Series with Software Revision 12A and later

Contents

1 Introducing the Telephone

1.1 Intoducing this Guide

This guide is intended to be used with either the DigiTech model 7701X or the Impression model 2101N telephone. Both of these models are single-line proprietary telephones with very few differences between them. The instructions in this guide, unless otherwise noted, apply equally to both of these models.

This guide describes how to use all of the functions of your new telephone and serves as a quick reference guide as well.

1.2 Getting a Dial Tone

Your telephone is probably arranged to provide an intercom dial tone when the handset is lifted. This arrangement is known as "prime intercom." It may, however, be arranged to provide outside line dial tone instead. This arrangement is known as "prime line automatic" or "idle line preference." The instructions included herein are written for telephones with "prime intercom." This means that you can dial the system feature codes as soon as you lift the handset. If your telephone is arranged otherwise, you must obtain intercom dial tone before you can dial the various feature codes. Depending on which telephone model you have, you do this as follows:

For the DigiTech Model 7701X, press the **TAP** button after you hear the outside dial tone.

For the Impression Model 2101N, press the **INTERCOM** button after you hear the outside dial tone.

1.3   Understanding the Message Waiting Light

Your telephone has a message waiting light. On the DigiTech Model 7701X, this light is located under the dial pad. On the Impression Model 2101N, it is located adjacent to the HOLD button. Different activities are indicated by different flash rates of the message waiting light. These flash rates are described below:

INDICATION	ACTIVITY
Continuous flutter	Message waiting
Flutter with off periods	Auto set relocation

