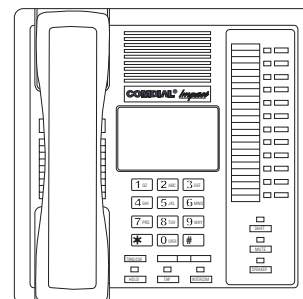
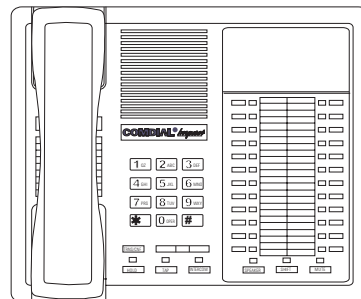
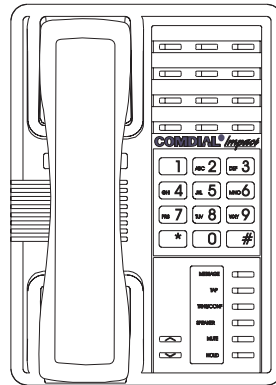


COMDIAL®

DSU and DSU II Series
Digital Telephone Systems

Impact • *Impact*
SCS

Non-LCD Telephone Reference Manual



This reference manual applies to the following system and telephone models:

System Models:

- DSU systems with software 20A and later.
- DSU II systems with software 4A and later.

Telephone Models:

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

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



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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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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
- 1.6 Understanding What The Rings 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 ways to communicate using lights and indicators. The descriptions of these methods are provided in a separate chapter:

- 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

Two DSS/BLF consoles are available for expanding a station's memory button capacity—a 24-button and a 48-button model. The operation of these consoles is covered in the following chapter:

10 Operating Your Telephone With A DSS/BLF Console

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

11 Troubleshooting Your Telephone

There is a Quick Reference chart listing the feature dialing codes 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 telephone is very similar, but there are several differences between the telephones:

- 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 telephones cannot receive voice announce calls.
- The 8112N and 8212N telephones cannot use the Group Listen feature.
- The 8112N and 8212N telephones cannot use the Background Music feature.
- The 8112N does not have any LEDs beside its programmable buttons and, therefore, does not provide status indications for these buttons.
- The 8112N does not have a MUTE key.
- The 8112N and 8212N does not have a handset volume control.
- The IMIST device will only work 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 telephones, 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 (8124S-**, 8112S-**, and 8212S-**) 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.

- **To manually place a call using your speakerphone,**

1. Press the line button or the **INTERCOM** button.
2. Dial the number.
3. When party answers, speak toward the telephone.

- **To autodial using your speakerphone,**

1. Press the programmed button and talk when your party answers.

- **To answer a call with your speakerphone,**

1. Press the line button with flashing red or orange light.
2. Speak toward the telephone to answer the call.

- **To answer an intercom call with your speakerphone,**

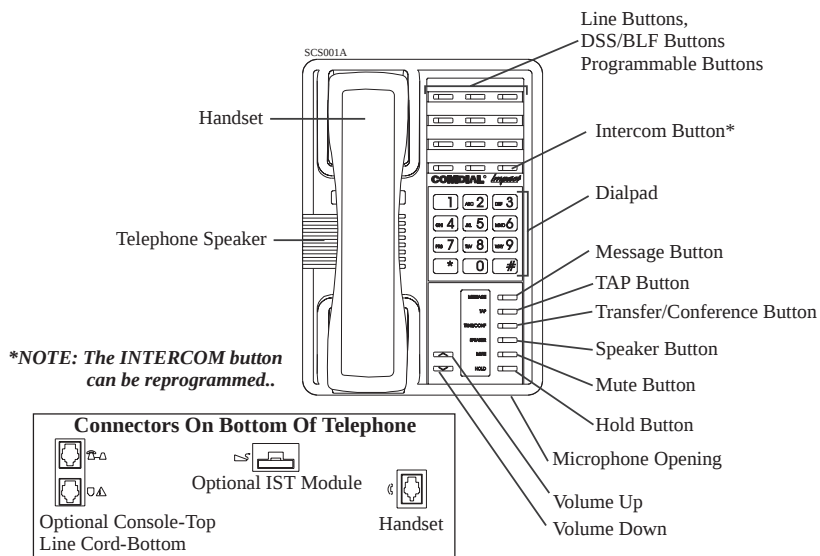
1. Press the **INTERCOM** button and speak toward the telephone after hearing two short rings,
—OR—
If your system is configured for voice-first calling, speak toward the telephone to answer the call after hearing the caller's voice.

- **To end a call with your speakerphone,**

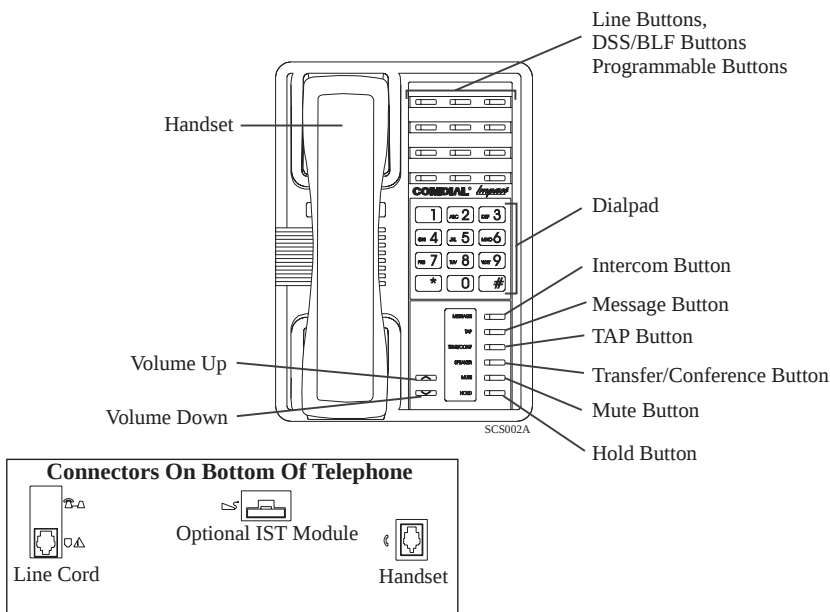
1. Press **SPEAKER**.

Speakerphone User Guidelines

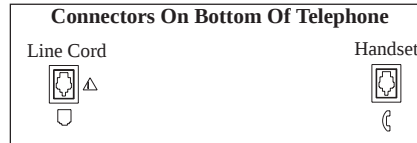
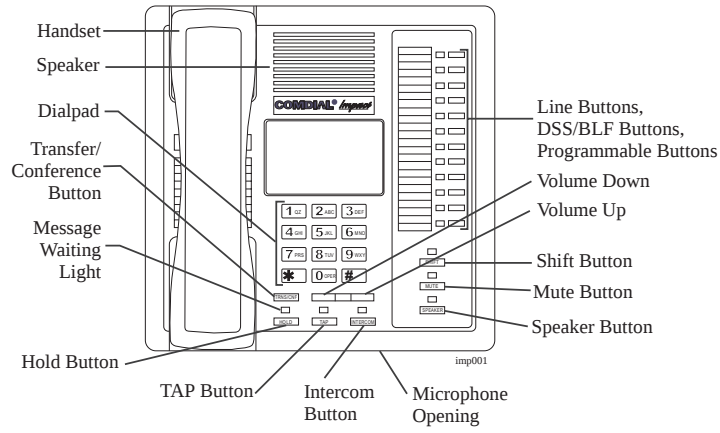
- Both parties cannot talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative tone. 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.



