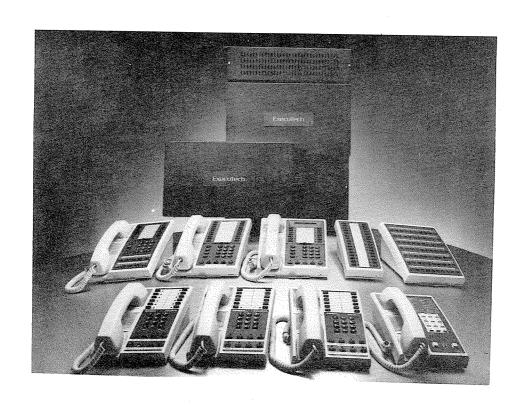


ExecuTech 2000

General Description



Comdial ExecuTech 2000 General Description

This manual has been developed by Comdial Corporation (the "Company") and is intended for the use of its customers and service personnel. The information in this manual is subject to change without notice. While every effort has been made to eliminate errors, the Company disclaims liability for any difficulties arising from the interpretation of the information contained herein. The information contained herein does not purport to cover all details or variations in equipment nor to provide for every possible contingency to be met in connection with installation, operation, or maintenance. Should further information be desired, or should particular problems arise which are not covered sufficiently for the purchaser's purposes, contact Comdial, Customer Service Department, P.O. Box 7266, Charlottesville, Virginia 22906.

Comdial ExecuTech 2000 General Description

This manual contains information on the available features for ExecuTech 2000 systems. Availability of the latest features is subject to the proper configuration/installation of the proper revision level common equipment and software enhancement issue number. Availability of the latest ExecuTech 2000 features is subject to the following equipment/software schedule:

System	Common Equipment Revision	Software Issue
E34PT	Revision K & Later	Issue 7
E60PT	Revision K & Later	Issue 7
E80PT	Revision K & Later	Issue 4

Table of Contents

Introduction	1
System Description	3
Hardware Description	4
General Specifications	
System Features	9
Telephones	11
Consoles	15
System Feature Descriptions	16

Introduction

Impressive! The Comdial ExecuTech 2000 Hybrid Telephone System is a fully featured, easy-to-use system. It is designed with consideration for the business whose insistence on reliability, the latest technology, cost effectiveness, service, and flexibility are top priorities. It furnishes businesses with capabilities usually found only on large PBXs, and combines an impressive package of standard and optional features to bring your office communications to a new level of service and efficiency.

Using Comdial's ExecuTech 2000 Telephone System means better telecommunications are in your future. Attractive styling, an easily upgraded modular base unit, and the high tech look of the ExecuTech 2000 telephones lend a professional atmosphere to your office environment.

On the following pages you will discover why the ExecuTech 2000 is the system designed to completely meet your needs. Thorough feature descriptions, complete with benefits and sample applications provide detailed looks at the galaxy of uses for the Comdial ExecuTech 2000. We're sure you'll want to set aside time in the near future to discover all the power of the ExecuTech 2000 by reading this entire booklet, but we also want to give you just a sampling of the many features that are more completely described herein. Take a moment now and read through just a few of the ExecuTech 2000's most popular features on the next several pages. And be prepared to be impressed with the system designed to take you to the year 2000 and beyond.

Introduction (cont.)

Call Costing and SMDA Reporting, so you can see the accumulating cost of your call on the display of your LCD speakerphone as you speak. Reports with cost summaries are readily available and can be sorted by line station, account codes, department, or all of the above! Call Costing is standard on the ExecuTech 2000. There is no need for costly add-on packages.

Secure Off-Hook Voice Announce (SOHVA) with Response Messaging allows you to be on a call and simultaneously receive voice messages privately through your handset receiver. You can then answer them discreetly without any indication to the party on your active call. SOHVA means you'll never have to keep another priority call waiting again!

Direct Inward Station Dialing (DISD) lets personal or preferred business callers bypass the receptionist and directly access a particular person. Save time, money, and meet your customers' needs immediately with Direct Inward Station Dialing.

Departmental Call Distribution (DCD) with Reporting provides your customers with quick service by automatically distributing calls to open or idle stations within a department. If the call goes unanswered or all stations are busy, the call is quickly routed to an overflow station. This station may take a message or place the call back in the answering queue. Call Reporting lets you know exactly how the call was handled. The ExecuTech 2000 can report idle, busy, on-hold, wrap-up, and on/off duty time with an optional printer. Call Reporting provides you with an efficient measurement of customer service and productivity.

Account Codes with positive verification can be programmed to let station users assign call costs. ExecuTech 2000 can identify calls by category or special grouping for call reporting purposes. Account codes are entered by the station user before, during, or after a call. This feature is particularly useful for environments like law offices or financial consultation offices where clients are often billed for telephone time.

Multi-Line Conferencing allows you to access up to two outside lines at the same time to create a conferencing arrangement. You may also establish this three way conference and then exit the converation while allowing the other two parties to continue talking with ExecuTech 2000's Unsupervised Conferencing feature. ExecuTech 2000's conferencing capability saves you time and money as well as providing you with outstanding convenience.

A powerful *Message Deposit* feature, which offers custom display messages to any LCD speakerphone in your system.

Remote Programming and Maintenance with PC storage of all system COS programming for quick and easy service.

Totally Separate Day and Night Toll Restriction modes allow you to restrict unauthorized calling during and after business hours.

Programmable Buttons provide one-button access to frequently called numbers, DSS/BLF, and a wide variety of other unique messaging and call processing features which make the handling of departmental and external information accurate and quick.

Memory Retention Without Batteries brings built-in contingency planning to the ExecuTech 2000 system. The system memory is electronically protected during AC power failures. The stored program data will remain in memory for a minimum of 65 hours provided that the system has been powered continuously for at least 30 minutes prior to the power failure or disconnection.

Service Observing allows a third party to enter an in-progress call in an unannounced muted mode to monitor the conversation. This feature is excellent in applications or environments where customer service is a high priority. With the Service Observe feature, supervisors can silently monitor employee conversations assuring customers of prompt and courteous telephone service.

Refer to the System and Station Features section in this document for a detailed feature/benefit description and a complete list of standard and optional features available with the Comdial ExecuTech 2000 Hybrid Telephone System.

Your telephone is one of the most important tools in your office. Comdial has developed innovative user-friendly telephones so you can get the most from your telephone system at an affordable cost. The standard features which support the Comdial ExecuTech 2000 Telephone System make it a most effective way to pool resources, reduce costs, and best manage your office communications.

Hardware Description

Comdial ExecuTech 2000 hybrid telephone systems use unitized, expandable common equipment for cost-effectiveness and high-quality. Base units are completely configured with all necessary circuitry for immediate operation. There are no extra cards to stock for extra features.

Comdial offers a family of modular base units with "building block" expandability. Each base unit is expandable by just connecting one or two expandable modules to the base cabinet.

A complete listing of possible configurations appears below.

Base Units	Possible Configurations
E34PT 6-Line, 12-Station	10-Line, 24-Station 6-Line, 28-Station
E60PT 8-Line, 20-Station	12-Line, 32-Station 8-Line, 36-Station 16-Line, 44-Station 8-Line, 52-Station 12-Line, 48-Station
E80PT 16-Line, 32-Station	20-Line, 44-Station 16-Line, 48-Station 24-Line, 56-Station 16-Line, 64-Station 20-Line, 60-Station
Expansion Modules	
M0412 M0016	4-Line, 12-Station 0-Line, 16-Station

The ability to expand ExecuTech 2000's base unit assures 50-100 percent growth in the future. Since the same expansion module is used for all three systems, choosing the correct equipment and stocking adequate inventory won't be a hassle.

Base Units:

E34PT 6-Line, 12-Station E60PT 8-Line, 20-Station E80PT 16-Line, 32-Station

Expansion Modules:

M0412 4-Line, 12-Station M0016 0-Line, 16-Station

Operating Environment:

32 to 150 degrees Farenheit 0 to 50 degrees Celsius

Humidity:

90 percent relative, non-condensing

Station Cable Requirements:

Type: 2-Pair twisted, non-shielded #24 AWG wire. If using SOHVA or OHVA, use 3-pair twisted.

Maximum Length: 1500 feet (3000 feet for SLPS)

Switching Principle: Solid-state, space-division analog switching

with digital stored program control.

E34PT System Capacity:

10-Line
28-Stations
6 DSS/BLF Consoles
0 Dedicated Attendant Console Ports
4 Intercom Paths
4 Maximum Simultaneous Intercoms

900 Call Cost Records

E34PT Power Requirements:

(Fully Loaded System)
117V +/- 10% Singlephase (AC Power)
1 Amp
100 Watts
120 Volt Amps

E34PT Dimensions

(Common Equipment) Width - 15.5 inches Height - 20.8 inches Depth - 3.2 inches Weight - 18 pounds

E60PT System Capacity:

16-Lines

52-Stations

10 DSS/BLF Consoles

0 Dedicated Attendant Console Ports

5 Intercom Paths

5 Maximum Simultaneous Intercoms

1800 Call Cost Records

E60PT Power Requirements:

(Fully Loaded System)

117V+/- 10% Singlephase (AC Power)

1.6 Amps

160 Watts

200 Volt Amps

E60PT Dimensions:

(Common Equipment)

Width - 15.5 inches

Height - 25.5 inches

Depth - 3.8 inches

Weight - 24 pounds

E80PT System Capacity:

24-Lines

64-Stations

16 DSS/BLF Consoles

0 Dedicated Attendant Console Ports

6 Intercom Paths

6 Maximum Simultaneous Intercoms

1800 Call Cost Records

E80PT Power Requirements:

(Fully Loaded System)

117V+/- 10% Singlephase (AC Power)

2.0 Amps

200 Watts

240 Volt Amps

E80PT Dimensions:

(Common Equipment)

Width - 15.5 inches

Height - 24.5 inches

Depth - 5.8 inches

Weight - 30 pounds

Recommended Terminals:

Station Dimensions:

6600 Series:

Footprint (inches) 10.65 x 8.50 Weight (pounds) 2.9

6700 Series:

Footprint (inches) 8.40 x 8.50 Weight (pounds) 2.1

General Specifications and Sape	Orcy
External Parties Per Conference	2 Unlimited
Speed Dials Per Station Per System	10 99
Automatic Callback Originating Terminating	1 per station Unlimited
Paging Number of External Zones Internal Page Zones	Programmable 4
Dry Contacts Common audible Loud ringing station	1 1,4, 4
Hunting Groups Intercom Departmental Phones per group	1 per telephone 4
Circular Terminal	17
System Programming Station 10 or 12, VDT or Personal Comp	uter
Call Costing Tables Bands Storage Capacity	33 7 1800 Calls (900 on E34PT)
Toll Restriction Tables Numbers per table Digits per number	16 4 16
Power Failure Transfer Circuits	1
Park Orbits	9
Meet-me Page Zones	1

ExecuTech 2000 System Features Detailed description of all system features including banefit