1.4   Introducing the DigiTech Model 7701X
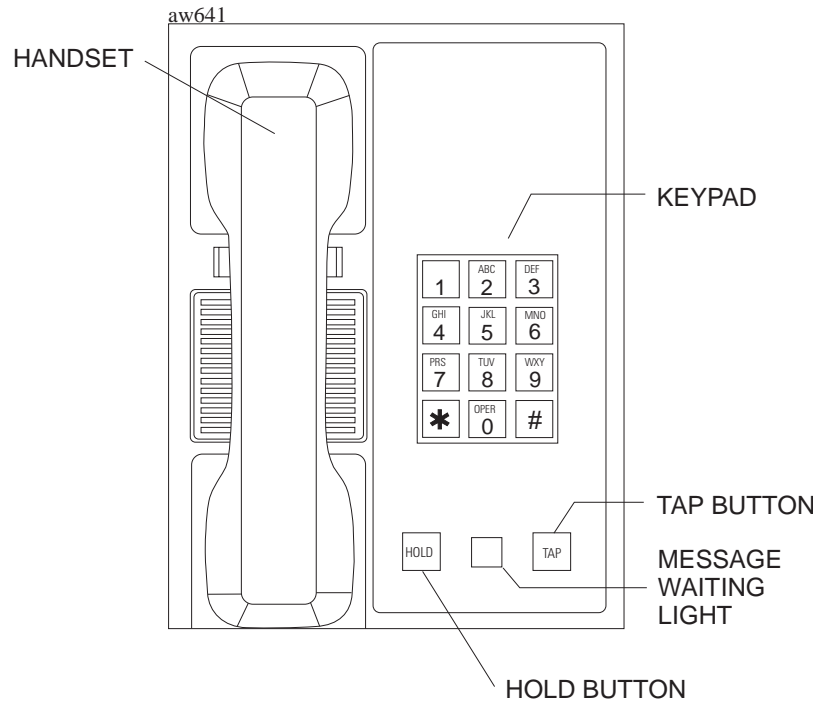
DigiTech Model 7701X Telephone

1.5   Introducing the Impression Model 2101N

HANDSET

TRANSFER/
CONFERENCE
BUTTON

MESSAGE WAITING LIGHT

HOLD BUTTON

TAP BUTTON

INTERCOM BUTTON

unisyn16
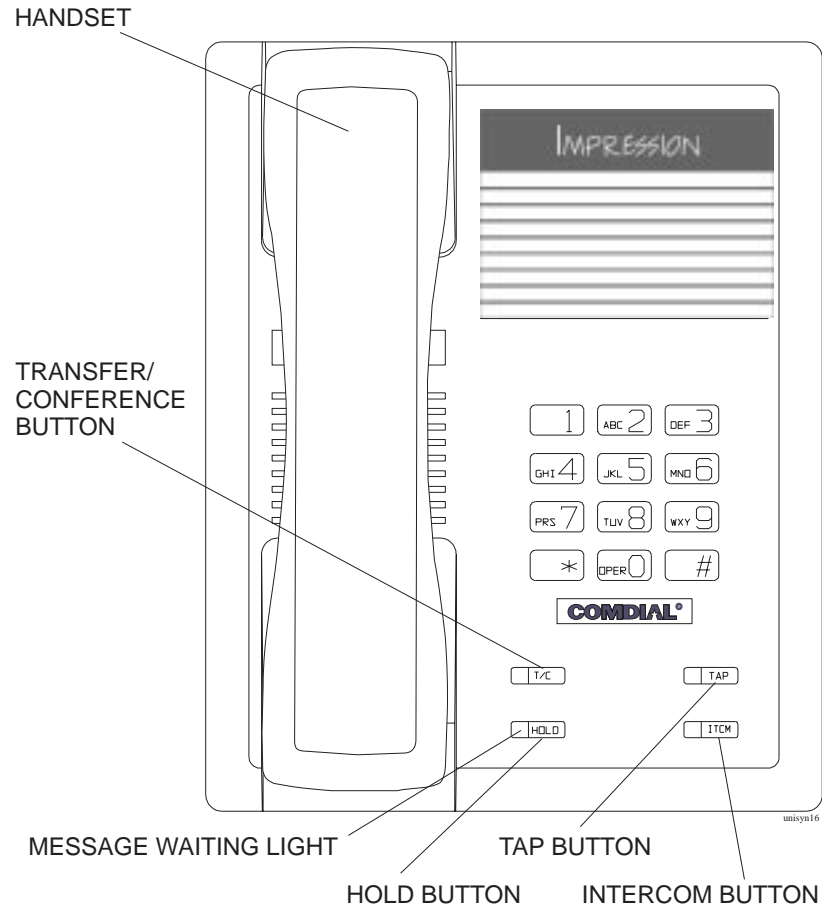
Impression Model 2101N Telephone

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2 *Answering Calls*

2.1   Answering Calls Ringing at Your Station

- **To answer a call,**
  1. Lift handset.

2.2   Answering Calls Ringing at Another Station

- **To answer a call that is ringing at a particular station (call pickup),**
  1. Lift handset.
  2. Dial ✶ **4** plus extension number of ringing telephone.

- **To answer a call that is ringing at any station,**
  1. Lift handset.
  2. Dial # **4**.

2.3   Answering Night Calls

- **To answer a line call with the system in night mode,**
  1. Hear ringing (loud ringer, night transfer station, etc.).
  2. Lift handset.
  3. Dial **65** through **68** to select ringing zone (**1–4**) where the bell is located, or dial **69** to answer any ringing zone.
  4. Answer call.

2.4   Answering A Subdued Off-Hook Voice Announcement (SOHVA)

The installer may arrange your telephone to receive a subdued off-hook voice announcement (SOHVA). If so, an intercom caller may break into your outside call and deliver a message to your telephone receiver for you to hear.

NOTE: While off-hook on an outside call, you will hear several quick tone bursts followed by an announcement delivered to your ear through the handset; however, you will not be able to reply to the SOHVA caller.

- **To block SOHVA,**

    1. Lift handset and listen for intercom dial tone.

    2. Dial ✳ **2**.

- **To remove block,**

    1. Lift handset and listen for intercom dial tone.

    2. Dial **#2**.

3   *Making Calls*

3.1   Making Calls

- **To make a call using prime intercom (your telephone must be arranged for prime intercom),**

    1. Lift handset and listen for intercom dial tone.

    2. Dial station number or intercom feature code.

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

    1. Lift handset and listen for intercom dial tone.

    2. Dial line group access code,

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

    3. Listen for outside dial tone.

    4. Dial number.

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

    1. Lift handset and listen for intercom dial tone.

    2. Dial line group access code (**9, 80–89**, or **60–64**).

    3. Hear busy tone.

    4. Dial ✳ **6**.

    5. Hang up handset.

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

    1. After hearing short ring burst, lift handset and hear dial tone for line.

- **To cancel queuing,**
    1. Lift handset and hear intercom dial tone.
    2. Dial # **6**.
    3. Hang up handset.

- **To make a call using prime line or idle line preference** *(your telephone must be arranged for prime line or idle line preference),*
    1. Lift handset and listen for outside line dial tone.
    2. Dial outside number.