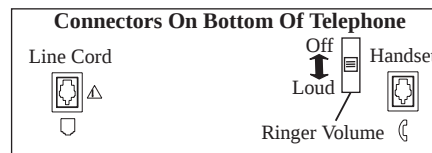
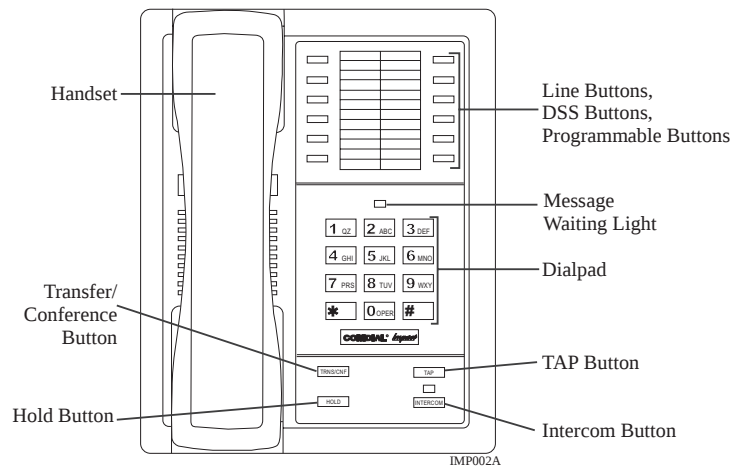
8212S Speakerphone



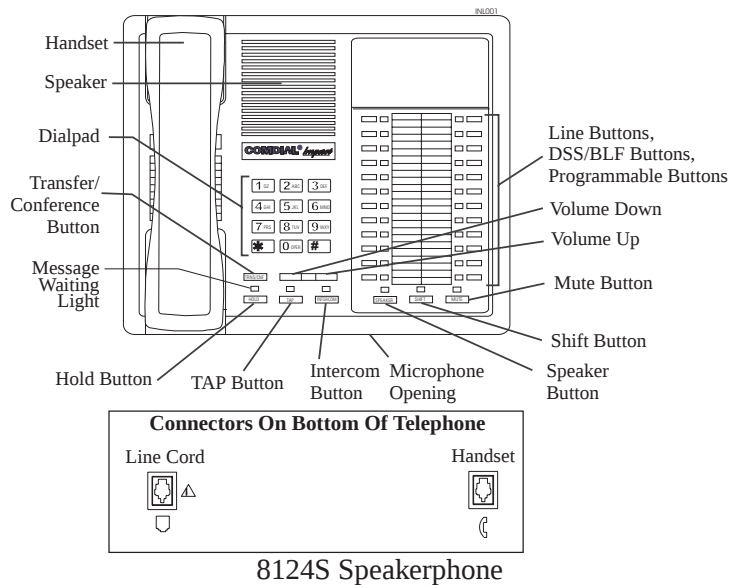
8212N Telephone



8112S Speakerphone



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 (not available on 8112N, 8112S, and 8212N)

- Allows access to autodial numbers programmed under DSS buttons.

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.
- Activates group listen feature.

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, and group listening mode.

1.5 Understanding What The Lights Mean

The lights 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, or in Do Not Disturb.

Flashing red = station is receiving a call or station is calling you.

Fluttering red = station-to-station messaging has been set.

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 = a call is coming in on this line.

Flashing orange = your line is ringing and will be answered when you take the telephone off hook.

Winking green = line is on hold at your station.

Winking red = line is on hold at another station.

Fluttering green = 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.

Above/Next to an INTERCOM button:

Steady red with a quick flash = you are using your intercom.

Fluttering red = auto redial is in use, or system is in night mode (station 10).

Winking red = an LCD message is set on your telephone for others to receive when calling.

Flashing red = another station is calling you.

Above/Next to the HOLD button:

Flashing red = message awaits pick up.

Fluttering red = automatic station relocation has been set.

Next to the MESSAGE button: (8212S and 8212N only)

Flashing red = message awaits pick up.

Above/Next to the SPEAKER button:

On steady (with telephone on hook and busy) = speakerphone mode active.

On steady (with telephone on hook and idle) = background music turned on.

On steady (with telephone off hook and busy) = group listen is active.

Above/Next to the MUTE button:

On steady = called party cannot hear your conversation.

Above/Next to the SHIFT button:

One steady = shift mode is activated to allow access to second level autodial numbers programmed at DSS button locations.

1.6 Understanding What the Rings Mean

- Two short rings = intercom call.
- Single longer ring = outside call.
- One short ring burst = voice announce.
- Three short ring bursts = ring back from a held call, callback from a queued call.

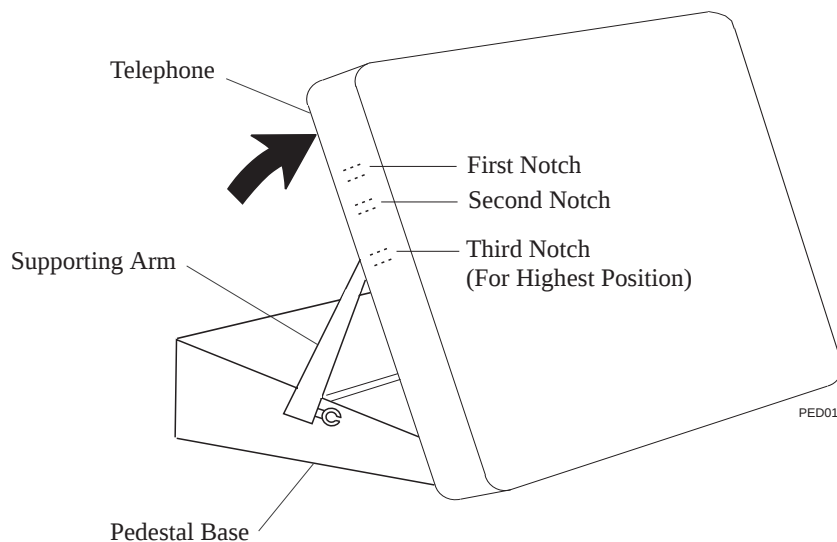
You can vary the ringing tone of your telephone, choosing from one of six different rings. This way, you can identify your ring even though you may not be close to your telephone.

Additionally, so you won't be disturbed when you're busy on a call and another call rings at your station, the ring volume is Subdued automatically.

1.7 Adjusting Your Telephone's Pedestal (Models 8212N and 8212S only)

An adjustable pedestal is provided on your telephone to allow you to select the most comfortable viewing angle. When you receive your telephone, it will be in its lowest position — down flush against the pedestal. You can raise your telephone to one of three higher positions as follows:

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 that there are three sets of notches under the telephone corresponding to the three positions available.
3. When the telephone is at your desired height, find the closest pair of notches corresponding to that height, and engage the supporting arms with the notches. Press down slightly on the telephone until you feel the supporting arms snap into place.



2

Answering Calls

2.1 Answering Outside Calls

- **To answer an outside call,**

1. Press button of ringing line (flashing red light).
2. Lift handset to talk.

NOTE: *Pressing a button is not necessary if your ringing line is your prime line, or your telephone has ringing line preference (flashing orange light).*

2.2 Answering Intercom Calls

- **To answer a voice call,**

1. Speak toward the telephone.
2. Lift handset if privacy is desired.

NOTE: *Voice calls can be blocked. See the discussion titled Voice Announce Blocking for details.*

- **To answer a tone call,**

1. Lift handset to talk.

2.3 Using Call Pickup

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

- **To answer a call that is ringing within your group,**
 1. Lift handset.
 2. Press **INTERCOM**.
 3. Dial # **4**.
 4. Talk.
- **To answer a call that is ringing at any telephone in the system,**
 1. Lift handset.
 2. Press **INTERCOM**.
 3. Dial * **4**.
 4. Dial extension number of ringing telephone.

2.4 Using Night Transfer

After the attendant sets up the night transfer feature, an outside call can be answered from any station within the system:

When you hear ringing,

1. Press **INTERCOM**.
2. Dial **8 0**.
3. Answer call.

2.5 Responding To A Subdued Off-Hook Voice Announcement

Your telephone can be set up for Subdued Off-Hook Voice Announce (SOHVA).

This feature allows an intercom caller to break into your outside call with an announcement through your handset receiver.