Feature	Detailed description of all system features including benefit		
ote	and application is located in the final section of this manual.		
,	Placing Calls		
C	Automatic Dialing	C,D	Call Waiting Tone
C	Assist Button	D	Conferencing (multiple parties)
D	Automatic Pause Insertion	I	Departmental Transfer
C	Automatic Redial Busy Number or	D	Dial 0 for System Attendant
	Unanswered Call	I	Direct Department Calling
I	Extended DTMF on Autodial		withDepartmental Calling
I	Idle Line Preference		Distribution (DCD)
D	Last Number Redial	I	Direct Inward Station Dial (DISD)
I	Line Groups	C,P	Directed Station Call Hold
D	Line Preselection	S,C	Direct Station Selection (DSS)
D	Line Queuing		with Busy Lamp Field (BLF)
D	On-Hook Dialing	I	Dynamic Line Keys
C,S,I	Pooled Line Access	D	End-to-End Signalling on Lines
I	Prime Line Automatic	P,D	Exclusive Hold
I	Pulse/Tone Switchable	I	Executive/Attendant Override
S	Coved Number Dediel	P	I-Hold, I-Use Indicators
E,D	Saved Number Redial	P,T	LCD Messaging
T,D	Station Speed Dial (10)	C	Line Answer from any Station
I	System Speed Dial (99) Tenant Service		(night mode)
	renant Service	D	Manual Hold
	Anama Call		Night Transfer (of ringing)
I	Answering Calls	T,I	Station Monitoring with One Button
D	Delayed Ringing		DSS Pickup + Audible
I	Distinctive Ringing	A,D	TAP (flash)/Recall
I	Flexible Ringing Assignments	A,D	Timed Hold Recall
1	Flexible Ringing Assignments	D	Transfer/Conference Button
~	of PA Port	A,D	Unanswered Call Transfer Recall
r,C	Personalized Ringing Tones	1 2 3 2 2	Timing
I	Ringing Line Preference	I	Unanswered Call Transfer Recall to
I	Square/Non-Square Configuration		Tandem Attendants
E.	(flexible line assignments)	l D	
D	Subdued Ringing		Unsupervised Conferencing
			Voice Mail Integration
_	Call Processing		Tendana and the second
D	Add-on Conferencing	C,P,S	Intercom
D	Abandoned Hold Release		All-Call Paging
I	Automatic Busy/RNA Call Forward	C,D,P	Automatic Callback
	(hunt groups only)	I	Automatic Hold Transfer to
I	Automatic Hold Line to	In.	Line or Intercom
	Line or Intercom	D	Call Announce with
D	Basic Key Service (1A2 type	O D D	Handsfree Answerback
	features)	C,D,P	Call Forwarding on Intercom
D	Calling Station Identification		Dual Intercom
	on BLF (internal)	C	Handsfree Answer Inhibit
D,C,P,S	Call Park (nine orbits)	D	Intercom Call Progress Tones
C,P,D	Call Pickup (directed & group)	I	Intercom Hold
D	Call Transfer (screened)	I	Intercom Hunt Group
D	Call Transfer (unscreened with	D	Intercom Line Timeout
	automatic camp-on to busy	C,D,P	
	etation)		(Non - Blocking)
			PA Port Timeout
		C, *	Response Messaging
98 ₈₅			
	 A. Berner, M. C. Berner, M. German, A. Berner, M. G. Berner		All Commences in the contraction
AFF WEED	· · · · · · · · · · · · · · · · · · ·		

ExecuTech 2000 System Features

-		,
		C. OCC II and Maine
	P,D	Secure Off-Hook Voice
		Announce (SOHVA)
		with Response or
		voice Messaging
	I	SOHVA Groups
	Ĉ	SOHVA Originate Button
		Tone or Voice Signaling
١,	D	Tone or Voice Signaling
		Voice Announce Blocking
(C,S,P	Zone Paging
		Courtesy
	D	Automatic Privacy
		(programmable)
T	PC	Background Music
*	, , , , C	(external source)
١,	~ C TO	Call Forwarding All Calls
1	C,S,P	Call Forwarding All Calls Call Forwarding Personal
l	C,P	Call Forwarding Personal
		(prime line and intercom)
	P,S	Do Not Disturb
	D	Full Button Programmability
ļ		of Features
	I	Message Waiting
	F,P	Music-On-Hold
١.	и эн	(external source)
	T)	Mute
	D	
	~ -	Privacy Designated Button
Į	S,I	Privacy Release
	D	Programmable Buttons
	I	Station-by-Station Privacy
	**	Station-by-Station Messaging
		A CONTRACTOR OF THE SECOND SECOND
		Compatibility
١		Analog Terminal Interface (ATI)
	F	Auxiliary Equipment Interface
	F,D	Auxiliary Station Ringer
	B' 9BJ	Interface
	ארו בוו	Common Audible Ringer
	F,D	Tutorface
		Interface
İ	F,D	External Paging Interface
	***	Headset Support
	D	LCD Phone Support
	D	PBX/Centrex/Central Office
		Compatible
	D	Speakerphone Support
		COS Programming
	I	Automatic Set Relocation
	D	Block Programming
	שו	Class Of Sorvice (COS)
		Class Of Service (COS)
	 	Programming at Main Station
		with LED Feedback
	F	COS Printout (with customer
		supplied printer)
	F	COS Program Upload/
		Download to PC
		(remote or local)
	F	COS Programming using a Video
		Display Terminal
		Display reminar
		10

	I	Default Toll Restriction
	$\bar{\mathbb{D}}$	Default Functional
		Programming
	\mathbf{p}	Flexible Station and Line
		COS Control
	I	Flexible Station Numbering Plan
	.	(4 digit)
	T	Music-On-Hold (systemwide
	H	willsic-On-riold (systemwide
١	FC .	enable/disable)
	F	Remote Programming
		and Administration
	D	Self-Diagnostics
	_	Management Control
	I	Account Codes (up to 8 digits)
		Account Code Button
	I	Account Code with
		Positive Verification
١		(first three digits)
	0	Battery Back-up Interface
	F,I	Built-In Call Accounting
-		with Reports
١	I	Call Costing Display
١		(on LCD phones)
١	I	Do Not Disturb Inhibit
1		and Override
۱	I	Exclusive Hold Systemwide
		Enable/Disable
-	I	Line Access Restriction
-	D	Memory Retention
١		Without Batteries
		Minor Alarms
١	I	Origination Denied
	F	Power Failure Transfer
	D	Power On Visual Indication
ļ	D	Private Lines (access denied)
ı	I	Selected Feature Inhibit
	P,C,I	
	n , C 94	n
	F,I	Station Message Detail Accounting
	ъ, Эп	(SMDA)
	F,I	Station Message Detail Recording
	L'31	Station Message Detail Recording
	w	(SMDR)
	I	Tandem Attendants
	I	Toll Restriction (Day & Night)
	<u> </u>	☐ Toll Restriction (Flexible)

KEY

- A Programmable
- C Feature access code programmable by customer.
- D Feature available in default.
- E Programmed by customer.
- F Feature built-in, optional equipment needed.
- I Installer COS programming required
- P Feature may be disabled by installer.
- S Feature can be assigned to a softkey by installer.
- T Feature programmed from attendant station.
- * Requires the programmed LCD messages.
- ** Requires the phone to have DSS/BLF programmed on softkeys with LEDs.
- *** Available on certain phones.

ExecuTech electronic telephones are top of the line, offering superb quality, unique features, and truly innovative design.

The telephones are in a slender, modern image for maximum attractiveness and efficiency. All models are desk or wall mountable and are available in pearl gray, ash, and flat black for authorized Comdial dealers. Telephones are available in various sizes to meet your unique needs.

> Seventeen-Line Liquid Crystal Display (LCD) Speakerphone (6600E-**)

16 Character Alphanumeric Liquid Crystal Display

- 17 Programmable Buttons with red LEDs used for line appearances, DSS/BLF, autodials, or system features
- On-Hook Dialing Ringer Volume Control
- 8 Fixed Feature Buttons

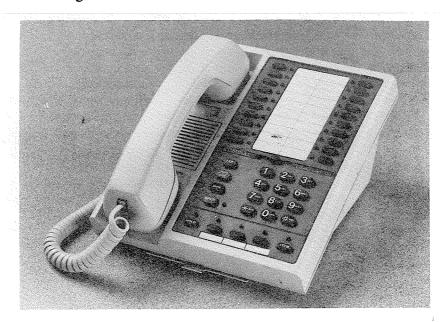




Twenty-Two Line Speakerphone (6614T-**) (Monitor version also available 6614E-**)

- 22 Programmable Buttons used for line appearances, DSS/BLF, autodials, or system features On-Hook Dialing

- 8 Fixed Feature Buttons Ringer Volume Control



Twenty-Three Line Speakerphone (6620T-**) (Monitor version also available 6620E-**)

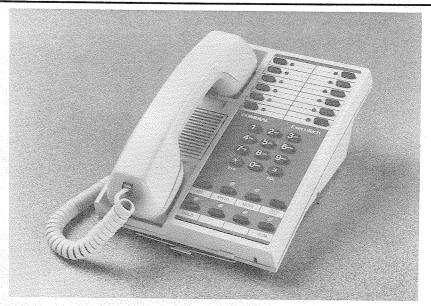
23 Programmable Buttons used for line appearances, DSS/BLF, autodials or system features

On-Hook Dialing

8 Fixed Feature Buttons

Secure Off-Hook Voice Announce

Volume Controlled Handset



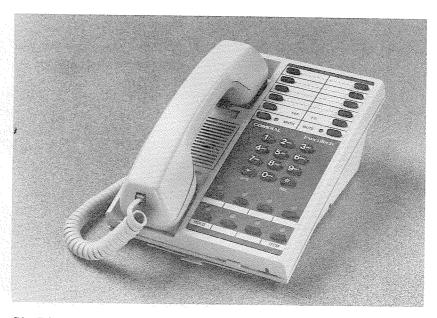
Fourteen-Line Monitor Telephone (6714X-**) (Also available in Speakerphone model 6714S-**)

14 Line Buttons used for line appearances, DSS/BLF, autodials or features

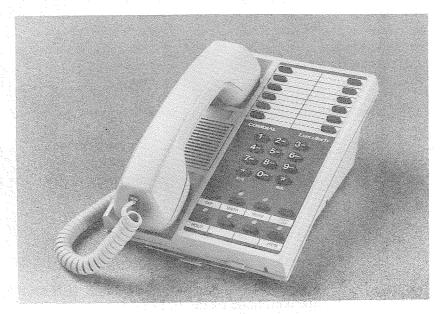
8 Fixed Feature Buttons

SOHVA

Volume Controlled Handset



Six-Line Monitor Telephone (6706X-**)
6 Line Buttons used for line appearances, DSS/BLF, autodials or features
8 Programmable Buttons used for DSS, autodials or features
8 Fixed Feature Buttons
Volume Controlled Handset



Two-Line Monitor Telephone (6702X-**)
2 Line Buttons used for line appearances, DSS/BLF, autodials or features
12 Programmable Buttons used for DSS, autodials, or features
8 Fixed Feature Buttons
Volume Controlled Handset



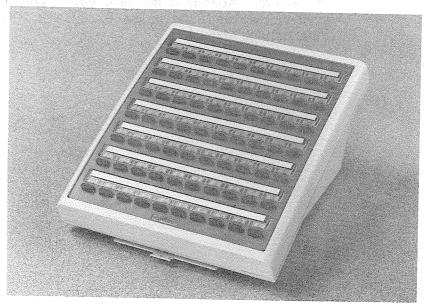
Single-Line Proprietary Telephone (6701X-**)

• Fixed Buttons
TAP
HOLD

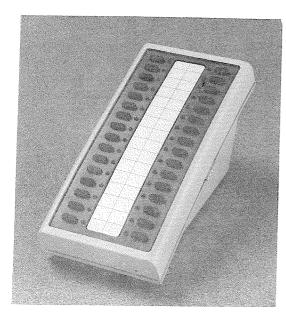
• Message Waiting

Consoles

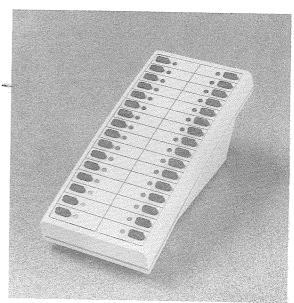
Comdial offers three different consoles for usewith the ExecuTech 2000 system. Consoles are particularly useful in environments with large volumes of calls where it is necessary for an attendant to monitor lines not appearing on the attendant's station set. The DB32S 32-button console may be used in conjunction with an ExecuTech telephone to provide Off-Hook Voice Announce.



70-Button Console (DB70-**) (for 66XX telephones)



32-Button Console with OHVA (DB32S-**) (for 66XX telephones)



32-Button Console (EB32X-**) (for 67XX telephones)

System Feature Descriptions with Benefit/Application

ExecuTech 2000 Systems are perfect for a variety of uses and applications. In the following section, you will have the opportunity to learn about specific system features and the benefits and applications for the feature. Additional technical information on ExecuTech 2000 systems can be found in the ExecuTech 2000 Installation and Programming Manual.

ABANDONED HOLD RELEASE

If a party on-hold hangs up at the CO/PBX end of a connection causing an interruption in the line current, the system will drop the line from the hold condition and return it to service. This feature is usually dependent upon special arrangements that must be made at the CO end of the connection. The line select indicator will turn off to indicate an idle line after a call on that line has been abandoned.

Benefit: Ensures that a dropped line will be returned quickly to service. Also reduces the possibility of overbilling clients and ensures that SMDA/SMDR records more accurately reflect monthly telephone bill.

Application: Useful in a busy environment where callers are frequently put on hold.

ACCESS DENIED

Access to particular lines can be denied at certain stations in the system through system programming. A station user cannot select a denied line for use. This feature is programmable on a per line or per station basis in station class of service programming.

Benefit: Lines designated for private executive or to monitor data lines cannot be accessed for use.

Application: Excellent for visual monitor of fax or data lines.