- **To access intercom line,**
    1. Lift handset and listen for outside line dial tone.
    2. Press **HOLD**.
    3. Press **TAP**.
    4. Listen for intercom dial tone.
    5. Dial station number or intercom feature code.

- **To dial personal speed dial numbers,**
    1. Lift handset and listen for intercom dial tone.
    2. Dial trunk access code and listen for outside dial tone.
    3. Press **TAP** button.
    4. Press desired dial pad button **1**-**0**. Call will dial automatically.

- **To dial system speed dial numbers,**
    1. Lift handset and listen for intercom dial tone.
    2. Dial line access code and listen for outside dial tone.
    3. Press **TAP** button, then ✳ .
    4. Dial desired code (**100**-**599**). Call will dial automatically.

3.2   Using Automatic Call-Back

- **To arrange for the system to call back when a busy station becomes idle or rings with no answer,**

   1. Make intercom call and hear busy signal or ring-back tone.

   2. Dial ✳ **6**.

   3. Hang up (when called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).

- **To answer call-back ring,**

   1. Lift handset (called station will ring. Call-back is canceled when you lift your handset).

- **To cancel automatic call back,**

   1. Lift handset. Listen for intercom dial tone,

   2. Dial **# 6**,

   3. Hang up handset.

3.3   Using Call Waiting

- **To activate call waiting,**

  1. Make intercom call and receive busy signal,

  2. Dial ✳ **6** (called party hears tone),

  3. Wait on line for an answer.

- **To cancel call waiting and revert to automatic callback,**

  1. Lift handset and listen for intercom dial tone,

  2. Dial # **6**,

  3. Hang up handset.

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

  1. Hear short burst in handset receiver,

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

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

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

  1. Hear short tone burst in your handset receiver while on a call.

  2. Press **TAP** to receive waiting call and place current call on hold.

  3. Press **TAP** when you want to alternate between original call and waiting call.

  4. Hang up handset to end calls.

4 | *Holding Calls*

4.1   *Using Call Holding*

- **To use manual HOLD,**
  1. Press **HOLD**.
  2. Hang up handset.

- **To return to call on HOLD,**
  1. Lift handset.
  2. Press **TAP**.

- **To place a call on exclusive HOLD,**
  1. Press **HOLD** twice (or press **TAP**) and hang up handset.

- **To retrieve an exclusive hold,**
  1. Lift handset and press **TAP**.

- **To use the HOLD recall feature,**
  1. Do nothing, after a preprogrammed length of time, a call placed on **HOLD** will automatically ring back. Lift handset.

- **To place a call on hold at another telephone,**
  1. While on line, press **TAP** (system places call on hold).
  2. Dial ✳ **90**, then dial extension number of telephone to receive held call.
  3. Hang up handset.

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

    1. Lift handset.

    2. Press **TAP** and dial **# 90**.

    3. Dial extension number of station that has the held call.

    4. Answer call.

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

    1. Lift handset.

    2. Press **TAP** and dial **# 90**.

- **To park a call,**

    1. Press **TAP** (if on an outside call), or press **HOLD**, then **TAP** (if on an inside call).

    2. Dial ✳ .

    3. Dial park orbit access code (**91 - 99** for orbit **1 - 9**). If chosen orbit is busy, dial alternative orbit number.

    4. Hang up handset.

    5. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.

NOTE: If no one retrieves the call within a programmable time limit, it reverts to the parking station as a standard held call. You can place only one call in an orbit at a time.

- **To retrieve parked call,**

    1. Hear announcement.

    2. Pick-up handset.

    3. Dial # .

    4. Dial park orbit access code (**91 - 99** for orbit **1 - 9**).

    5. Answer call.

4.2   Using the Recall/flash Feature

Your host system provides certain features that you can access from your telephone. The installer will probably configure your system so that pressing **TAP** results in a flash signal to allow access to these features using dialed codes.

- **If your system has been configured for flash,**

    1. Press **TAP** and dial ✳ **08** to generate a timed flash signal while on line.

- **If your system has been configured for recall and not for flash,**

    1. Press **TAP** and dial ✳ **08** while on line to disconnect you from the current call and return dial tone to your station.

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5   *Transferring Outside Calls*

5.1   *Making a Screened Transfer*

- **To make a screened transfer,**
    1. Answer outside call.
    2. Press **TAP** (for DigiTech model),
       —OR—
       press **TRANSFER/CONFERENCE** (for Impression model).
    3. Dial station number.
    4. Upon answer, announce the call.
    5. Hang up the handset (call is transferred).