A Subdued Off-Hook Voice Announce consists of several short tone bursts and then an announcement in the handset receiver. The distant party cannot hear the announcement.

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

- **Verbally:** Press and hold **MUTE** button down and reply by speaking 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:** If the announcing station has an LCD speakerphone, pressing a preprogrammed message response button causes a message to appear in their display and disconnects the announcing station. (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.)

2.6 Using Station Monitoring

If your station is set up for station monitoring, when a BLF light flashes (indicating station ringing), you can pick up the call by pressing the DSS button.

However, after you answer the call and either put it on **HOLD** or begin to transfer it, the DSS light will go out.

1. Press **TAP** if you have to retrieve the call from hold.

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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 a line button.

3.2 Manually Dialing Outside Calls

- **To dial an outside call manually,**
 1. Press button to select line.
 2. Listen for dial tone.
 3. Dial number.
 4. Lift handset to talk when party answers.

NOTE: *Selecting a line is not necessary if a prime line has been assigned to your telephone; simply lift handset and listen for dial tone before making call.*

3.3 Using Line Groups

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

- **If your system has line groups,**

1. Press **INTERCOM**.
2. Dial line group access code:
 - 9 = line group 1
 - 81 = line group 2
 - 82 = line group 3
 - 83 = line group 4
3. Listen for dial tone.
4. Dial number.

3.4 Waiting For A Line (Queuing)

If all the lines in the group are busy, you can place your station in a queue to await an idle line.

- **To queue for an idle line group:**

1. Press **INTERCOM**.
2. Dial the line group access code **(9, 81, 82, 83)**.
3. Hear busy tone.
4. Dial *** 8** and hang up.

When line group is free, your telephone will sound five short ring bursts:

1. Lift handset, hear dial tone, and place call.

- **To cancel queuing,**

1. Press **INTERCOM**.
2. Dial **# 8** and hang up.

- **To queue for a line that appears on your telephone,**

1. Press **HOLD**.
2. Press line button.
3. Hear short ring through speaker.

When line is free, your telephone will sound five short ring bursts telling you that you can use your line.

3.5 Making Intercom Calls

You can dial intercom calls manually (using the keypad) or automatically (using a pre-programmed DSS button). You may make an intercom call that causes your voice to sound out at the called station, or you may make a call that causes the called telephone to ring. Keep in mind that a called party can set a voice-announce block condition at his or her telephone to prevent all voice-announce calls (in which case the telephone would always ring).

(The following instructions assume a tone-first default setting. Any user can change a call to voice signaling for a particular call simply by pressing the INTERCOM button again after dialing the intercom number or, as with automatic dialing, by pressing the DSS button again.)

- **To tone call manually,**
 1. 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 for a particular call simply by pressing the INTERCOM button again after dialing the intercom number or, as with automatic dialing, by pressing the DSS button again.)

- **To voice call manually,**
 1. Lift handset.
 2. Press **INTERCOM**.
 3. Dial extension number.
 4. Speak your announcement.
- **To voice call automatically,**
 1. Lift handset
 2. Press DSS button.
 3. Speak your announcement.

3.6 Using Subdued Off-Hook Voice Announce (SOHVA)

- **To make a voice announcement to another station that is off-hook and busy on a call,**
 1. Make intercom call.
 2. Hear several quick tone bursts for a SOHVA.
 3. Make announcement (if you hear a busy tone, this means the station is on the speakerphone or has enabled the Voice Announce Block feature and you cannot make an announcement; the person you are calling will, however, hear a ring from his telephone).
 4. Wait on line for reply.

You can program a SOHVA button on your telephone. It will allow you to decide whether to deliver a SOHVA message or hang up when you hear an intercom busy tone.

- **Make a SOHVA call using the SOHVA button as follows:**
 1. Make intercom call and hear busy tone.
 2. Decide whether to interrupt or not.
 3. Press **SOHVA** button and hear several quick ring bursts.
 4. Make announcement (if you continue to hear a busy tone, this means the station is on the speakerphone or has Voice Announce Block enabled and you cannot make an announcement; the person you are calling will, however, hear a ring from his telephone).
 5. Wait on line for reply.

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

3.7 Automatic Callback

If the intercom station you have called is busy, is in the Do Not Disturb mode, or rings with no answer, you can have the system ring your telephone when the called station becomes idle (if it was busy) or when the station becomes active (if it was in Do Not Disturb mode or rang with no answer before).

- **To initiate an automatic callback,**

1. Dial * 6 when you hear a busy signal or DND tone, or receive no answer.
2. Hang up.

NOTE: If you make a voice announce call and receive no answer at the called station, press INTERCOM before dialing * 6 in order to set an automatic callback condition at that station.

Your telephone will ring with five short ring bursts when the telephone you called becomes idle or active. After you lift the handset, the telephone you called will ring. If you don't lift the handset, the callback is canceled.

- **To cancel automatic callback before it rings,**

1. Press INTERCOM # 6.
2. Hang up.

3.8 Call Waiting

You can send a call waiting tone to a busy station and wait for an answer.

- **To activate call waiting,**
 1. Make intercom call and hear busy signal.
 2. Dial * 0 1 (called party will hear tone).
 3. Remain on line, waiting for called party to respond.
- **To cancel call waiting,**
 1. Hang up handset.
- **To answer call waiting if you receive a call waiting tone while on a call,**
 1. Hear short tone burst in receiver.
 2. Either place call on hold or complete present call and hang up (waiting call will begin ringing).
 3. Lift handset to answer.

3.9 Automatic Dialing (Autodial)

Automatic Dialing is one- or two-button dialing using programmable buttons other than keypad buttons.

- **To automatically dial numbers,**
 1. Press button programmed for desired number.
- **If button is programmed on second level (under DSS button),**
 1. Press **SHIFT** and then press DSS button.

3.10 Automatic Redialing (Auto-Redial)

If the last number you have called is busy or is not answering, use this feature. Once activated, it automatically redials the number once a minute for 10 minutes.

- **To activate automatic redial,**
 1. Press button programmed for that purpose (one you have labeled “auto-redial”).
 2. Number will be dialed once a minute for 10 minutes; when party answers, **lift handset**.
- **If called number is still busy after 10 automatic dialing attempts by the system,**
 1. Press auto-redial button to begin redial cycle immediately (INTERCOM light flashes).
- **To cancel automatic redial,**
 1. Press auto-redial button.
 2. Lift and replace handset,
—OR—
Press any station key (INTERCOM light goes out).

NOTE: Using your telephone to make a call cancels auto-redial.

3.11 Speed Dialing

Speed dialing is autodialing using the keypad buttons. **Station** numbers are personal numbers (i.e., business associates, travel agencies, etc.) that are used only by you. **System** numbers are public numbers (i.e., the corporate office, the company lawyer, etc.) that may be accessed from every station.

Make sure you have a list of the system speed dial numbers.

NOTE: *If you manually choose a line for dialing, press **HOLD** before using a speed dial. If you place a call on hold prior to using your speed dial, pause several seconds before you press the speed dial button; if you immediately press the speed dial button, the system will choose the line that you have on hold to place your speed dial call.*

- **To speed dial station numbers if on-hook,**
 1. Dial the keypad number **(0 through 9)** you have programmed into your telephone.
- **To speed dial station numbers if off-hook and on a line,**
 1. Press **HOLD**.
 2. Press the keypad digit **(0 through 9)**.
- **To speed dial system numbers if on-hook,**
 1. Press *****.
 2. Dial the memory location numbers **(01 through 99)** the attendant or installer has programmed into the system.
- **To speed dial system numbers if off-hook and on a line,**
 1. Press **HOLD**.
 2. Dial ***** plus the memory location digits **(01 through 99)**.

3.12 Last Number Redialing

The last number dialed can be automatically redialed with a one- or two-button action:

1. Press # (if on line listening to dial tone, press **HOLD**, then press #).
2. Listen for ringing or busy tone.
Ringing tone: when party answers, pick up handset.
Busy tone: press **SPEAKER** to disconnect.