ACCOUNT CODES WITH POSITIVE VERIFICATION

Specific account codes can be assigned by station users to specific types of calls. The account codes are used by the system to identify calls by category for call recording purposes. All calls with the same account code will be reported together by the Station Message Detail Accounting feature.

The system may be programmed to verify the user entered account code and sound an error tone if it is incorrect. The system may also be programmed by call costing and SMDA reporting class of service programming to permit station users to enter account codes for incoming calls or outgoing calls, or both if desired. Account codes are entered while on line either before an outgoing call is dialed, during the call or after the distant party on an incoming call has hung up. On outgoing calls, the user who enters the account code is associated with the call record except when the call is transferred. On transferred calls, the transferee is associated with the call record. On incoming calls, the last user active on a call is the one that is associated with the costed call record.

(continued)

Additionally, the system can be programmed to place an appropriate message on the display to remind those with LCD speakerphones to enter an account code. Account codes may be from three to eight digits as set by class of service programming. When the user enters an account code, the system will force the use of the programmed length, and will verify the first three digits to determine validity.

Benefit: Calls can be sorted by user-designated categories providing specific call tracking. This thwarts fraudulent attempts.

Application: Good for legal and accounting applications where bill-back for on-line services to clients is vital.

Code: Before or after call, dial ITCM *04 + Account Code or program access under designated softkey button.

ACCOUNT CODE BUTTON

Account codes with positive verification are available as a system feature. With it, class of service programming action enables station users to assign specific account codes to specific types of calls. The account codes are used by the system to identify calls by category, or special grouping for call reporting purposes. Account codes are entered by the station user while on line either before an outgoing call is dialed, after the distant party on an incoming call has hung up, or during the call.

Benefit: Account codes can be assigned to specific type calls. The account codes can also be entered without disruption of conversation.

Application: Useful in environments such as telemarketing where calls need to be identified by special grouping or category for call reporting.

ALL-CALL PAGING

All-call paging allows all stations to receive announcements through the station speaker simultaneously. All-call paging is also sent to the paging port where it can be applied to the input of an external paging amplifier. Announcements must be originated via the station handset. Each station, other than Single-line proprietary sets (SLPS) or Analog Terminal Interface (ATI) stations can be programmed to receive or originate all-call page or both. The ability to receive and originate all-call paging at a station is enabled by station class of service programming. Also see the discussion titled: Zone Paging.

(continued)

Benefit: Allows all stations to receive important announcements through their station speakers and/or the external paging unit.

Application: Useful in any environment where personnel move about frequently (such as car dealerships, factories, or retail businesses).

Code: To access station speakers dial ITCM 87.

ALL INTERCOM LINKS BUSY INDICATION

When all intercom paths are busy, the system causes the intercom light at each station to be on steady. No class of service programming is required to enable this feature; however, station class of service programming will allow an intercom link to be reserved for exclusive use by a particular station.

Benefit: Allows quick monitoring of intercom link status

Application: Excellent in busy offices that engage in high levels of internal communications.

AREA PAGING INTERFACE

Refer to the discussion titled: External Paging Interface.

ASSIST BUTTON

A station user can program a button to send a message to an LCD speakerphone. Once programmed, the station user can press the ASSIST button at anytime and then press a DSS button (if an extension has not already been pre-programmed) to sound a tone burst at the called station and present a preprogrammed message in the station display. A message can be sent while on a call without alerting the distant party.

Benefit: Useful for requesting assistance while already on a call.

Application: A customer service representative can request assistance from a supervisor when handling a call with a problem customer.

Code: Press ITCM**1, Press desired programmable button, Dial 7, Dial # for "Assist" message. Or dial 0-9 for another pre-programmed message.

AUTOMATIC CALL-BACK

When calling a station and a busy tone is encountered, a special code number can be dialed causing the system to automatically ring both the calling and called stations when the called station becomes idle. No class of service programming is required to enable this feature.

Benefit: Saves time because the system monitors the busy station and automatically contacts you when it becomes idle.

Application: Helpful to the busy executive.

Code: To activate, press *6 after hearing busy tone. To cancel, press ITCM #6.

AUTOMATIC DIALING

The system supports up to 40 autodial positions, plus 10 personal speed dials per station. Up to 32 additional autodial positions are provided by a 32 button console when it is installed. Autodial buttons can store up to 16 digits plus an intercom or line selection. Stored digits include 9-0, * and #. A pause is stored at any point where the HOLD button is pressed, and a hookflash is stored at any point where the TAP button is pressed. Automatic dialing can be used to provide one-button access to telephone numbers and system features. No class of service programming is required to enable autodialing. Also refer to the discussions titled: Automatic Pause Insertion, Station Speed Dial, and DSS/BLF (Programmable).

Benefit: Saves time because it eliminates searching for frequently dialed numbers or feature codes.

Application: Good for any environment where the same numbers or system features are frequently dialed.

Code: To program press ITCM **1, press desired memory button, press line key or 0 for prime or last line used, dial or feature code number to be stored (up to 16 digits), press SPKR or MNTR to end. To dial, press memory key or shift (HOLD) and memory key if programmed in second level memory.

AUTOMATIC HOLD FOR INTERCOM

If the second intercom line is selected while a call is active on the first intercom line, the first intercom call is automatically placed on hold. Station class of service programming enables this feature.

Benefit: Allows user to toggle back and forth between two internal parties on intercom.

Application: Saves time for the user who frequently consults internally on intercom.

AUTOMATIC HOLD - LINE TO INTERCOM

If the intercom line is selected while an outside line call is active, this system feature automatically places the outside call on hold. No class of service programming is required to enable this feature.

Benefit: The attendant can process calls much faster since the HOLD button can be bypassed reducing the number of keystrokes.

Application: High traffic attendants who process many incoming calls.

AUTOMATIC HOLD - LINE TO LINE

This system feature is available through programming to selected stations. When enabled, pressing any line button will cause an active line to automatically go on hold. This feature allows a user to move from line to line without having to press the HOLD button to place any current call on hold. Station class of service programming is used to enable this feature at the desired stations.

Benefit: The attendant can process calls much faster since the HOLD button can be bypassed reducing the number of keystrokes.

Application: High traffic attendants who process many incoming calls.

AUTOMATIC PAUSE INSERTION

When the system stores a dialed number for later redial, it automatically stores a pause whenever the user waits for at least two seconds between digits. The automatic pause is inserted in the stored number sequence at the point where the manual pause in dialing occurred. The length of the pause is fixed at two seconds by the system. Pauses use one of the 32 digits available in the redial program.

Benefit: Any pause by the user in dialing is automatically stored by the system in case the number is used for Last Number Redial or Autoredial later.

Application: Great for numbers where a pause in dialing is required (i.e. voice mail, Centrex, long-distance carriers).

AUTOMATIC PRIVACY

A line can be made private or non-private through programming. In the private mode, a station has exclusive use of the line during a call. No other station can access that line unless it is included through using the add-on conference feature. In the non-private mode, another station with that line appearance can gain access at the same time (sometimes known as common line pickup). A line is specified as private or non-private through the line class of service programming. Through station class of service programming, a line can be made non-private at a particular station. Also see the discussions titled: Conferencing -Add-On and Privacy Release.

Benefit: Programmed privacy or non-privacy is automatically activated when the line is accessed.

Application: For professionals who need confidentiality. The user is assured of privacy immediately upon line access.

AUTOMATIC REDIAL (Of Busy Number or Unanswered Call)

A busy number or unanswered call can be automatically redialed by activating this feature. Once automatic redial is activated, the station will select the line, automatically dial the number, and wait for a response. It will do this once a minute for approximately 10 minutes unless deactivated by pressing the autoredial or another button or lifting the handset. The feature cycle is timed and does not have busy detection circuitry. Because of this, if operating handsfree when the called party answers, the handset must be taken off-hook to prevent tD rdlay closures can be employ the timing cycle. Automatic redial is a designated programmable button position and must be programmed by the user to be active; no class of service programming is required.

Benefit: Your time is saved since the system will redial busy or unanswered numbers for you.

Application: Great for the busy executive who doesn't have time to manually redial numbers and wait for responses.

Code: To activate, press preprogrammed button. To cancel, lift handset.

AUXILIARY EQUIPMENT INTERFACE

A non-key system telephone device or a data device can be connected to a line ahead of the common equipment by using the auxiliary equipment interface. The system can detect an off-hook condition in the device connected to the auxiliary equipment interface and can turn on the status light for that line where it appears on key system telephones. It does this to indicate that the line is busy and not available for station use. Auxiliary equipment interface connections provide connections to ports 2 and 4. Pressing the line button on a system station cannot interrupt an external device unless the line has been programmed to be non-private.

Benefit: No A-Lead control is required on the auxiliary equipment to ensure data security.

Application: Beneficial for any application in which data devices are an integral part of daily operations (i.e. retail with credit card verifiers).

AUXILIARY STATION RINGER INTERFACE

The auxiliary ringer interface provides "dry-contact" relay closures which track the ringing pattern whenever ringing is sent to a programmable destination. Relay control can be programmed to be activated when station port 17 rings or when ringing is sent to the paging port.

(continued)

When programmed for station port 17 ringing, an external device is often used to provide loud ringing. When programmed for paging port ringing, an external paging amplifier is usually employed. The system supplies ringing tones to the paging port along with the relay closures. The ringing tones can be sent to the input of an external paging amplifier. The relay closures can be employed to energize the paging amplifier while the ringing tone is being sent to it.

System class of service programming is used to choose either the paging port, or station port 17 for the ringing port relay control. System class of service also determines the type of ringing sent to the paging port. Station class of service programming determines the type of ringing sent to station port 17.

Also refer to the discussions titled: Common Audible Ringer Interface and External Paging Interface.

Benefit: Provides station ringing over a loud ringing device.

BACKGROUND MUSIC

(External Music Source Required)

If an external music source is provided, background music can be turned on and off at individual stations. The loudness of the background music is adjusted with the call monitor speaker volume control, and the background music automatically turns off during calls. No class of service programming is required to provide this feature. Also refer to the discussion titled: External Music Source.

Benefit: Allows station user to listen to music while at their desk.

Code: To activate press ITCM *1. To cancel press ITCM #1.

BASIC KEY SERVICE (1A2) EMULATION

The system provides all of the basic, 1A2-type, key service features. These features are: selective line pickup, common line pickup, multiline pickup, and hold. No special class of service programming is required.

Benefit: Allows user to easily adapt to a new key system from a standard 1A2 system.

BATTERY BACK-UP (Chassis, Cable, And Batteries)

Battery back-up assemblies including chassis, cable, fuses, and batteries are offered as optional kits (available from Comdial). The assemblies are designed to connect directly to the battery backup interface located on the common equipment chassis. No user intervention is required with this feature, and no class of service programming is required.

Benefit: Provides user with an inexpensive uninterruptable power supply and assures there will be no down time in the case of AC power failure.

Application: Environments which depend upon the telephone to make money (i.e. telemarketing) must have battery back-up.

BATTERY BACK-UP INTERFACE

Provision has been made for attaching a Comdial provided optional battery back-up kit to give full uninterrupted system power in case of an AC power loss. The switching and charge circuitry are in the common equipment, while batteries, chassis, and cable are packaged as a separate option. The common equipment will constantly charge the attached batteries when plugged into an active AC Power source. Built-in circuitry automatically switches to battery power when AC power is lost. With batteries at full charge, a fully loaded system will operate for a minimum of one hour without AC power.

Benefit: Automatically switches system to battery power when AC power is lost. The interface is standard equipment on the ExecuTech 2000. Just add Comdial batteries. This represents a savings of \$500 over systems where the interface is sold as an accessory product.

Application: Valuable for applications which cannot afford downtime (i.e. telemarketing, brokerage firms).

BLOCK PROGRAMMING

A class of service assigned to a particular station or line can be assigned to an entire block of stations or lines with one programming action. This feature eliminates the need to individually program stations and lines with the same class of service. Block programming class of service can be performed after a station class of service or line class of service has been programmed for a particular station or line.

Benefit: Eliminates the need to individually program stations or lines with the same class of service. This saves the installer and the user valuable time.

CALL ANNOUNCE WITH HANDSFREE ANSWERBACK

The internal speaker at each station provides call-announce capability over the intercom link. A handsfree response to a call-announce call can be made. This response is transmitted by the microphone built into the telephone housing.

Benefit: Announcements to a station user can be made quickly and response can be given without having to pick up the handset or press any keys.

Application: Great for applications where users are in their office but not close to their telephone (i.e. secretaries filing, doctor with patient).