5.2   *Making an Unscreened Transfer*

- **To make an unscreened transfer,**
    1. Answer outside call.
    2. Press **TAP** (for DigiTech model),
       —OR—
       press **TRANSFER/CONFERENCE** (for Impression model).
    3. Dial station number.
    4. Hang up handset.

*NOTE: If no one answers the call within a preprogrammed length of
time, it will re-ring your telephone.*

5.3   Making A Hot Transfer

- **To make a hot transfer,**
    1. Answer call.
    2. Press **TAP** (this places the call on hold).
    3. Dial extension number of telephone to receive the transfer.
    4. Announce call.
    5. Press **TAP**.
    6. Hang up. The person receiving the transfer has the call.

5.4   Returning to Outside Call

- **If busy or no answer,**
    1. Press **TAP** (for DigiTech model) and return to outside call,
       —OR—

       press **TRANSFER/CONFERENCE** (for Impression model) and return to outside call

6 *Conferencing Stations Together*

6.1   Conferencing (DigiTech Model)

- **To conference any combination of inside stations and outside lines,**

    1. Make first call.

    2. Press **TAP**.

    3. Make next call and press **TAP**.

    4. Repeat step 2 to add up to two more parties.

6.2   Conferencing (Impresion Model)

- **To conference any combination of inside stations and outside lines,**

    1. Make first call.

    2. Press **TRANSFER/CONFERENCE**.

    3. Make next call and press **TRANSFER/CONFERENCE** to establish conference.

    4. Repeat step 2 to add up to two more parties.

NOTES: *When setting up a conference call with outside lines and inside stations, you must call the outside lines first. Use the line group access codes to place the outside lines in your conference.*

When using a DXP system you can have up to five parties (including yourself) on a conference call. When using a DXP Plus *or FX Series system , you can have up to seven parties (including yourself) on a conference call.*

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**

  1. Dial # (when only one party drops out of an unsupervised conference, the other party remains on hold until he or she hangs up or 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.

7 | *Using The Other Features*

7.1 *Using Call Forwarding*

- **To forward your calls to another telephone in the system,**

  1. Lift handset and listen for intercom dial tone.

  2. Dial forwarding code:
     ✳**52** = all calls forward immediately,

     ✳**54** = all calls forward after busy or no answer,

     ✳**51** = prime line and personal intercom calls forward immediately,

     ✳**53** = prime line and personal intercom calls forward on busy or no answer.

  3. Dial extension number of station to which you want to forward your calls.

  4. Hang up handset to end.

- **To cancel call forwarding,**

  1. Lift handset.

  2. Dial **# 5** and hang up.

NOTE: For each call you receive during call forward, you will hear a short tone burst to remind you that calls are being forwarded.

7.2 Making A Paging Announcement

- **To send a paging announcement through an external public address speaker,**
    1. Lift handset and listen for intercom dial tone.
    2. Dial assigned code for external paging.
    3. Make announcement.
    4. Hang up handset.

- **To send a paging announcement through some or all system telephone speakers,**
    1. Lift handset and listen for intercom dial tone.
    2. Dial **71–77** for zones **1–8** [in the default mode, code **70** (zone **1**) provides an all-call function].
    3. Make announcement.
    4. Remain on line if awaiting a reply (known as a meet-me page),
    — OR—
    hang up handset.

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

- **To reply to a *meet-me* page,**
    1. Lift handset of nearest telephone and listen for intercom dial tone.
    2. Dial **78**.
    3. Meet paging party on line.

7.3   Switching the Dialing Mode

- **If the local telephone service is pulse (rotary), convert to tone while dialing as follows:**

    1. Press # at point in dialing sequence where conversion to tone is required.

NOTE: You can program pulse/tone switching into memory keys by pressing # at the proper location while you are storing numbers.

7.4   Programming Your Telephone

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

    1. Lift handset.

    2. Dial ✳ ✳ **1**.

    3. Dial **1–0** to choose storage location.

    4. Dial **01–16** to select line groups **1–16**, or dial **00** to let system select line.

    5. Dial number to be stored (up to 16 digits long—include ✳ and # if needed). To store hookflash in a number sequence, press **TAP;** press **HOLD** to store pause (only if needed).