3.13 Saved Number Redialing

The first 16 digits of the last manually dialed number can be saved for later redial.

- **To save the number,**
 1. Press button preprogrammed for this purpose. The saved number remains stored until a new number is stored in its place.
- **To dial a saved number,**
 1. Lift handset.
 2. Press **HOLD**.
 3. Press preprogrammed button.

NOTE: *You can store only one 16-digit number at a time.*

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4

Placing Calls On Hold

4.1 Manually Holding A Call

- **To place a call on hold,**
 1. Press **HOLD**.
- **To retrieve a held call,**
 1. Press line button with flashing light,
—OR—
press **TAP** if station does not have line appearance of the held call.

4.2 Using Exclusive Hold

This means that only you can retrieve the held call on your telephone.

- **To place a call on exclusive hold,**
 1. Press **HOLD** twice.
- **To retrieve a call from exclusive hold,**
 1. Press line button with flashing light,
—OR—
press **TAP** if station does not have line appearance of the held call.

4.3 Using Direct Station Hold (parking a call to a station)

- **To place a call on hold at another telephone (directed hold),**
 1. While on line, press **INTERCOM** (this places the outside call on hold),
 2. Dial *** 9 0** plus the extension number of the station receiving the call.
- **To cancel a direct hold call from station that placed call on hold,**
 1. Press **INTERCOM**.
 2. Dial *** 4** plus extension number of the station holding the call (this reconnects you to the outside line).
- **To retrieve a direct hold call from another extension,**
 1. Dial **INTERCOM**.
 2. Dial **# 9 0**,
—OR—
press line button of held call.

4.4 Call Park (parking a call to an orbit)

- **To park a call in one of nine orbits,**
 1. While on line, press **INTERCOM ***.
 2. Dial a park orbit code (**91 through 99**).
- **To retrieve a parked call,**
 1. From any station, press **INTERCOM #**,
 2. Dial the same park orbit code (**91 through 99**) used to park the call.

4.5 Using The Hold Recall Feature

After a preprogrammed length of time, a call placed on hold will automatically ring back to the telephone that placed it on hold.

If the call is on exclusive hold, it will revert to manual hold after the hold recall time period. The call can then be retrieved by anyone with that line appearance.

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5

Transferring Calls

When transferring a call, you can either identify the caller before you transfer (screened) or you can transfer the call without identifying the caller (unscreened).

5.1 Transferring Calls—Screened

- **To screen and transfer a call to another station in the system,**
 1. Answer call.
 2. Press **TRANSFER/CONFERENCE** (call is placed on hold automatically).
 3. Dial extension number of party to receive transfer,
—OR—
press DSS button for one-button intercom calling.
- **When intercom party answers,**
 1. Announce call.
 2. Hang up handset.
- **If the called party is busy or does not answer,**
 1. Press **TRANSFER/CONFERENCE** to retrieve call.

5.2 Transferring Calls—Unscreened

- **To transfer an unscreened call to another station in the system,**

1. Answer call.
2. Press **TRANSFER/CONFERENCE** (call is placed on hold).
3. Dial extension number of party to receive transfer,
—OR—
press DSS button for one-button intercom calling.
4. Hang up handset.

NOTE: If the station to which unscreened transfers are made is busy, the transferred calls will camp-on at the station. Each call will automatically ring the station when it becomes idle.

- **To answer a transferred call not answered after a preprogrammed time, and rings back to your station:**

1. Answer by pressing flashing line key.

6

Conferencing Calls

6.1 Making Supervised Conference Calls

You can make conference calls that involve up to five parties, including you as the originating station, in any combination of outside lines and inside stations. For example, to make a 5-party conference call, you can conference three outside lines and two inside stations or four outside lines and one inside station or five inside stations - the combinations are up to you.

- **To set up a conference call that includes either outside lines and inside stations, or just inside stations,**

1. Make first call.
2. Press **TRANSFER/CONFERENCE** (call is placed on hold automatically).
3. Make next call.
4. Press **TRANSFER/CONFERENCE** to establish conference.
5. Repeat steps 2 - 4 to add up to two more parties.

NOTE: *When setting up a conference call with outside lines and inside stations, you must call the outside lines first.*

- **To continue conversation with last conferee after three outside lines have dropped out of conference,**

1. Press the line button of the remaining party.

- **To drop outside lines from the conference,**

1. Press **HOLD** to put all lines on hold before the caller hangs up. Not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conferees.

- **To retrieve lines from hold and bring them back into the conference,**

1. Repeat previous steps 1 - 5, pressing active conference line buttons each time.

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

6.2 Making Unsupervised Conference Calls

Dropping out of a conference call and leaving two outside lines in the conference is known as an unsupervised conference call.

You can drop out of a conference only when you are involved in a three-party conference call.

- **To drop out of a conference call,**

1. Dial # and hang up (lights next to conferenced lines remain lighted).

- **To rejoin conference from your telephone,**

1. Press one of the lighted line buttons.

NOTE: Conference volume levels are dependent upon the quality of the external lines.



Using The Other Telephone Features

7.1 Account Code Entry

If you need to enter an account code for the SMDA report while calling a number, you can do so using this feature. Code entry is either voluntary or forced. If the codes are forced, you must enter the account code to place a call; if the codes are voluntary, the call will still go through if you do not enter a code. (Pre-programmed emergency numbers will automatically go through even with forced account codes.)

- **To enter account code on an incoming call,**

1. Answer the call.
2. Press **INTERCOM * 0 4** (call is automatically placed on hold).
3. Dial account code.
4. Continue talking.

- **To enter account code on an outgoing call,**

1. Select line.
2. Press **INTERCOM * 0 4**.
3. Dial account code and listen for dial tone.
4. Dial number you are calling.

NOTE: If you hear an error tone after step 3, check the account code for validity.

Your telephone may be equipped with an **ACCOUNT CODE** button by the installer. If so, account code entry is as follows:

- **To enter account code on an incoming call,**

1. Answer call.
2. Press **ACCOUNT CODE** button (LED will flutter).
3. Dial account code anytime during the call (LED will turn off).

NOTE: *If LED continues to flutter after you enter an account code, check the account code for validity and re-enter to correct code.*

- **To enter account code on an outgoing call,**

1. Select line.
2. Press **ACCOUNT CODE** button (LED will flutter).
3. Dial account code (LED will turn off).
4. Dial number you are calling.

7.2 Automatic Set Relocation

If your system is equipped with this feature, you can move your telephone to another location and either keep the old programming (intercom number, name, button mapping, etc.) or reprogram at the new location.

- **If you want automatic relocation to take place,**

1. Do nothing and wait for the light to turn off on its own,
—OR—
press the **HOLD** button to immediately accept the relocation.

- **If you do not want the automatic relocation to take place,**

1. Press the # button while the message waiting light is flashing.

7.3 Background Music

If supplied by your main system, music can be set to play through your telephone speaker.

- **To turn music ON,**

1. Press **INTERCOM * 1** (speaker light will turn on).
2. Adjust loudness of music with speaker volume control.

- **To turn music OFF,**

1. Press **INTERCOM # 1** (speaker light will turn off).

NOTE: Background music automatically turns off during calls and returns after a call is completed.

7.4 Call Forwarding

You can forward your calls to ring at another station.

- **To forward intercom and prime line calls to another telephone,**

1. Press **INTERCOM * 0 5**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

- **To cancel intercom and prime line call forwarding,**

1. Press **INTERCOM # 0 5** and hang up.

- **To forward all calls to another telephone,**

1. Press **INTERCOM * 5**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

- **To cancel all call forwarding:**

1. Press **INTERCOM # 5** and hang up.

NOTE: To remind you that your calls are being forwarded, your station will ring with a short ring burst each time an intercom call is forwarded

7.5 Activating The Call Forward Outside System (CFOS) Feature

The Call Forward Outside System (CFOS) feature gives DSU II station users the ability to forward line calls to a remote location outside the system. CFOS remains in effect in the event of a loss of power or a system reset.