Code: To send, <u>ITCM + Ext. or Programmed Softkey</u>. The receiving station must have call announce enabled and be idle.

CALL COSTING AND STATION MESSAGE DETAIL ACCOUNTING REPORTS (Optional Printer Required)

The system provides built-in, estimated costing of all outside calls. It also provides station message detail accounting (SMDA) printout reports of all costed calls as well as displayed call costs on LCD speakerphones. Call costing, in general, provides a means of establishing costs to be applied to outside calls made from system telephones. Call costing computes charges for a call after it is completed. It does not restrict dialing as toll restriction does. Call costs may be based on a two-tier time increment rate and a line surcharge cost. Allowances can be programmed for call set-up and minimum call duration. The system provides three ways of determining call costing. They are: exception tables, area/office code banding, and call cost tables. Between these three means of call costing, it is possible to apply reasonable rates for the entire country.

The system can be made to automatically generate selected reports to be printed at a specific time of day. Additionally, the system is arranged to provide the selected report whenever the costed call storage reaches 95 percent of capacity. There are five different SMDA reports which can be selected:

- Detailed report sorted by stations
- Detailed report sorted by account codes
- Line summary report
- Line summary report

 Department summary report
- A general output of all records

Upon completion of report printing, all records used for the reports can be deleted. Any call records created between the time the report printout was started and completed are stored and will not be deleted. If the reports are not deleted after they are printed, a later command to delete records will delete all records at that point and not just the ones that were printed in the previously generated reports. Programming action can be taken to always delete the records after they have been printed. The attendant has the ability to request particular reports to be printed at any time they are required.

Account codes can be established to allow system users to identify calls by category or by any other desired grouping. This allows costs to be recorded by categories or groups. Department numbers can be defined and stations assigned to different departments so that call cost reports can be produced on a department-by-department basis.

Feature programming is provided in call costing and SMDA Reporting class of service programming. Stations are assigned to specific SMDA departments through station class of service programming. The LCD speakerphone display of costed calls is also enabled through station class of service programming. (continued)

Benefit: Enables the user to manage telephone expenses by tracking and reporting usage by station, department, line, or account code. Call Accounting is standard on ExecuTech 2000, saving customers the \$2,000.00 normally charged by other manufacturers who sell call accounting as an add-on.

Application: Legal and Accounting environments can track telephone time and cost by client for bill-back purposes.

CALL FORWARDING ON ALL CALLS (Fowards all ringing lines including intercom)

This feature allows a station user to designate another station or the attendant station as the recipient of all calls normally directed to ring at the user's station. If enabled when night transfer of ringing is activated, the night ringing assignment of the station is forwarded. Calls that are forwarded to a recipient station can be forwarded again from that station to another station. Thus, two levels of call forwarding on all calls can occur, first, from station A to station B and then, from station B to station C. For each intercom call that is received while calls are forwarded, a short tone burst will occur at the user's station as a reminder that call forwarding is enabled. When a programmable button is programmed to serve as a call forward button, the associated LED will turn on when the button is pressed to indicate that the feature is enabled. If the call forward button is programmed as a second level to a DSS/BLF button, the LED indication is always reserved for BLF indication. On LCD speakerphones that are recipients of call forwarding, the display will indicate the extension number or station name for the station from which an intercom call was forwarded.

Benefit: If a station user is away from his or her desk or does not want to be disturbed, all calls can still be answered and handled by another station.

Application: Great for users frequently in meetings or away from the desk or office. Improves call coverage

Code: To forward, ITCM *5 + Ext. To cancel, ITCM #5.

CALL FORWARDING - PERSONAL (Fowards prime line and ITCM only)

Call forwarding on intercom allows a station user to designate another station number (or the attendant station number) to be the recipient of intercom calls normally directed to that user's station. For each intercom call received while call forward is enabled, a ring reminder (short tone burst) will be sounded at the forwarding station to remind the user that they are receiving a forwarded call. On LCD speakerphones that are recipients of call forwarding, the display will indicate the extension number or station name for the station from which an intercom call was forwarded.

Benefit: Intercom calls can be sent to another station when the user is concentrating on taking and making outbound calls for business.

Code: To forward, ITCM *05 + Ext. To cancel, ITCM #05.

CALL PARK

The call park feature allows a station to place a call on hold for retrieval from any station. A call that is parked from a particular station can be retrieved by dialing the appropriate access code for the park orbit. (Note: the retrieving station cannot have access denied to the line on which the call appears.) Calls are parked and retrieved within the system through the use of dialing codes. The system provides nine parking circuits (orbits). Call park, when used with the paging feature, allows a system attendant to direct calls to roving personnel. A call that is left in a parking orbit for a preprogrammed length of time automatically returns to a timed hold recall condition at the station which originally parked the call.

Benefit: Allows attendant to direct calls to roving personnel or it allows a user to put a call in park and retrieve it from any other location.

Application: Great for applications where users are frequently away from their desk or hard to locate (i.e. retail). Allows the attendant to free him or herself to take other calls while target party is located via page to a particular park zone.

Code: To park, <u>ITCM*+park access code (91-99)</u>. To retrieve, <u>ITCM</u>#+access code (91-99). (Park orbit keys are programmed by installer).

CALL PICKUP - DIRECTED

A station user can dial a code, followed by the extension number of a ringing station, to answer the ringing call.

Benefit: Any system user can pick up a ringing, unanswered call without having to leave their desk.

Application: Great for customer service or Centrex applications to ensure all calls are answered.

Code: To answer, ITCM *4 + Ext.

CALL PICKUP - GROUP

If a call rings to any station in a pre-programmed group and another user in the group wishes to answer the call, that user must dial the group pickup code to answer the call. Four different groups can exist with any number of stations in a group. Overlap is provided by allowing stations to be in more than one group thus enabling those stations to pick up for stations in more than one group. Stations within the system are placed in logical answering groups by programming action. Group stations together using the station class of service programming.

Benefit: Any station in a group can pick up any ringing call (intercom or CO) without having to leave that station.

Code: To answer, ITCM #4.

CALL TRANSFER - SCREENED

Screened call transfer allows outside calls to be transferred from one station to another with a pre-transfer, via the intercom link. This can be accomplished in one of two ways. If both stations have access to the line, a common line pickup transfer can be effected. If the other station does not have access to the incoming line, transfer can still take place using the system transfer feature. For a screened transfer, a call is transferred to another station with a pre-transfer announcement by the transferring party. Transferring a call is accomplished with the T/C (TRANS/CONF) button. Also refer to the discussion titled: Call Transfer - Unscreened.

Benefit: Before taking a transferred call, the station user can determine who the caller is.

Application: Great for the busy professional who receives a lot of incoming calls and needs to prioritize and/or locate pertinent files first.

Code: To transfer, press transfer/conference + dial Ext. number...when party answers announce call and hang-up or (press transfer/conference to retrieve if dialed extension does not answer.)

CALL TRANSFER - UNSCREENED

An active call can be transferred to another station without being announced. The transferred call will camp-on to the other station where it will ring and await an answer. The call will automatically ring back to the transferring station after a programmable recall period. There is no limit as to how many calls can be camped onto another station. A transferred call will only ring if the station is idle. The system class of service programming determines the recall time for an unanswered transferred call. Transfer to a busy station will transfer immediately.

Benefit: Calls can be quickly transferred when the attendant is overloaded.

Application: Useful for environments with a hi-volume of incoming calls and one attendant who must quickly process calls.

Code: To transfer, press transfer/conference + dial Ext. and hang-up.

CALL WAITING TONE

The call waiting tone may be signalled to a busy station to indicate that another station or the attendant wants to contact the busy station. A special code is dialed to activate the tone.

Benefit: Signals a busy station that someone in the system is trying to call.

(continued)

Application: Great for the busy executive who wants to know a call is waiting but does not wish to receive a voice announcement interruption.

Code: To activate, ITCM *01 and remain on-line, wait for response. To cancel, hang-up. To answer a call waiting tone, place current call on hold or terminate and hang-up. Waiting call will begin ringing.

CALLING STATION IDENTIFICATION ON BLF

If the station number of a calling station has been programmed into the direct station select/busy lamp field (DSS/BLF) of a called station, the caller will be identified by flashing of the corresponding BLF light. The lights also indicate the status of the DSS telephones: dark = idle, steady-on = in use, flash = calling (or ringing when station monitoring is enabled), and flutter = call back request (if feature is available. No class of service programming is required for this feature. Also refer to the discussions titled: Programmable DSS/BLF and Call Messaging.

Benefit: One quick glance at the Busy Lamp Field tells you who is calling.

Application: Helps the attendant prioritize answering internal calls.

CASSETTE TAPE UP/DOWNLOAD OF COS DATA

(Optional computer required)

The system allows up/download of COS Data from cassette tape.

Benefit: Allows easy system backup. Helpful for troubleshooting or system restoration.

Application: Particularly useful as a contingency planning tool and in locations where the installed system is located at a great distance from the servicing dealership.

CENTREX/CO COMPATIBLE

System features and programmable buttons support the requirements of most Centrex Services. Numbers, #, *, programmable pauses, and flash signals can be made a part of every stored number for access to host system feature codes.

Benefit: System operation in a Centrex environment is easily accomplished.

Application: Great for applications with existing Centrex service needing a key system for departmentalization.

CLASS OF SERVICE PROGRAMMING (From Main Station with LED Feedback)

Class of service (COS) programming is used by the installer to configure and assign all system, line, station, and special purpose operating features. The installer enters COS programming by dialing an access code over the intercom line. System administrators can enter COS programming with another code to reprogram any system, station, or special purpose operating feature that may require change at a later date. Line reprogramming ability is not available through system administration programming. The system attendant can reprogram certain system-wide features that require periodic change by entering COS programming with another code provided for this purpose. The station user can program individual stations for speed dial, autodial and direct station selection (DSS) by entering COS with a code provided for that purpose. Thus, COS programming is arranged with a hierarchical order from the highest (the installer) to the lowest (the station user) level with a higher level programmer having the ability to do anything a lower level programmer can do without exiting a current programming mode. However, only the station user can program the speed dial and autodial locations at their telephone.

All class of service (COS) programming is performed from station 10 or 12. Any station and console combination will function in this mode and provide visual feedback with the LED associated with the programming button. By employing an LCD speakerphone, however, the programmer will have the benefit of display prompts and verifications to simplify and clarify the programming procedures. Class of service programming access is as follows:

- Installer dials: ITCM *#746*.
- Administrator dials: ITCM *#236*.
- Attendant dials: ITCM *#0 neget sou a sa ipina a pinatenare i la esta situação. Sa como si como la intelesción de sono la como - User dials: ITCM**

Class of service programming can be performed using instructions provided in Chapter 4, Sections 2, 3 and 4 of the ExecuTech 2000 System Manual.

Benefit: Allows the system installer to configure and program each system to the user's needs.

CLASS OF SERVICE PROGRAMMING (Video Display Terminal with Menus)

An asynchronous, serial data terminal with an RS-232 interface can be used to effect class of service programming through menu-driven procedures. VDT programming provides a menu-driven approach to programming as discussed in Chapter 4, Section 5.

Benefit: Provides the installer with a simpler menu-driven approach to system programming.

CLASS OF SERVICE PROGRAM PRINTOUT

Connection terminals are provided to interface an RS-232 compatible, asynchronous serial data printer to the system. The connected printer will provide a printout of class of service and toll restriction records. The data printer service class of service programming determines the nature and extent of each requested printout. The system class of service programming specifies the bit-length and baud rate of the data.

Benefit: Allows the installer to have a hard copy of COS records and toll restriction records for his files and/or the enduser's files.

COMMON AUDIBLE RINGER INTERFACE

Connections are available at the common equipment that provides "dry-contact" relay closures whenever an incoming line rings. These contact closures track the ringing pattern and can be used to control an external signalling device. Also, see the discussion titled: Auxiliary Ringer Interface.

Benefit: Allows for activation of external devices requiring contact closure from common equipment to operate.

CONFERENCING - ADD-ON

With this feature, a station, operating in a private mode, can add another station to an outside call.

Benefit: Allows consulting to occur between 2 inside parties and 1 outside party.

Application: Useful in applications where frequent telephone consulting occurs (i.e. medical, legal).

Code: To set up, press transfer/conference + Ext. + transfer/conference.

CONFERENCING - MULTILINE

This feature will allow one station to access up to two outside lines at the same time resulting in a conference arrangement. Conferencing is established through the use of the T/C button.

Benefit: Allows consulting to occur between 1 inside party and up to 2 outside parties.