    6. Press **TRANSFER/CONFERENCE** (IMPRESSION model) or **TAP** (DigiTech model) to store number.

    7. To store another number, repeat steps 3 through 6.

    8. Repeat previous steps until all numbers are stored.

    9. Hang up handset to end.

NOTE: Federal Communications Commission (FCC) requires that when programming emergency numbers and making test calls to emergency numbers, you do the following: (1) Remain on the line and briefly explain to the dispatcher the reason for the call; (2) always make such a test call during the off-peak hours, such as early morning or late evening.

7.5   Setting Your Personal Ringing Tones

- **To select one of the ring tones, proceed as follows:**
  1. Lift handset.
  2. Dial ✳ ✳ **4**.
  3. Dial number (**1–8**) to select ring tone.
  4. Hang up handset to end.

7.6   Setting The Do Not Disturb

- **To enable DND, proceed as follows:**
  1. Lift handset and dial **# 0 1**.
  2. Hang up handset to end.

- **If allowed by system programming, you can override a do not disturb condition at another telephone,**
  1. Make intercom call and hear DND tone.
  2. Dial ✳ **0 3** (called party will hear several short tone bursts),
  3. Wait for reply.

- **To disable DND, proceed as follows:**
  1. Lift handset and dial **# 0 1**.
  2. Hang up handset to end.

8 | *Using The Messaging Features*

Your telephone has two non-verbal messaging features. The first one allows you to turn on a message-waiting light on another station, alerting the user of that station that you have a message for him or her.

The second feature lets you select one of the system-supplied LCD messages to send to a calling LCD speakerphone. The system can store up to thirty of these messages (for example, *I Will Call Back*). Your system attendant can give you a list of the messages that are available for your use.

8.1   Controlling The Message-Waiting Light

- **To turn on the message-waiting light (and a broken dial tone) at an idle telephone in the system,**

     1. Lift handset and listen for intercom dial tone.

     2. Dial ✱ **3**.

     3. Dial extension number of station you want to alert. The message-waiting light of that station will flash.

- **To turn off the message-waiting light at an alerted station,**

     1. Lift handset and listen for intercom dial tone.

     2. Dial # **3**.

     3. Dial extension number of alerted station. The message-waiting light of that station will turn off.

- **To turn off the message-waiting light at a station during a conversation with a party at that station,**

     1. Press **TAP**.

8.2   Retrieving Messages

- **To retrieve a message,**

    1. Observe flashing message-waiting light.

    2. Lift handset and press **HOLD**. Connection to station that left message is automatic.

NOTE: Only the person sending the message or the person receiving the message can turn off the message-waiting light.

8.3   Using LCD Messaging

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

- **To turn LCD messaging on,**

    1. Lift handset.

    2. Dial ✱ **02**.

    3. Press # to clear current message if you have one stored.

    4. Dial message code number (**01–30**).

    5. Dial #.

- **To turn off LCD messaging,**

    1. Lift handset.

    2. Dial # **02**.

Publication Index

A

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 these pages and keep them near your telephone to serve as a stand-alone reference. Before dialing a feature code, make sure that you hear intercom dial tone. If you are getting outside dial tone, you must press **TAP** to get intercom dial tone before dialing a feature code.

Feature	Enable Code	Disable Code
Account Code	✳ 04 + account code	
All Call	70	
Attendant Calling	0	
Automatic Callback and Call Waiting (Camp On)	✳ 6	# 6
Call Forward, Personal	✳ 51 + extension no.	
Call Forward, All Calls	✳ 52 + extension no.	# 5
Call Forward, Ring–No Answer, All Call	✳ 54 + extension no.	
Call Forward, Ring–No Answer, Personal Calls	✳ 53 + extension no.	
Call Park, Orbit 91–99	✳ (91–99)	
Call Park, Pickup	# (91–99)	
Call Pickup, Directed	✳ 4 + extension no.	
Call Pickup, Group	# 4	
Camp On	✳ 6	# 6
Do Not Disturb	# 01	# 01
Do Not Disturb Override	extension no. + ✳ 03	
Executive Override	extension no. + ✳ 03	
Hold, Manual	HOLD	
Hold, Exclusive	HOLD + HOLD	
Hold, Directed	✳ 90	
Hold, Directed Pickup	# 90	
LCD Messaging	✳ 02 + message	# 02

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

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
Pick Up Last Line	✻08
Broker's Call	✻07
Speed Dial Access Code	✻01
Saved Number Redial	✻06
Dial Saved Number	✻09
TAP Dialing Code	##

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Personal Notes

Personal Notes

<u>Personal Notes</u>

Personal Notes

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