- **To activate the CFOS feature,**
 1. Press **INTERCOM *07**.
 2. Press the speed dial button programmed with the target number,
—OR—
Press a line button,
—OR—
Dial **0** for the Prime line or last used line,
—OR—
Dial **1-4** Line Group number.
 3. Dial desired digits **0-9** (max 16 digits)
 4. Press **HOLD** for Pause or press **TAP** for Flash.
 5. Press **SPEAKER** to end.

- **To deactivate the CFOS feature,**
 1. Press **INTERCOM # 07**.

7.6 Executive Override

If your telephone has this feature, you can break into a conversation at another station.

- **When you make an intercom call and hear a busy signal:**
 1. Dial * 0 3 (several short tone bursts will be heard by all parties).
 2. Join in-progress call.

7.7 Service Observing

For training purposes, this feature allows you, undetected, to monitor a conversation at another station. You can use this feature on-hook or off-hook.

- **To monitor an in-progress call,**
 1. Press **INTERCOM # 0 3**.
 2. Dial extension number of station you are going to monitor.
 3. Listen to conversation.
 4. Press **SPEAKER** to end.
- **To initiate a SOHVA call to a station you are actively monitoring,**
 1. Press pre-programmed **SOHVA** button while actively monitoring.
 2. Make announcement (distant party will not hear the announcement; party receiving your SOHVA can press MUTE button to respond to your call).

NOTE: *The Voice Announce Block feature, if enabled at the station you are monitoring, will not block a SOHVA from your station.*

7.8 Departmental Station Operation

If your station is within a departmental group of stations, you can place your station in either an **off-duty** or a **wrap-up** mode.

Off-duty mode is used when you leave your station for lunch or for an extended time period.

- **To place station in off-duty mode,**

1. Press **Do-Not-Disturb (DND)** button. Calls will ring at another departmental station.

- **To return to on-duty mode,**

1. Press **DND** again.
2. Wrap-up mode is used when you need time after a call to complete related paperwork, but you remain at your station.

- **To place station in wrap-up mode,**

1. Press **HOLD**.
2. Press the **DND** button. Calls will ring at another departmental station.

- **To return to on-duty mode,**

1. Press **HOLD**.
2. Press **DND**.

7.9 Do Not Disturb

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.

If your telephone has this feature, press the button arranged by class of service programming for this purpose. The light associated with this feature will turn on when you are using “Do Not Disturb.”

- **To cancel this feature,**

1. Press the **DND** button again.

NOTE: Generally, this feature cannot be overridden by the caller; the caller will hear two quick tone bursts every three seconds. Some stations, however, have the ability to override “Do Not Disturb.”

- **If your station has the ability to override a DND condition at another station, you can do so as follows:**

1. Make intercom call and hear busy signal.
2. Dial * 0 3. The intercom call rings at the DND station.

7.10 Group Listening

You can turn on your telephone speaker while you have the handset lifted so that others may hear the distant party’s voice. His or her voice will sound out over the speaker as well as through the handset, but only the handset microphone is active.

- **To activate the group listening feature,**

1. While active on a call and using the handset, press and hold the **SPEAKER** button for 2 seconds,
—OR—
press preprogrammed group listen button.

- **To cancel group listening,**

1. Press and release **SPEAKER** to end,
—OR—
press preprogrammed group listen button.

7.11 Mute Button

By using the **MUTE** button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, just press the **MUTE** button.

NOTE: Refer to Section 2.5 for SOHVA response using the MUTE button.

The **MUTE** button turns on and locks when you press it and turns off when you press it again.

7.12 Paging

- **If you have an external paging unit set up by the installer, you can send announcements over it:**
 1. Lift handset.
 2. Dial paging access number or push line button (if external paging is on a line); if hooked up to auxiliary paging port, press **INTERCOM 8 9**.
 3. Make announcement.
 4. Hang up.
- **To page all stations through their intercoms (all-call paging) or just some stations (zone paging).**
 1. Lift handset.
 2. Press **INTERCOM**.
 3. Dial **87** for all-call paging or dial **84, 85, or 86** for zone paging.
 4. Make announcement and stay on line if waiting for an answer,
—OR—
hang up handset.
- **You can answer an all-call or zone page from any station in the system. To answer this page (known as “Meet-Me Page”),**
 1. Lift handset of nearest station.
 2. Press **INTERCOM 8 8**.

7.13 Personal Ringing Tones

You can choose one of six different ring tones to easily identify your station when it rings.

- **To select one of these rings,**
 1. Press **INTERCOM * * 4**.
 2. Dial **1, 2, 3, 4, 5** or **6**. One of six ringing tones will be selected and the next time your telephone rings, you will hear the difference.

7.14 Privacy

By pressing a button designated a “privacy button,” you can allow another person to join you in a call. Pressing this button a second time returns your conversation to private status. This feature is preprogrammed by the installer.

7.15 Pulse/Tone Switching

If your local telephone service is pulse (rotary), you can convert to tone.

- **To convert from pulse to tone while dialing,**
 1. Press **#** at the point in the dialing sequence where conversion to tone is required. The system will switch back to pulse dialing when you end your call.

You can program pulse-to-tone switching by pressing **#** during autodial or speed dial number storage.

7.16 Using Toll Restriction Override

You can override one station's toll restriction assignments with your own toll restriction assignments by dialing a programmed four-digit TRO code prior to dialing your desired number. When you dial this code, the system replaces the current station's toll restriction requirements with those that match your home station. After entering a TRO code at another station, you will get your own prime line or idle line preference and its accompanying toll restriction assignment. You then have 15 seconds to dial an outgoing call. Once you have hung up from a call, you have 15 seconds to make another call without re-entering your TRO code. If you transfer a TRO call or place it on hold and pick it up at another station, the call belongs to the new station.

- **To use TRO at a station,**

1. Press **INTERCOM**.
2. Dial * * 6.
3. Dial your station extension number.
4. Dial your TRO code number.
5. Within 15 second timeout period, dial desired outgoing line number.
6. Hang up handset or press **SPEAKER** to end call. You will have 15 seconds in which you can make another call without re-entering your TRO code.

- **To clear the TRO code,**

1. Press **INTERCOM**.
2. Dial * * 6.
3. Press **SPEAKER**.

7.17 Using The Optional Tracker Paging System

The Tracker optional paging system allows you to send messages to Tracker Pagers assigned to station extension numbers receive messages that someone else sends you on your Tracker Pager.

The Tracker system will also park calls in orbit for retrieval by the paged party. The type of message that the system delivers (either alpha/numeric or numeric-only) is dependent upon the Tracker Pager model in use at the station.

If your station includes a Tracker Pager, you must enable it for your use. Further, it is a good practice to disable it when you do not wish to receive paged messages and when you leave your station at the end of your day.

- **To enable a Tracker Pager at your station,**
 1. Press **INTERCOM**.
 2. Dial * **06**.
- **To disable a Tracker Pager at your station,**
 1. Press **INTERCOM**.
 2. Dial # **06**.
- **To send a call back message to someone's Tracker Pager after receiving a ring-no-answer,**
 1. Make an intercom call to someone and receive no answer.
 2. Dial # **01**.
 3. After your station returns to idle* hang up handset or press **SPEAKER** to end. The Tracker paging system will transmit your station extension number to called party's Tracker Pager display (Some models will also display your station name if the system is programmed to include station names).

** If the Tracker paging system does not accept your actions, an error tone will sound at your telephone.*

- **To send a call back message to someone's Tracker Pager without first calling them,**
 1. Press **INTERCOM**.
 2. Dial # **01**.
 3. Dial station extension number.
 4. Hang up handset or press **SPEAKER** to end. The Tracker paging system will transmit your station extension number to the caller party's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names).
- **To park a call and have Tracker paging system tell someone to retrieve the call,**
 1. Answer an outside call and press **TRANSFER/CONFERENCE**.
 2. Dial Extension Number and hear ringback.
 3. Dial # **01** (if the Tracker paging system does not accept your actions, an error tone will sound at your telephone).
 4. Hang up handset or press **SPEAKER** to end. The Tracker Paging system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)
- **To respond when your Tracker Pager displays park orbit dialing code,**
 1. From any system station, press **INTERCOM**.
 2. Dial displayed orbit code (# **91-99**).
 3. Retrieve call.