Application: Useful in applications where multiple parties frequently need to be consulted (i.e. real estate agent consults with outside buyer and seller).

Code: To set up, make first call and <u>press transfer/conference</u>. Make second call and <u>press transfer/conference</u>.

CONFERENCING - UNSUPERVISED

After a conference between an internal party and two external parties has been established, this feature allows the internal party to drop out of the conference by dialing a special code. The conference between the two outside parties continues in an unsupervised condition. Also refer to the discussion titled: Conferencing - Multiline.

Benefit: Allows the secretary/attendant to set up a conference and then drop out.

Code: To drop out, press # and hang-up.

DATA SECURITY

The data security feature will prevent any type of tone (DTMF, camp-on, barge-in, etc.) from interrupting a call that is active on a port programmed with the feature. This prevents interference to non-voice communications from occurring when the port is being used as a data port (when operating a modem through an OPX port, for example). Use station class of service programming to enable a data security port.

Benefit: Provides complete data security when non-voice communications are being transmitted.

Application: Beneficial in environments which require data transmission as a vital aspect of daily business (i.e. fax, modems).

DEDICATED INTERCOM FOR ATTENDANT

This programmable feature ensures than an attendant at a principal call answering position will always have a free intercom link to use for announcing the incoming calls to the stations. Intercom links can also be reserved for exclusive use by any particular station in the system. An intercom link is reserved for use by a particular station through class of service programming.

Benefit: Allows quick and efficient processing of important calls. Emergency calls can be readily announced.

Application: Useful in any office environment such as telemarketing where there is a high volume of incoming calls.

DEFAULT FUNCTIONAL PROGRAM

At initial power-up of the system, the operating features are set to a specific group of operating conditions (default conditions). The default conditions provide a complete operating system for normal use. It can be left as a defaulted system or reprogrammed as desired. Default conditions can be reset if desired. A system can be defaulted by system, line, and station class of service programming. A master clear will default the entire system and erase all stored programmable button information.

(continued)

Benefit: These preset conditions can save the installer and the enduser valuable time and money. Particularly useful for quick install to allow instant use of system while other fine tuning of programming can be accomplished.

DEFAULT TOLL RESTRICTION

Two toll restriction tables are defaulted with pre-programmed values and are pre-assigned to all lines. The tables need only be assigned to the stations by programming action to put them into effect. The defaulted tables can be reprogrammed with different information using the normal programming procedure. Assign toll tables to stations using station class of service programming. Reprogram toll tables using toll restriction table configuration class of service programming.

Benefit: Frequently used toll-restriction comes pre-programmed from the factory (i.e. deny tables include 1, 976, 411, and allow tables include 1-800 and 911). This can save time and money for the installer and the enduser.

DELAYED RINGING

Ringing assignments are programmable. A station can be programmed to provide delayed ringing on some lines while providing immediate ringing on other lines. Call begins ringing on phone after approximately 24 seconds (4 rings @ 6 seconds). Delayed ringing is assigned to certain lines at each station through station class of service programming.

Benefit: Minimizes attendant work load because calls will only ring to attendant if unanswered by primary station.

Application: Great for professionals who want lines to ring directly into their station and only answered by the attendant if they are unavailable.

DESIGNATED PROGRAMMABLE BUTTONS (Softkeys)

Station programmable buttons can be assigned to provide one-button access to a broad range of features. These are designated buttons that must be assigned at each station using station class of service programming, the auto redial button and response message button, however, are designated programmable buttons that can be assigned by the station user. The user may program BLF, certain system features, autodial and response messages.

Benefit: Allows toggle on/toggle off of frequently used features (i.e. privacy, call forward, do not disturb, voice announce block, and autoredial). If the toggle capability is desired, it must be programmed from stations 10 or 12, or the VDT (COS).

Application: Great for users who frequently use system features and do not want to look up feature codes to activate and/or cancel.

Code: To program, <u>ITCM **1</u>, press <u>desired softkey</u>, enter the feature code, press <u>SPKR or MNTR to end</u>. To use, press <u>programmed softkey</u>.

DIAL "0" FOR SYSTEM ATTENDANT

The system attendant station (station 10) is signaled whenever the digit 0 is dialed on the intercom line.

Benefit: Gives the user a quick, easy-to-remember method for accessing the main attendant.

DIRECT DEPARTMENT CALLING WITH DEPARTMENTAL CALL DISTRIBUTION (DCD)

Direct department calling with departmental call distribution (DCD) provides a means by which outside lines can be assigned to one of four different departments. Calls received on department lines and calls that are transferred to a department from within the system search for an idle station in that department. Department calls are distributed throughout the department stations for answering, with individual stations having the ability to be taken out of service as necessary.

Up to four departments can be formed with up to 16 stations allowed in each one. A station can be assigned to more than one department, if desired. In addition to the 16 department stations, a terminating station can be added to each department. Since a station can be assigned to more than one department, the attendant station can be added to serve as the terminating station for all departments if desired. Separate access codes (extension numbers) can be assigned to each department to be used for making intercom calls or doing call transfers to the department.

An incoming call to the department searches for the first available station that is not busy or rings no answer (RNA). If all stations in a department are busy or are RNA, the call will go to the terminating station in that department (if one has been programmed). If there is no terminating station programmed, the call continues to test the department stations until it is answered or dropped by the caller. The terminating station can service the call or transfer it back to the department using the department access code. When the call is transferred back to the department, it will not return to the terminating station. Instead, it will camp-on at the department and wait for a station to become idle. The call will remain in the camp-on state until it is answered or until the department transfer recall timeout period has ended. When the recall timeout period has ended, the call will return to the transferring station.

(continued)

Intercom calls that are made to the department will test the department stations for busy or a RNA. If all stations are busy, a busy tone is returned to the caller. Intercom calls will not camp-on at the department but will go to the terminating station. Further, the system camp-on feature cannot be used to camp-on to a department.

Subsequent calls to a department always ring at the next station in the department from whichever station serviced the last department call. This feature balances the call load throughout the department. Since the RNA time of a station is a programmable feature, department stations can be set to have a short RNA time to allow a call to search rapidly through a department for an answer.

When an outside or transferred call is ringing at a department station, the station user can press the Do Not Disturb (DND) button to place the station in an off-duty condition. While off-duty, all outside and transferred calls skip to the next department station. This off-duty condition remains set until the DND button is pressed again to place the station back in service. A department station can also be taken out of service and placed in a wrap-up mode to provide the user time for doing such things as follow-up paperwork. While a station is in a wrap-up mode all outside and transferred calls skip to the next department station. The station user sets the wrap-up mode. While a station is in a wrap-up mode, all outside and transferred calls skip to the next department station. The station user sets the wrap-up mode by pressing SHIFT(HOLD) + DND. Pressing these buttons again clears the wrap-up mode.

It should be noted that the departments formed for use with this direct department calling feature are different from those departments used in SMDA reporting. Assign department transfer recall time (unanswered call transfer recall time feature) using the system class of service programming. Assign lines for direct department calling using the line class of service programming. Assign department stations, access codes to departments (flexible numbering feature), and busy/RNA timeout (call forward - busy feature) using the station class of service programming. Also refer to the discussion titled: Department Calling Distribution Report.

Benefit: Provides a means for an outside party to dial directly into a specific department. If the call is unanswered, the attendant can put the call into queue so that it is automatically distributed by the system to the first available agent. Additionally, departmental productivity reports can be obtained. In certain instances, this feature may replace costly ACD packages saving customers approximately \$3,000-\$4,000.

Application: Excellent for the user with numerous departments (i.e. retail) and with the need to track departmental activity.

DIRECT INWARD STATION DIAL(DISD)

The DISD feature allows an external party to call an intercom station directly without assistance by the attendant. The DISD call must be received on a line which has been specially programmed to allow this feature. Any line can be programmed to be a DISD line for both the normal mode of operation and the night transfer (of ringing) mode of operation.

The number of rings which occurs on a DISD line before it is answered is programmable. By setting a large number of rings, time is allowed for a call to be serviced in a regular manner by stations that have a line appearance for the DISD line. Setting the number of rings to 0 disables the line for DISD use. If a line is to be dedicated for DISD use, it is a good practice to set it for one ring.

The amount of time allowed for an extension number to be dialed is programmable and a DISD assist station can be programmed to answer calls that are not completed during this dial time limit. When a DISD line is called, it rings for a programmed number of rings. If the call is not answered in a normal manner by a station with the line appearance during this time, the system answers it and presents a DISD dial tone to the caller. The system then waits for an extension number to be dialed from the calling telephone. Only one DISD line is serviced at a time; therefore, an incoming call could ring for more than the programmed number of rings if a DISD call is being serviced when a second DISD call is received.

When a valid extension number is dialed, a confirmation tone is sounded, the system attempts a transfer, and the called station rings if it is idle. If a called station does not answer within the transfer recall timeout period, the call is returned to DISD dial tone. If the called station has the call forward feature set, the forwarded station rings. If a called station is busy, the call is placed on hold and camped-on at the busy station. If the camp-on is not answered within the transfer recall timeout period, a busy tone is given followed by DISD dial tone. The system will return the caller to DISD dial tone two additional times and then drop the line (a total of three attempts are made).

NOTE: If the busy called station is part of a hunt group, the DISD call is routed to an idle station in the hunt group. If no idle stations are found, the call is camped-on to the dialed station. The hunt group is not followed in the case of a ring-no-answer (RNA).

If an invalid extension number is dialed, an error tone is sounded before the DISD dial tone is returned. If a mistake in dialing is made, the caller can dial "*" for a new DISD dial tone. The system will return the caller to DISD dial tone two additional times and then drop the line. If extension number dialing is not completed within the programmed dial time limit, the call is routed to the DISD assist station if one is programmed; otherwise, the line is dropped. If the assist station does not answer before the transfer recall timeout period, the system will return the caller to DISD dial tone. If extension number dialing is not completed within the dial time limit, this time the line is dropped.

(continued)

It is recommended that a music source be connected to the system to provide reassurance to the caller during a camp-on situation when the DISD feature is being used.

Benefit: Allows an outside party to directly access a station without going through the attendant. Calls are processed more quickly.

Application: Excellent for the executive who wants to be reached after hours by personal calls.

DIRECT STATION CALL HOLD (STATION PARK)

This feature allows a station user to park a call at a specific station where it will be held without ringing. A feature code plus a station extension number can be dialed over the intercom line to park the call or a programmable button can be programmed to provide a "directed hold" to a specific station. The parked call will appear as an I-Hold line. If the line does not appear at the station, the parked call is picked up by dialing a feature code. It can be picked up at any station through the use of the call pickup feature. No class of service programming is required. Also refer to the discussions titled: Call PickUp - Directed and Call Park.

Benefit: Allows the attendant to process calls immediately instead of waiting for the station to become idle. This saves the attendant valuable time.

Code: To place a call on direct hold, $\underline{*90 + Ext}$. To retrieve, press the hold line. If the line does not appear on the station, ITCM #90. To cancel, $\underline{*4}$.

DIRECT STATION SELECTION WITH BUSY LAMP FIELD (DSS/BLF)

(Programmable)

A station user can store one-button, direct station selection (DSS) at any memory key location to create a DSS memory key. When this button is pressed, any active outside call is automatically placed on hold and an intercom call is made to that previously stored station number. The visual indicators of the stations programmed at the button locations form a busy lamp field (BLF). The BLF conveys station status to the user. An autodial number can also be programmed as a secondary function at every DSS/BLF memory location. No class of service is required.

Benefit: Allows quick, 1-button access to stations in the system and a visible indication of who is on the telephone, who is calling, and who has left a message.

Application: Great for applications in which a lot of internal communication occurs.

DISTINCTIVE RINGING

The ringing cadence of an incoming call is the same as the ringing cadence of the TELCO, PBX, or CENTREX system. The ringing cadence of an intercom call presents two tone bursts sounded every four seconds.

Benefit: Helps the user to differentiate whether an incoming call is an internal call or outside call and prioritize the call.

Application: When ExecuTech 2000 is used in conjunction with Centrex the ringing cadence of an incoming call will be the same as the Centrex ringing cadence.

DO NOT DISTURB

Any station can be set to a do-not-disturb mode (DND) using the designated DND programmable button and associated indicator (indicator will light when DND is active). While in the DND mode, the station will not ring on any incoming call nor will it accept an intercom call. A party making an intercom call to a station set in the do-not-disturb mode hears a fast busy tone. The feature cannot be overridden by the calling party unless the override feature is enabled. Refer to the discussions titled: Do Not Disturb Override and Executive/Attendant Override.

Benefit: Enables the station user to prohibit any calls from ringing.

Application: Great for the busy executive who frequently is involved in important meetings and cannot be disturbed.

Code: To activate press the <u>preprogrammed key</u>. To cancel press the <u>preprogrammed key again</u>.

DO NOT DISTURB INHIBIT

The system can be programmed to inhibit any station from entering the DND mode. System class of service programming is used to program this feature.

Benefit: Prevents a station user from using the Do Not Disturb feature in order to block calls.

Application: Beneficial for increased management control in applications which take a large number of incoming calls (i.e. customer service).

DO NOT DISTURB OVERRIDE

Stations can be provided with DND override capability which will allow them to call a station that is set in the DND mode. The Executive/Attendant Override feature must also be active for DND override feature to function. Station class of service programming is used to assign this feature. Also refer to the discussions titled: Do Not Disturb and Executive/Attendant Override.

Benefit: Allows override of a station in Do Not Disturb.

Application: Useful for a secretary or attendant to announce priority calls to stations in Do Not Disturb.

Code: To override, EXT + *03.

DUAL INTERCOM

This feature provides for two separate intercom lines at the same station. One intercom line is fixed and is accessed with the ITCM button. The other intercom line is programmable and is accessed by a programmable button selected for that purpose by class of service programming. Calls are handled on the intercom lines in much the same manner as outside calls are handled using the line buttons. Special considerations are as follows:

• Distant party hang-up causes intercom link to drop.

- Intercom call to station already busy on intercom rings in subdued fashion and flashes indicator associated with other intercom button.
- With both intercom lines busy, a third intercom call results in a secure off-hook voice announce at busy station.
- Pressing a DSS button while on an active intercom call will
 drop the distant party unless the automatic hold feature is
 enabled for the intercom line through class of service
 programming. The hold button can be used, however, to
 place an intercom call on hold before selecting the other
 intercom line for use.
- Any action taken on the intercom by a station being observed via the service observing feature will cause the observing station to return to an idle state.

The station class of service button mapping procedure assigns a programmable button to serve as the second intercom button.

Benefit: Provides user with two separate intercom links if necessary.

Application: Great for applications in which internal communication and consulting is important (i.e. doctors, lawyers, brokers).

DYNAMIC LINE KEYS

Through class of service programming, certain idle line buttons can be arranged to serve as dynamic line buttons. This feature allows the system to temporarily assign a line to a station that normally does not have the line assigned to it, and have that line appear on a dynamic line button. While the call is appearing on the dynamic line button (LED on), any normal call handling operations can be performed. Certain buttons are defaulted to serve as dynamic line buttons but the station class of service button mapping procedure can be used to program other buttons to be dynamic line buttons.

Benefit: Allows the user to have LED verification for a line not dedicated to their station. While this line is active, the LED verification will allow any normal call handling operations (i.e. conferencing).

Application: Useful in applications where trunk grouping is utilized (i.e. telemarketing) in order for less expensive, 2-line telephones to be used.

END-TO-END SIGNALING ON INTERCOM

After an intercom call has been established, the system can continue to send dialing signals (DTMF tones) through the intercom path. This feature can be performed from every station in the system, and is used primarily by peripherals such as an OPX accessory unit and voice mail equipment.

Benefit: Allows accessory equipment requiring DTMF signals for control to be accessed.

Application: Voice Mail and OPX environments.

END-TO-END SIGNALING ON LINES

After an outside call has been established, the system can continue to send dialing signals (DTMF tones) through the telco network and have them received at the distant end for inward call completion (bank by phone, etc.). This conventional, off-hook dialing feature can be performed from every station in the system.

Benefit: Allows banking machines, telephone ordering services, credit card services, voice mail, etc...to be accessed.

EXCLUSIVE HOLD

Exclusive hold prohibits a held call from being retrieved by any other station. The exclusive hold condition also links the held call to the timed hold recall timeout feature. After timeout, audible and visual signalling will occur and the exclusive hold condition will revert to a normal line hold condition.

Benefit: Prohibits a held call from being retrieved by any other station.

Code: To activate, Press Hold twice.

EXCLUSIVE HOLD SYSTEM-WIDE ENABLE/DISABLE

This feature allow systems that do not require exclusive hold capability to have it turned off system-wide through programming. System class of service programming is used to enable or disable exclusive hold.

Benefit: Disabling ensures the attendant can retrieve calls put on hold for extensive time periods.

Application: Increased management control for customer service conscious environments.

EXECUMAIL INTEGRATION

Comdial's ExecuMail Voice Processing system has been designed for tight integration with the ExecuTech 2000. ExecuMail provides Voice Mail, Automated Attendant, and Voice Response features helping to improve office communications. ExecuMail offers such outstanding features as Group Messaging, Date and Time Stamp, Immediate Message Reply, plus more. For further information on ExecuMail, consult Comdial's ExecuMail brochure.

Benefit: Improves office communications efficiency by enhancing messaging, call delivery, and response.

Application: Perfect for busy executives or employees with high levels of call activity. ExecuMail frees attendants and ends worries of missing important messages.

EXECUTIVE/ATTENDANT OVERRIDE

This feature allows the user of a station, upon encountering a busy signal at another station, to dial a code that will override the busy signal of a call, sound a warning tone, and allow access to the existing conversation. This feature is enabled through station class of service programming.

Benefit: Allows override of a busy station in emergency situations.

Application: Excellent for professional environments in which the executive needs to be aware when "priority" clients call in.

Code: To override, hear busy tone, press *03 and join in.

EXTENDED DUAL TONE MULTIPLE FREQUENCY(DTMF)

The system can access answering machines, banking computers, voice mail equipment, etc. that require DTMF tones that are longer than the standard 80 msec tone. A shift to a longer tone, of pre-programmed length, is automatically made 10 seconds after a line is selected or 10 seconds after the last digit of a number is dialed. A user can shift from one tone length to the other by pressing the hold button and then re-selecting the line.

(continued)

Benefit: Allows a user to more easily access voice mail, answering machines, etc.

Application: Excellent in tele-banking applications.

EXTERNAL PAGING INTERFACE

A spare station line port can be interfaced with an external paging amplifier. The paging amplifier can then be dial-accessed by stations in the system. DTMF tones can be dialed through the line port to provide zone selection if provided by the external paging amplifier. The station and line class of service programming arranges a line port for external paging interface.

Benefit: Allows all-call or zone paging announcements to be sent to an external paging amplifier.

Application: Great for applications who use paging frequently (i.e. education, retail, warehouses).

Code: To page lift handset, dial paging access number or push line key external unit is connected to.

FEATURE INHIBIT

A large array of individual features can be disabled system-wide to provide a basic telephone system. A basic telephone system is useful for installation environments where a large proportion of the stations are accessible to unauthorized users thus subject to tampering or for environments where station users must be limited as to the variety of features allowed to them. Features are disabled by system class of service. Once disabled, they can be enabled by turning on all features at once using the system default programming.

Benefit: Prevents unauthorized use of system features.

FLEXIBLE RINGING ASSIGNMENTS

Ringing assignments are programmable on a per station/per line basis. Ringing can be controlled for every line that has an appearance at each station. Delayed ringing is assigned to certain lines at each station through station class of service programming. Refer to the paragraph titled: Delayed Ringing.

Benefit: Lines can appear on a telephone but not ring.

Application: Good for the executive who doesn't answer the telephone but needs to have the line appearance.

FLEXIBLE RINGING ASSIGNMENTS OF PA PORT

A station port programmed as a PA port can be programmed for flexible ringing assignments and zone pages. Any desired lines can be programmed for direct ring, delay ring, or night transfer (of ringing) at this port. Paging can be to programmed zone or to all-call. A speaker can be connected to the port to sound the ringing that is generated by the system and sent to this port and paging announcements when they are sent to the programmed zone. Using such an arrangement, it is possible for a user to determine that certain lines are ringing, such as in a night transfer (of ringing) mode, and go to the nearest telephone and answer the call. The most common use for this arrangement is as a night bell, eliminating the need for external equipment as required with the common ringer and auxiliary ringer interface. The speaker cannot be used for voice response as the path is one-way only. Use system class of service programming to assign ringing and paging to a port.

Benefit: The user can determine that certain lines are ringing, such as in night transfer, and go to the nearest telephone to answer the call.

Application: Good for after-hours security guard applications.

FLEXIBLE STATION AND LINE CLASS OF SERVICE CONTROL

The extension number of a station and all other programmable attributes that are initially assigned to a particular station port and the line, along with all programmable line attributes that are initially connected to a particular line port can be re-assigned to a different port through programming action. This feature allows adds, moves, and changes without re-locating the station and line wiring. Line and station class of service programming are used to reassign stations and lines.

Benefit: Allows adds, moves, and changes without re-locating the station and line wiring.

Application: Good for environments with frequent adds, moves, and changes.

FLEXIBLE STATION NUMBERING PLAN (Four Digit)

The system supports a flexible station numbering plan for individual stations. Each station can be programmed to respond to the dialing of any available number between 10 and 7999. This feature may be used to match the calling number of a station located in a pre-numbered area to that area number. A combination of two, three, or four digit extension numbers can be assigned as long as they do not conflict. For example: If 21 is assigned as an extension number, there can not be any other extension numbers assigned that begins with a 21. The system class of service programming is used to assign extension numbers to individual station ports.

Benefit: Extension numbers can be set by the user.

(continued)

Application: Allows a user to match the system extension number with a pre-numbered area or host-system intercom number (i.e. CentraNet).

FULL BUTTON PROGRAMMABILITY OF FEATURES

Most ExecuTech 2000 features can be made available at programmable buttons by programming the specific access codes necessary for dialing the features. Programmable features include those that can utilize lamp (on/off) supervision (e.g., call park orbits). All feature access codes can be stored, except for those requiring T/C button action. Continuous strings of digits can be stored, including ITCM button presses, up to the maximum amount of storable digits allowed in an autodial entry (16).

Benefit: Eliminates the user searching for feature access codes.

Application: Great for the executive who needs quick, 1-button access to features.

Code: To program, ITCM **1 + programmable key, enter feature code, press SPKR or MNTR to end.

HANDSFREE ANSWER INHIBIT

The MUTE button on a station can be used to block all handsfree answerback response. This arrangement will prevent a station user from monitoring another station site using the monitoring ability of the voice announce feature. When the button is pressed, all handsfree answerback is disabled thus inhibiting any off-site monitoring. The mute light will turn on steady to indicate that this feature is active. Also refer to the discussion titled: Mute.

Benefit: Prevents off-site monitoring of a station.

Application: Beneficial in applications which require confidentiality (i.e. government, legal).

I HOLD AND I USE INDICATIONS

The lights associated with a line button provide a visual indication of the status of that line. Line indicators showing lines in use or on hold at your station flash at a different rate than those indicating the line status of other stations.

Benefit: Provides the user with a quick and easy way to distinguish which lines they have in use or on hold.

Application: Great for the busy attendant responsible for processing a large volume of calls.

IDLE LINE PREFERENCE

When a station is programmed for idle line preference, it will automatically be connected to the first assigned idle line. The system can be programmed on a per station basis to enable idle line preference. When idle line preference is enabled, taking the handset off-hook will automatically connect the station to any assigned line that is idle and has been arranged for this feature. The line button will not have to be pressed. If this feature is used in conjunction with prime line automatic, the user will be given prime line first when going off-hook. A idle line will be given if the prime line is in use. The station class of service programming enables this feature on a per station/per line basis.

Benefit: The system will automatically connect a user with the first assigned idle line. This saves time normally spent depressing line keys.

Application: Great for users who make a lot of outbound calls (i.e. telemarketing, busy executives).

INTERCOM CALL PROGRESS TONES

Intercom call progress is marked by special tones. A steady tone is provided for dial tone. Ring-back tone is one second on and three seconds off. For tone signalled intercom calls, a two-tone burst is sounded every four seconds at a called station and returned to the caller as ring-back. For a voice signalled intercom call, a single tone burst is sounded at a called station. When a called station is busy, a busy signal of one-half second on and one-half second off is received at the calling station. A fast busy tone will be supplied when the called station is in the do not disturb mode. OPX ports are only supplied with the regular busy tone since fast busy tones could interfere with the operation of some accessories that can be connected to this port.

Benefit: Gives the user an easy way to distinguish the progress and status of intercom calls.

Application: Great for applications which perform a lot of internal calling.