7.18 Voice Announce Blocking

You can prevent voice-signaled intercom calls from sounding through your station's speaker.

- **To block voice calls,**

1. Press **INTERCOM * 2**.

- **To un-block voice calls,**

1. Press **INTERCOM # 2**.

This feature also blocks Subdued Off-Hook Voice Announce calls.

7.19 Volume Control

Your telephone has a volume control that allows you to set the volume (loudness) of the ringer, speaker, handset, and group listening mode.

There are four ringer loudness levels plus ringer off; eight levels for the speaker and the handset (thirteen levels can be programmed for the handset on models 8124S, and 8112S); eight levels for the group listening mode. You may hold the volume rocker switch down and the loudness will automatically step through each level until you release the switch.

- **To set your ringer loudness level,**

1. While your telephone is idle, press **volume up** or **volume down** for each change in loudness you desire.

The ringer sounds once for each level; your final volume selection will result in your telephone ringing at that level for all future calls (until you change the default by repeating the above procedure).

- **To set (for the current call) the loudness level for the handset, speaker, or group listening mode,**

1. While on the call, press volume up or volume down for each change in loudness you desire.

- **To make a change in loudness for the handset, speaker, or group listening mode that will remain until you change it again (referred to as the default setting),**

1. Press **INTERCOM**.
2. While active in mode to be affected, press **volume up** or **volume down**.
3. Dial * * 5 to hold loudness at the final setting for all future calls (until default is changed again).
4. Repeat above procedure in each mode until all default volumes are set.

NOTE: *You may adjust the volume of a current call in any mode at any time during the call by pressing volume up or volume down. When the call ends, the volume of all future calls reverts to the pre-programmed (default) setting.*

7.20 Understanding The DATA Button Light

The optional Data Interface Unit (DIU) provides connections for your standard multiline digital telephone and an Industry Standard Telephone (IST) device. The DIU enables you to switch between your multiline telephone and an IST device (an industry standard telephone, FAX machine, modem, cordless telephone, or answering machine).

When you have DIU (either local or remote) assigned to your multiline telephone, your telephone will have a preprogrammed DATA button labeled DATA by the system installer. The DATA LED will provide you with the following visual feedback on the operating status of the DIU.

DATA LED	DIU STATUS
Off	Digital mode (multiline telephone selected)
On (green)	IST device selected but not active
On (red)	IST device busy
Flashing (red)	IST device ringing

If the DIU has been removed or is inoperable, the DATA LED will be off. If this occurs, plug the multiline telephone into a digital station port.

- **To select the multiline telephone (DATA LED on or flashing),**
 1. Press the preprogrammed DATA button. If a call is in progress on the IST device, it will transfer to the multiline telephone if the multiline telephone is off hook or in speakerphone operation. If the multiline telephone is on hook, the call will be dropped.
- **To select the IST device (DATA LED off),**
 1. Press the preprogrammed DATA button. If a call is in progress on the multiline telephone, it will transfer to the IST device if that device is off hook. If the IST device is on hook, the call will be dropped. You can still receive visual messages via the LEDs and LCD on your multiline telephone, even though the voice path is routed to the IST device.

NOTE: *If you transfer a line to your own multiline telephone then press the DATA button, the IST device will ring.*

7.21 Using The IMIST Module

Impact SCS 8212S-** speakerphones and 8212N-** telephones equipped with the optional IMIST module can support an IST device such as a modem, FAX machine, or industry-standard telephone. Depending on system programming, the IST device may be used to make outgoing calls and receive incoming calls.

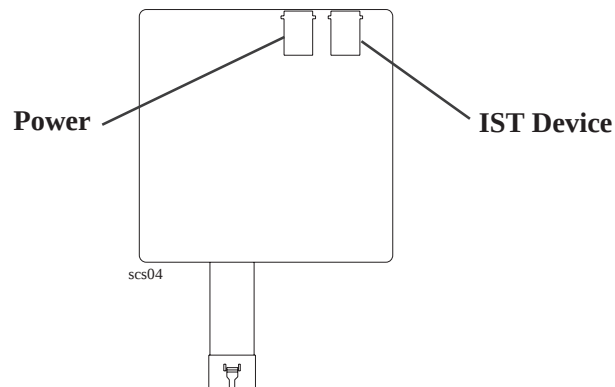
The functionality of the IMIST module is similar to the optional Data Interface Unit (see Section 7.20).

Functioning only on a DSU II system, the IMIST module does not have its own extension number and does not function simultaneously with the speakerphone.

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.



IMIST Module

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Sending And Receiving Non-Verbal Messages

8.1 Lighting The Message-Waiting Light

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.

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 button and light, labeled **MESSAGE**. For more information on button locations, see pages 1-6 and 1-7.

If your telephone receives a message and has a Direct Station Select (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.

- **To receive a message at an alerted station,**
 1. Observe flashing HOLD or MESSAGE light.
 2. Press **INTERCOM**, then **HOLD**; or **MESSAGE** (connection to station that left message is automatic).
- **To turn on the message waiting light at another station,**
 1. Press **INTERCOM * 3**, or **MESSAGE**.
 2. Dial extension number of station to be alerted (the message waiting light of called station will flash).
- **To turn off the message waiting light at another station,**
 1. Press **INTERCOM # 3**, or **MESSAGE**.
 2. 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**.

NOTE: Any station, if programmed with “Message Wait Originate,” can have this messaging capability.

8.2 Sending Messages To LCD Speakerphones

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 them on the blank chart on the next page.

- **To turn on message,**

1. Press **INTERCOM * 0 2**.
2. Dial the desired code number from your message list. The default messages of “Back At” and “Call” may be used:
For default message 1 which is “Back At,” dial time in twelve-hour format using the # as a colon.
For default message 2 which is “Call,” dial telephone number of where you will be.
3. Press **SPEAKER** (intercom light flashes steadily).

- **To turn off message and your intercom light,**

1. Press **INTERCOM # 0 2**.

LCD MESSAGE LIST (Write the attendant supplied messages here.)	
Dial Code	Message
0	
1	Back at (default message 1)
2	Call (default message 2)
3	
4	
5	
6	
7	
8	
9	

8.3 Sending Response Messages

When you receive a Subdued Off-Hook Voice Announce or an intercom call, this feature lets you send a message back to the calling station's LCD.

The response messages are preprogrammed and stored at individual stations. You may send them by pressing a programmable button designated for sending response messages. Get a list of the messages from the attendant.

NOTE: *When you send a response message, the calling party will be disconnected.*

8.4 Station-To-Station Messaging

When a station-to-station call is made and no one answers, the caller may leave a message by activating the BLF light at the called station if the calling station is stored as a DSS/BLF at the called station.

- **To turn on message light,**
 1. Make intercom call.
 2. When there is ringing with no answer, dial * 7 (BLF light at called station flutters).
- **To turn off message light,**
 1. Press **INTERCOM # 7**.
 2. Dial extension number of station to turn off light.
- **To answer messaging,**
 1. Press **DSS** associated with lighted BLF light.

If the calling station is not stored as a DSS at the called station, then the call will transfer to the central message desk, if programmed. Then the central message desk (usually the attendant's station) can light the message waiting light of the originally called station.

8.5 Assist Button Messaging

By using a programmed assist button on your telephone, you can send a message to your supervisor, asking for assistance.

- **To send a message for assistance,**
 1. Press preprogrammed **ASSIST** button.
- **If you have not programmed the extension number of the station you need help from,**
 1. Press the DSS button that is assigned to that station after pressing the **ASSIST** button.

If assisting station is idle, ring burst sounds.