INTERCOM HUNT GROUP

Station ports can be assigned to intercom hunt groups. When a station that is assigned to a hunt group is busy or is a ring-no-answer (RNA), a call to it will ring at the next idle station in the group. A hunt group can be terminal or circular. A call will route down a terminal group from the called station until it finds an idle station or reaches the end of the group. A call will search around a circular group until it encounters an idle station or until all stations in the circular group are searched. The ringing time at any one station is programmable. Hunt groups are created through station class of service programming.

Benefit: The system will automatically route unanswered intercom calls through the group to be answered.

(continued)

Application: Great for departmental applications because it can save the attendant processing time. The system will search for the first available station when a call is transferred.

INTERCOM LINE TIMEOUT

Should the intercom line be selected with no dialing or other action taking place, the intercom will timeout after ten seconds, and return to an idle state.

Benefit: Ensures intercom lines not being used return to an idle state.

LAST NUMBER REDIAL

Each station is provided with a last number redial feature. This feature will save 32 digits of the last outside number dialed. A newly dialed number will always automatically replace a previously dialed number. Upon command, the system will choose a line and redial the saved number. The system will first choose the prime line if assigned and idle. If it is busy or unavailable, the system will choose any line assigned to idle line preference. If they are unavailable, the system will choose the last line used at the station. If it is busy, no further choice is made. No class of service programming is required. Also refer to the discussion titled: Automatic Pause Insertion.

Benefit: Saves time since the system performs the redial function.

Application: Saves everyone time from having to manually redial a busy or unanswered call.

Code: To redial press # or if on-line listening to dial tone press Hold #.

LCD MESSAGING

Standard and system-supplied custom display messages can be set by dialing a specific code at any station. Such messages are to be received and displayed by any LCD speakerphone that calls the station which set the message. When a message is set, the intercom light at the setting station will flash to indicate that the feature is active.

Benefit: Provides an LCD caller with status of called station (i.e. out to lunch).

Code: To turn on message, <u>ITCM *02</u>, dial <u>desired message number</u>, press <u>SPKR or MNTR</u>. To turn off message, <u>ITCM #02</u>.

LCD SUPPORT

The system supports the use of digital telephones having a Liquid Crystal Display (LCD). The display is capable of providing the station user with a visual presentation of: call cost, call duration, number dialed, name of called station, name of active feature, date and time, and programming prompts.

Benefit: Provides visual indication to user of station features and number dialed.

Application: Great for professional environments and especially for users who spend a lot of time on the telephone.

LINE ACCESS RESTRICTION

Refer to the discussion titled: Access Denied.

LINE ANSWER FROM ANY STATION (NIGHT MODE)

When the attendant programs the system for nighttime operation using the night transfer of ringing feature, the line answer from any station feature is made active. With this feature, a user can dial an access code over the intercom line to allow him to answer any ringing outside line. The line need not be ringing at the user's station for this feature to be used.

Benefit: A ringing line in night transfer service can be answered from any location.

Application: Useful for applications with evening security guards or for businesses where certain personnel work evening hours.

Code: To answer, ITCM 80.

LINE GROUPS

Outside lines can be grouped together in up to four different groups. Each group is accessible through a unique dialing code or automatically selected with the programmable autodial feature. Grouping can reserve certain lines for certain clusters of stations as in a tenant-service arrangement. The assignment of line groups frees station buttons normally used for line selection thus making these buttons available for use with a feature such as personal DSS/BLF with station-to-station messaging. Lines are placed in line groups with the line class of service programming.

Benefit: Allows user to reduce costs by using 2-line and 10-line telephones. Also frees dedicated line buttons for other use (i.e. feature codes).

Application: Great for environments where users make a lot of outbound calls but do not process incoming calls (i.e. customer service).

Code: To make a call, ITCM + line group access code (9, 81, 82, 83), listen for dial tone.

LINE PRESELECTION

A line can be manually selected before lifting the handset (for handsfree dialing) or after the handset is lifted. (If Prime or Idle not programmed)

Benefit: User has the ability to select line of choice for outgoing calls, overriding Idle Line Preference or Prime Line Preference.

LINE AND LINE GROUP QUEUING

With the line queuing feature, the station user can take action that will place a station in a queue where it awaits the availability of a line or line group. The station is automatically signalled with five tone bursts when the line is available for use. Each station can queue one line at a time.

Benefit: Saves time for the user since the system will search for an available line or line group.

Code: To place station in queue, dial *8 and hang-up. When line or line group is free, the telephone will ring back 5 times. To cancel, press ITCM #8.

MANUAL HOLD

A button activated feature at each station will place an outside line on hold. Pressing the HOLD button holds the call, provides a distinctive flash rate of the line button indicator, and allows the user to access other station features. The holding station or any other station that has access to the line can retrieve the held call.

Benefit: Allow calls to be put on hold. You can better serve the customer and he or she won't hear you gathering information to answer his or her question.

Code: To place on hold, press HOLD.

MEET-ME ANSWER PAGE

Any station user can dial a special code number in response to an all-call or zone page and be connected to the paging party in a private conversation. All-call or zone paging is provided to the stations through the station class of service programming.

Benefit: A station user can automatically be connected with the paging party from any location in the system.

Application: Great for manufacturing and retail applications where paging is frequently used. Also, excellent for situations where you need to reach an internal party, but don't know where they are located.

Code: To answer page and be connected to paging party, <u>ITCM 88</u>. (The paging party must remain on the intercom line after the announcement is made.)

MEMORY RETENTION WITHOUT BATTERIES

The system memory is electronically protected during AC power failures by an electronic component sometimes known as a "super capacitor." The stored program data will remain in memory for a minimum of 65 hours provided that the system has been powered continuously for at least 30 minutes prior to the power failure or disconnection. Also, the system clock will continue to run and keep time for at least 30 minutes after an AC power failure or disconnection.

Benefit: Provides backup for system memory in the case of an AC power failure so that the system does not have to be reprogrammed.

Application: Provides excellent protection in areas of the country with frequent power outages.

MESSAGE WAITING

Special feature access codes enable a station user to control the message waiting (MW) light at other stations in the system. When the message waiting light is turned on at a station, a call can be automatically placed to the station that turned it on.

Alternately, one station can be designated by COS programming as the central message desk and can be arranged for exclusive message waiting control. The central message desk can be used to control message waiting lights and deliver messages to and from all other stations in the system. The ability of a station to originate a message waiting signal is enabled by programming action. Station class of service programming provides a station with the ability to originate a message waiting signal and is used to create a central message desk.

Benefit: Gives the user a quick indication that the attendant has a message for them.

Application: Useful for any attendant who takes a lot of calls for system users.

Code: To turn on message waiting light, $\underline{ITCM *3 + Ext}$. To turn off the message waiting light, $\underline{ITCM #3 + Ext}$. To turn off the message waiting light during message delivery, \underline{ITCM} . To receive a message when light is flashing, lift <u>handset</u>, press $\underline{ITCM HOLD}$.

MODULAR WIRING AND JACKS 4-CONDUCTOR WIRE SYSTEM

The system can be completely interconnected by employing industry standard 50-pin connectors and modular plug/jack combinations. Station wiring is small, 4-conductor, twisted-pair cable throughout the system.

Benefit: Can save installation time and cost for the user.

MEMORY RETENTION WITHOUT BATTERIES

The system memory is electronically protected during AC power failures by an electronic component sometimes known as a "super capacitor." The stored program data will remain in memory for a minimum of 65 hours provided that the system has been powered continuously for at least 30 minutes prior to the power failure or disconnection. Also, the system clock will continue to run and keep time for at least 30 minutes after an AC power failure or disconnection.

Benefit: Provides backup for system memory in the case of an AC power failure so that the system does not have to be reprogrammed.

Application: Provides excellent protection in areas of the country with frequent power outages.

MESSAGE WAITING

Special feature access codes enable a station user to control the message waiting (MW) light at other stations in the system. When the message waiting light is turned on at a station, a call can be automatically placed to the station that turned it on.

Alternately, one station can be designated by COS programming as the central message desk and can be arranged for exclusive message waiting control. The central message desk can be used to control message waiting lights and deliver messages to and from all other stations in the system. The ability of a station to originate a message waiting signal is enabled by programming action. Station class of service programming provides a station with the ability to originate a message waiting signal and is used to create a central message desk.

Benefit: Gives the user a quick indication that the attendant has a message for them.

Application: Useful for any attendant who takes a lot of calls for system users.

Code: To turn on message waiting light, $\underline{ITCM *3 + Ext}$. To turn off the message waiting light, $\underline{ITCM #3 + Ext}$. To turn off the message waiting light during message delivery, \underline{ITCM} . To receive a message when light is flashing, lift handset, press $\underline{ITCM HOLD}$.

MODULAR WIRING AND JACKS 4-CONDUCTOR WIRE SYSTEM

The system can be completely interconnected by employing industry standard 50-pin connectors and modular plug/jack combinations. Station wiring is small, 4-conductor, twisted-pair cable throughout the system.

Benefit: Can save installation time and cost for the user.

MUSIC INTERFACE (EXTERNAL SOURCE REQUIRED)

A jack is provided on the common equipment for the connection of a customer-provided music source. Also refer to the discussions titled: Background Music and Music-On-Hold.

Benefit: Provides music to outside lines placed on hold.

Application: Useful for any application that wishes to play prerecorded advertisements or customer announcements while customers are on hold.

MUSIC-ON-HOLD

Music is provided to outside lines that are placed on hold if an external music source is connected to the system. Refer to the discussion titled: Music Interface.

MUSIC-ON-HOLD SYSTEM-WIDE ENABLE/DISABLE

Music is provided to outside lines that are placed on hold if an external music source is connected to the system. Music-on-hold can be disabled system-wide by attendant action. Also see discussions titled: Music Interface and Music-On-Hold.

Benefit: Allows the external music source to be dialed by the attendant.

Code: To turn off music from the attendant position, ITCM *#04, press 2, SPKR or MNTR to end. To turn on music from attendant position, ITCM *#04, press 1, SPKR or MNTR to end.

MUTE

Each station has a MUTE button which, when pressed, will mute the handset transmitter (or internal microphone on speakerphones) to prevent the user's voice from being heard by the distant party. The button provides push-on/push-off operation on speakerphones. No class of service programming is required. Also refer to the discussion titled: Handsfree Answer Inhibit.

Benefit: Allows a user to block any internal conversation or noise from a called party.

Application: Great for the busy executive who needs to consult with a party in his/her office while on the telephone with another party.

Code: To activate, press MUTE. To cancel, press MUTE.

NIGHT TRANSFER (OF RINGING)

Night transfer (of ringing) is an attendant-controlled feature that transfers the day ringing program of all incoming calls to a particular station or stations for off-hour or special purpose answering. The night transfer mode can only be activated from station 10 or 12. The individual lines at each station that are to be transferred with this feature are selected by station class of service programming.

Benefit: All incoming calls after hours can ring to one or more special night answering station(s).

Application: Great for applications with a nighttime security guard or companies with second shift employees.

Code: To activate from station 10 or 12, ITCM *#03 + 1. To cancel, ITCM *#03 + 2.

OFF-HOOK VOICE ANNOUNCE (OHVA) WITH HANDSFREE ANSWERBACK

With the Off-Hook Voice Announce (OHVA) feature, an announcement can be made from one station to another station that is off-hook or busy on a call. To receive an OHVA, the OHVA station can be equipped with either a telephone and adjunct feature module combination or with a telephone that has Secure Off-Hook Voice Announce (SOHVA) capability built into it. The announcement is preceded by an alerting tone and delivered through the loudspeaker in the adjunct feature module or the SOHVA-equipped telephone. The called party can reply in a handsfree manner to an OHVA announcement without interrupting the active call. Reply is made through the OHVA microphone included in the adjunct feature module. Stations that have voice announce blocking feature turned on cannot receive an OHVA. Station class of service programming is used to enable the OHVA feature at a station port to program a port to accept a telephone with integrated OHVA capability if one is installed. Also refer to the discussion entitled Secure Off-Hook Voice Announce on page 56.

Benefit: A quick way to relay an important message to a station off-hook on another call.

Application: Excellent for situations where an important call needs to be announced and delivered to a manager or busy executive.

ON-HOOK DIALING

Every station provides manual and/or automatic dialing while the station handset is on-hook. An internal speaker monitors call progress for completion. (The handset must be taken off-hook to provide the voice link on non-speakerphone stations.)

Benefit: Allows the user to continue doing paperwork, etc...until the actual connection is made.

OPX SUPPORT

The system will support Off Premise Extension (OPX) Units which are multi-purpose key service unit accessories that allow most industry standard telephone devices to be located in remote areas. The OPX will accept both tone and pulse dialing from the devices.