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9

Programming Your Telephone

9.1 Autodial Programming

- **Autodial is a feature that lets you**
 - dial lengthy numbers using one or two buttons,
 - store frequently used feature codes.
- **Autodial can be stored**
 - at a blank programmable button, or
 - on a secondary level under a DSS button.
- **Before you begin programming, write down the following:**
 - the line(s) you will use to dial the number,
 - the number or feature code you are storing.

As you program numbers, fill in the identification strips on your telephone.

Because the programming steps for **outside numbers**, **intercom numbers** and **feature codes** vary slightly, they appear here as separate steps.

NOTE: *The 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.***

9.2 Programming Outside Numbers

- **To Program Outside Numbers**

1. Press **INTERCOM** * * **1**.
2. Press programmable button you want for storage.
3. Press a line button to dial out on or press **INTERCOM**,
—OR—
if your system provides line groups, dial **1**, **2**, **3**, or **4**, or dial **0** to have the system automatically choose a line for you.
4. Dial the numbers to be stored (you can enter up to 16 digits; all digits on the keypad are valid).

You may need a pause between numbers to compensate for differences in response time between your system and the host system.

- **To insert a pause,**

1. Press the **HOLD** button to insert a pause of approximately one second, then continue dialing.

- **If your system is behind a host system that needs a hookflash to access a feature,**

1. Press the **TAP** button, then continue dialing.

- **To store another number,**

1. Press the **TRANSFER/CONFERENCE** button and repeat previous steps (beginning with selecting the button you want for storage).
2. Press **SPEAKER** to end.

You can store an autodial number under a DSS button. Just repeat steps in the *Programming Outside Numbers* section, using a DSS button as the programmable button mentioned in the second step.

9.3 Programming Intercom Numbers (DSS/BLF)

- **To store an individual intercom number,**
 1. Press **INTERCOM * * 3**.
 2. Press the DSS button you want to use for storage.
 3. Dial the intercom number to be stored.
- **To store another number,**
 1. Repeat above steps, beginning with DSS button selection.
 2. Press **SPEAKER** to end.

9.4 Programming Feature Codes

For convenience and quick access, you might want to store feature codes. Some examples of these are:

- Call Forwarding (on and off)
- Call Pickup

- **To program feature codes,**
 1. Press **INTERCOM * * 1**.
 2. Press programmable button you are using for storage.
 3. Enter the codes for the feature.

Example: *For Call Forwarding to a specific extension, press **INTERCOM * 0 5** and extension of the telephone you want calls forwarded to.*

- **To store another code,**
 1. Press the **TRANSFER/CONFERENCE** button and repeat above steps, beginning with selecting the programmable button you wish to use for storage.
 2. Press **SPEAKER** to end.

NOTE: *See Quick Reference Guide in back of this guide for complete feature code listing.*

9.5 Station Speed Dial Programming

Using the keypad digits, you may store frequently used telephone numbers that only you will access. Before you begin, make a list of the following:

- The storage location you are using (**0** through **9** on the keypad).
- The line over which the call will be placed.
- The telephone numbers or feature codes you are storing.

If you have a 8112S or 8124S speakerphone, use the directory under the handset to store the list.

- **To program station speed dial numbers,**

1. Press **INTERCOM * * 2**.
2. Press a keypad button (**0** through **9**) that you are using for storage.

- **Choose the line to be used:**

- **0** = last line used or prime line (if assigned) line key
 - **INTERCOM** = intercom
 - **1** through **4** = line groups
1. Dial the number to be stored, up to 16 digits (if you need a pause between numbers, press the **HOLD** button).
 2. Press **TRANSFER/CONFERENCE** to continue entering numbers.
 3. Press **SPEAKER** to end.

9.6 Response Message Programming

This program lets you set up a button to be used for making a non-verbal response to a SOHVA or an intercom call. The response appears in the display of the calling station.

- **To assign a button for non-verbal response:**
 1. Press **INTERCOM * * 1**.
 2. Press the programmable button you want to use for message access.
 3. Dial 5.
 4. Dial a message number (0 through 9).

NOTE: *The preprogrammed messages are created by the attendant.*

5. Press **SPEAKER** to end.

9.7 Automatic Redial Programming

- **To program a button on your telephone for redialing calls you make that are either busy or do not answer,**
 1. Press **INTERCOM * * 1**.
 2. Press programmable button.
 3. Press #.
 4. Press **SPEAKER** to end.

When you push this programmed button after having made a call that is busy or doesn't answer, the system will automatically dial the number every minute for 10 minutes and ring the number for approximately 30 seconds. To cancel auto-redial, simply lift and replace the handset.

NOTE: *When the party you are calling in the automatic redial mode answers, you must lift the handset to end the automatic redial mode and establish the conversation. At anytime thereafter, you may revert to the speakerphone mode, if your telephone is so equipped.*

9.8 Assist Button Programming

With this feature you can program an “assist” button on your telephone that will let you send a message to an LCD speakerphone. By pushing this button you can let a party at another station know, with a tone and a station message display, that you need assistance with a call.

Then, after receiving the tone and the display message, that person can join the call or monitor it through executive override or service observing.

- **To program an assist button,**

1. Press **INTERCOM * * 1**.
2. Press programmable button you want as assist button.
3. Dial 7.
4. Dial * to choose system-provided message. (System message = “ASSIST” plus name or extension number of station sending message. Name or extension is automatically added by system.)
—OR—
Dial **0 - 9** to choose preprogrammed message (see attendant for list of messages).
5. If one particular station must always receive message, dial extension number of that station; otherwise, press **SPEAKER** to end.

9.9 Transfer Button Programming

This program lets you set up a button to be used for transferring calls to voice mail.

- **To assign a “transfer to voice mail” button:**

1. Press **INTERCOM * * 1**.
2. Press the programmable button you want to use.
3. Dial **6**.
4. Dial extension number.
5. Press **SPEAKER** to end.

9.10 Subdued Off-Hook Voice Announce (SOHVA) Button Programming

You can program a button at your station that may be pressed to enable the delivery of a SOHVA call. With this SOHVA enable button you can decide, after hearing a busy signal, whether the called party should be interrupted in a SOHVA manner. If so, you can press the button and complete the SOHVA call.

- **To program a SOHVA button,**
 1. Press **INTERCOM * * 1**.
 2. Press desired programmable button.
 3. Dial **8**.
 4. Press **SPEAKER** to end programming.

9.11 Group Listening Button Programming

Group listening allows others to listen to a conversation over your telephone speaker while allowing the distant party to hear only that conversation that is sent through the handset speaker.

- **To program a group listening button,**
 1. Press **INTERCOM * * 1**.
 2. Press programmable button.
 3. Dial **98**.
 4. Press **SPEAKER** to end.

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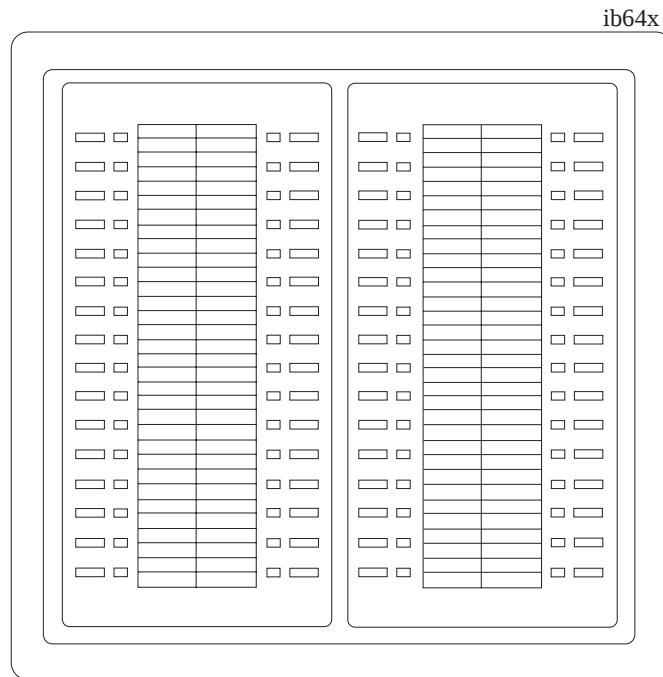
10

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 your 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*.

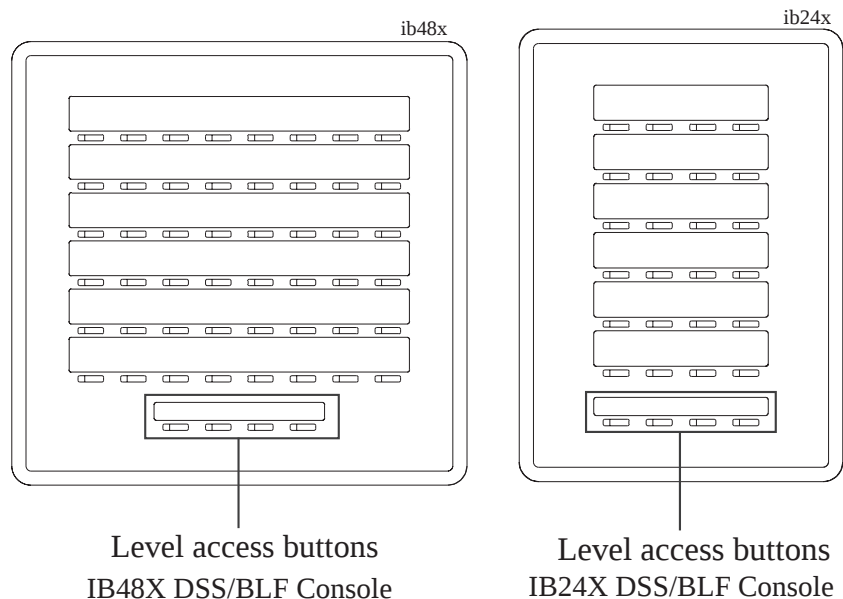
When the installer assigns a DSS/BLF console to a station port, the system recognizes it as such and automatically assigns DSS buttons.



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. You can use one level on the IB48X and two levels on the IB24X.



11

Troubleshooting Your Telephone

Should your *Impact* telephone fail to operate properly, or if you do not understand why it is operating in a certain manner, review the following list of symptoms and causes for help.

SYMPTOM	POSSIBLE CAUSE
INTERCOM light is flashing.	Your messaging is set. Dial INTERCOM , then # 0 2 and hang up.
HOLD or MESSAGE light is flashing.	Another telephone has activated your message waiting light. Press INTERCOM and then press HOLD or MESSAGE to retrieve message. This action will call the party who activated light. Once you have received message, party who activated light (while still talking to you) must press INTERCOM to turn off the light.
MUTE light is on.	MUTE is activated. To cancel, press MUTE.
SPEAKER light on steady.	Background music feature activated even though you may not have background music provided. Dial INTERCOM then #1 and hang up to cancel.
Error Tone (three steady tones)	May occur when incorrect buttons are pressed during autodial or speed dial programming. For example, if a button has a line assigned to it, it is not available as a programmable button and an error tone sounds if it is pressed during programming.
You can not receive a voice announce call.	Voice announce block has been activated. To cancel (if desired), dial INTERCOM then # 2.

NOTE: *You can perform a self-test on your telephone by pressing and holding the 1 button on the dialpad while connecting the line cord.*

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Glossary

A

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

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

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

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

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

C

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

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

Call pickup: Answering a call at one telephone when it is ringing at another telephone.

Call transfer: Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

Central message desk: A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

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

D

Data Interface Unit (DIU): This optional unit provides connections for your standard multiline digital telephone and and Industry Standard Telephone (IST) device such as a FAX machine or answering machine.

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

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

Direct Station Selection/Busy Lamp Field (DSS/BLF): Using one button to place intercom calls; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station.

Do not disturb: A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF): The tones made by your telephone when you dial.

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

E

Exclusive hold: Only the telephone placing the call on hold can retrieve it.

Executive override: Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Handsfree answer inhibit: A telephone can be set to block voice calls sent to it over the speaker.

Hookflash: Action that occurs when the TAP button is pressed. Needed for activating host system features.

Hookswitch: The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

K

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

L

Last number redialing: Automatically dialing the last number dialed.

M

Messaging: Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

Mute: A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

N

Night transfer: Transferring incoming calls to a particular station(s) for off-hour answering.

P

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

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

Programmable buttons: Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

Pulse/Tone switching: Changing from pulse/rotary dial signals to tone/DTMF signals.

R

Response messaging: Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

Ringing line preference: An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

S

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

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

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

System Alarm Reporting: Allows you to view (through the LCD telephone screen) the various system alarms and the stations with which those alarms are associated.

T

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

Tone call: A ringing intercom call.

Tracker: The Tracker optional pager system allows you to send and receive messages to Tracker pagers assigned to station extension numbers.

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

V

Voice call: A verbal intercom call.

Voice announce blocking: A telephone can be set to block voice calls sent to it over the speaker.

Z

Zone paging: Paging through the intercoms of some stations or departments in the system.

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Appendix A

Quick Reference Guide

This quick reference guide provides you with a list of the feature dialing codes used on the *Impact* digital telephone system.

Feature	To Turn On	To Turn Off
Account Code	Programmed Button, or INTERCOM * 04	
Assist	Programmed Button	
Attendant	INTERCOM 0	
Automatic Callback	INTERCOM Ext. * 6	INTERCOM # 6
Background Music	INTERCOM * 1	INTERCOM # 1
Call Forwarding: All Calls Personal Calls CFOS (DSU II)	INTERCOM * 5 INTERCOM * 05 INTERCOM * 07	INTERCOM # 5 INTERCOM # 05 INTERCOM # 07
Call Pickup: Directed Group	INTERCOM * 4 plus Ringing Ext. INTERCOM # 4	INTERCOM
Call Park	INTERCOM * (91-99)	#91-99 to retrieve
Call Waiting	INTERCOM EXT. * 01	Hang Up
Directed Hold	INTERCOM * 90, Ext.	INTERCOM # 90
Executive Override	INTERCOM Ext. * 03	
Hookflash Code	INTERCOM # 04	
LCD Messaging	INTERCOM * 02, 0-9, SPEAKER	INTERCOM # 02
Line Group 1 Line Group 2 Line Group 3 Line Group 4	INTERCOM 9 INTERCOM 81 INTERCOM 82 INTERCOM 83	
Line Group Queue	INTERCOM (grp. code) * 8	INTERCOM # 8
Message Waiting	INTERCOM * 3 Ext.	INTERCOM # 3 Ext.

Feature	To Turn On	To Turn Off
Night Answer	INTERCOM 80	
Paging Zone 1 Paging Zone 2 Paging Zone 3 Paging All-Call Paging Meet-Me Paging External Paging	INTERCOM 84 INTERCOM 85 INTERCOM 86 INTERCOM 87 INTERCOM 88 INTERCOM 89	
Personal Ringing Tones	INTERCOM * * 4 + 1 (tone 1) INTERCOM * * 4 + 2 (tone 2) INTERCOM * * 4 + 3 (tone 3) INTERCOM * * 4 + 4 (tone 4) INTERCOM * * 4 + 5 (tone 5) INTERCOM * * 4 + 6 (tone 6)	
Response Messaging	Programmable Button	
Service Observe	INTERCOM # 03	
SOHVA Originate	Programmable Button	
Station to Station Messaging	INTERCOM Ext. * 7	INTERCOM # 7
System Speed Dialing	* 01-99	
Tracker Pager	INTERCOM* 06	INTERCOM # 06
Tracker Pager—Send Tracker Page	INTERCOM # 01	
Toll Restriction Override	INTERCOM **6	
Voice Announce Block	Programmed Button or INTERCOM * 2	INTERCOM # 2
Volume Save	INTERCOM **5	

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NOTES

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