Benefit: The Comdial OPX-X provides the interfacing capability required to connect most industry standard telephones to the station port of ExecuTech 2000 systems and operate them at a much greater distance than is allowed with electronic key telephones.

Application: System support allows installation and use of inexpensive Industry 2500 type telephones in remote areas (for access to numbers such as 911) that would normally require mult-line sets.

ORIGINATING DENIED

The ability to originate calls on certain lines can be denied at individual stations through system programming. The originating denied feature is programmed on a per station/per line basis. Originating denied does not prevent a user from answering a ringing line, retrieving a held call or receiving a transferred call. Call origination on a line is denied at a particular station by the station class of service programming.

Benefit: Ensures that users who are to answer only are not making outbound calls.

Application: Useful for attendants who only take incoming calls.

PA PORT TIMEOUT

In COS Programming a systemwide choice can be made to either have all PA ports timeout after five minutes or never timeout.

Benefit: Ensures that paging system is not inadvertantly tied up. Also extremely useful in environments such as schools where 10 to 20 minute room announcements are common.

PBX COMPATIBLE

System features and programmable buttons support the requirements of most PBXs. Numbers, #, *, programmable pauses, and flash signals can be made a part of every stored number for access to host system feature codes.

Benefit: Unique departmental operation in a large PBX environment is easily accomplished.

Application: Great for applications with existing PBX service needing a key system for departmentalization.

PERSONALIZED RINGING TONE

This feature allows a station user to choose one of four different ring tones to aid in distinguishing one ringing station from another.

Benefit: Enables a user to determine whether or not a ringing station is his/hers.

Application: Great for applications with a lot of station users in one area (i.e. newspaper offices, police stations).

Code: To select tone, ITCM **4, dial 1, 2, 3, or 4 to select tone.

POOLED LINE ACCESS (GROUP LINE ACCESS)

Users can dial a special access code instead of pushing a line button to access one of up to four different groups of lines. Lines are arranged into groups with the line class of service programming. System must be strapped for hybrid configuration.

Benefit: Line keys can be used for other functions (i.e. DSS/BLF, feature access codes) or the user can utilize inexpensive SLPS telephones to reduce costs.

Application: Great for applications in which users make mostly outbound calls (i.e. telemarketing).

Code: To seize line, ITCM, dial 9 for group 1, 81 for group 2, 82 for group 3 or 83 for group 4, listen for dial tone.

POWER FAILURE TRANSFER

A power failure line connection is available for connecting industry-standard telephones such as a Comdial model 2500. The power-fail telephone is automatically connected directly to a certain CO line whenever there is an AC power failure. Normal origination and reception of calls on a power-fail station is possible during the power failure condition. The power-fail stations will automatically disconnect as soon as power is restored.

Benefit: Provides a backup, operable telephone station in case of AC power failure (if battery back-up is not being used).

Application: A must for environments in which battery back-up is not used.

POWER "ON" INDICATION

The system provides clear indication of power on/off status for the system KSU.

Benefit: Immediate recognition of whether your system is powered up or is in "off" status.

(continued)

Application: Useful in environments where users wish to monitor the power status of their system (ie...after electric power restoration, etc.) or for installers troubleshooting/monitoring system.

PRIME LINE AUTOMATIC

If a station is programmed for prime line automatic, the designated outside line, intercom line or line group will be automatically selected when the handset is taken off hook. Prime line pickup may be preempted by preselecting another line before lifting the handset. If the prime line is ringing, it is automatically answered by lifting the handset. Prime line automatic is assigned to a station through station class of service programming.

Benefit: Convenient and time-saving for the user.

Application: Good for users who receive and place most calls on their private line.

PRIVACY - DESIGNATED BUTTON

Stations can be programmed to provide a privacy button. If a line is private, a user can press the privacy button to change it into a non-private one. Once the line is non-private, pressing the button will have no effect. Station class of service programming is used to program the programmable button function at the stations.

Benefit: Enables the user to quickly make a private line non-private so another party with that line appearance can join the conversation.

Application: Excellent for brokerage service applications.

PRIVACY RELEASE/BROKERAGE SERVICE See the discussion titled: Privacy - Designated Button.

PRIVATE LINES (ACCESS DENIED)
See the discussion titled: Access Denied.

PROGRAMMABLE BUTTONS

Refer to the discussions titled: Full Button Programmability Of Features, Programmable DSS/BLF, and Dedicated Programmable Buttons.

PROGRAMMABLE PASSWORD

ExecuTech 2000 provides a means for changing the programming entry password. Customizing the program entry password helps protect the stored class of service data from unauthorized changes. The installer and administrator passwords can only be changed through VDT COS programming. A password can be changed to one that cannot be entered from a telephone keypad, thus preventing any COS programming from station 10, or it can be changed to one that can be entered on the station 10 telephone. Password changes can only be changed at the installer level. They can never be done at the administrator level of programming. If the installer password is changed, a programmer must enter into COS programming using this new password before being able to change it again.

Benefit: Allows prevention of unauthorized access to your customer database and serves to protect your client records.

Application: Good in any environment where record/system security is important.

PULSE/TONE SWITCHABLE

The system can be programmed on a per line basis to allow the stations to switch from pulse to DTMF type dialing as needed. Alternately, the system can be programmed to only allow tone dialing. The line class of service programming sets the dialing mode required for a particular line.

Benefit: The system is operable in areas of the country with only pulse dialing but can be converted to tone while dialing if DTMF type dialing must be inserted (i.e. credit card number).

Code: To convert to tone, press # at the point where tone dialing is required. The system will switch back to pulse dialing when the call is ended.

REMOTE PROGRAMMING AND ADMINISTRATION

Remote programming of the system and SMDR output for printing are both available through serial data ports. These data ports will support X-on X-off control codes for terminal control as well as a DTR signal for handshaking. They also have the popular XMODEM protocol so that the system database can be uploaded or downloaded, error free, from or to a remote computer running software that supports the XMODEM protocol. Two serial data ports allow VDT programming (either local or remote) through one port while the other is sending SMDR data for printing. VDT programming of the system is menu driven.

Benefit: Saves the user cost of on-site service call for reprogramming.

Application: Good for applications in which it is inconvenient or difficult for the installer to make an on-premise service call in order to update or change system programming (i.e. remote locations).

RESPONSE MESSAGING

This feature allows a user to reply in a non-verbal manner to a voice announce, tone-signaled intercom call or to a secure off-hook voice announce call if the intercom caller is using an LCD speakerphone. The station user can press a programmable button in response to an intercom call and send a message to be shown on the display of the calling station. Response messages are pre-programmed by the attendant and later stored by station users at programmable buttons on their individual stations as need dictates.

Benefit: Allows quick, non-verbal response to be made to a voice announce, tone-signaled intercom call, or secure off-hook voice announcement when the user does not want to be interrupted.

Application: Great for the busy executive who wants messages relayed to him or her while on a call but does not wish to respond verbally.

Code: To program a button for response message, ITCM **1, press the desired programmable button, dial 5, dial message number (0-9), press SPKR or MNTR to end. To send response message, press preprogrammed softkey.

RINGING LINE PREFERENCE

The system can be programmed on a per station basis to provide ringing line preference on all lines programmed for ringing at the station. When ringing line preference is enabled at a station, taking the handset off-hook automatically connects the station to any outside line that is ringing on it. A line button will not have to be pressed. If a station also has prime line assigned, the prime line will always be answered first even though it may be the second line to ring. The ability of a particular station to answer a ringing line without line selection is enabled by the station class of service programming.

Benefit: Allows quick answering without pressing line keys.

Applications: Great for the busy attendant or secretary who doesn't have time to determine which flashing light (LED) is the ringing line.

SAVED NUMBER REDIAL

This feature enables a button action to save the first 16 digits of the last number manually dialed from the keypad. The saved number can be redialed at a later time. The saved number is permanently available for later use until it is replaced with a new number.

Benefit: Allows the user to store a dialed number for later use.

Application: Great for the busy executive who doesn't have time to manually redial numbers.

Code: To save number, press <u>button preprogrammed for this purpose</u>. To dial saved number, press <u>Hold</u> then press <u>preprogrammed button</u>.

SECURE OFF-HOOK VOICE ANNOUNCE (SOHVA) WITH RESPONSE MESSAGING

With the secure off-hook voice announce (SOHVA) feature, a secure (private) announcement can be made from one station to another station that is off-hook and busy on a call. A station being operated in a handsfree mode cannot receive a SOHVA. A station must be equipped with a telephone that includes SOHVA capability to receive a SOHVA message and have the feature enabled in COS. With SOHVA, the announcement is delivered and responded to in a secure manner that prevents the distant party from hearing either the announcement or the response. The announcement is preceded with a tone alert and is delivered to the handset receiver of the telephone. The announcing caller receives a tone alerting them that they are making a SOHVA call. Response to the announcement can be verbal or non-verbal. Verbal response is effected by pressing and holding the MUTE button and speaking into the handset. Non-verbal response is effected by pressing a pre-programmed button to send a message such as "Take a Message" or "Have Them Hold", to be shown on the display of the announcing station (if it is an LCD speakerphone). The announcing station is automatically disconnected after the message is displayed.

Stations that have the voice announce blocking feature turned on cannot receive a SOHVA call. Station class of service programming is used to enable the SOHVA feature at a station port and to program a port to accept a telephone with integrated SOHVA capability if one is installed.

Benefit: A quick, courteous way to relay an important message to a station off-hook without disrupting the conversation.

Application: Great for the busy executive who wants important messages relayed regardless of busy status.

Code: To make announcement, press <u>ITCM + Ext</u>, make announcement. To respond to SOHVA, press <u>pre-programmed message</u> response key or press mute and hold to talk.

SECURE OFF-HOOK VOICE ANNOUNCE (SOHVA) GROUPS The ability of a station port to originate and/or receive SOHVA calls can be arranged by class of service programming with the assignment of SOHVA calling groups to station ports. This means that certain station ports can be arranged together for SOHVA calling between one another while other station ports in the system are excluded from this group. Eight different SOHVA groups are provided by the system. They are fixed into a variety of SOHVA receive/originate configurations. One SOHVA group can be assigned to each station port to allow or to deny SOHVA receive and/or originate capability to it. By properly assigning SOHVA groups to station ports, SOHVA paths between stations can be opened or blocked. The system is defaulted with no SOHVA groups assigned to the station ports. When a station port does not have a SOHVA group assigned to it, it can originate SOHVA calls to any station port and receive SOHVA calls from any station port.

(continued)

Benefit: Allows certain stations to receive/originate SOHVAs, while prohibiting others from the same.

Application: Useful in environments where co-workers may need to contact one another, but not disturb other departments or supervision.

SECURE OFF-HOOK VOICE ANNOUNCE (SOHVA) ORIGINATE BUTTON

A caller can program a button at their station that must be pressed to enable the delivery of a SOHVA call. The SOHVA enable button allows the caller, after hearing a busy signal, to decide whether the called party should be interrupted in a SOHVA manner. If they should, the button can be pressed and a SOHVA call completed.

Benefit: Lets caller determine whether he wants to SOHVA or not.

Code: Press ITCM * * 1, Press desired programmable button, Dial 8, Press SPKR (MNTR) to end programming.

SELF DIAGNOSTICS

Each station can execute a self test when so enabled. This test verifies the telephone's processor, indicator, and tone functions.

Benefit: Allows a quick checkout of the station to verify proper functioning.

Code: To do test, disconnect line cord at station base, then press and hold MUTE while reconnecting line cord to station.

SERVICE OBSERVING

Service observing allows a third party to enter an in-progress call in an unannounced muted mode to monitor the conversation. There will be no warning tones sounded when the call entry is made. This feature is useful in allowing a supervisor to monitor the performance of an employee during a phone conversation with a client. For a station to provide the service observing feature, the executive override feature is automatically enabled when the service observing feature is enabled. Use station class of service programming to program the station for service observing (and executive override) features.

Benefit: Allows supervisor to monitor quality and content of subordinates conversations.

Application: Great for telemarketing or customer service environments where quality is vital. This is also a great tool for employee training.

Code: To observe, ITCM #03 + Ext. To cancel, press SPKR or MNTR.

SERVICE OBSERVE BLOCKING

Service Observe Blocking allows Service Observing to be blocked at selected stations prohibiting unauthorized call monitoring.

Benefit: Prevents unauthorized parties from hearing your conversations.

SPEAKERPHONE SUPPORT

The optional speakerphone provides handsfree operation of all features, except voice-signalled intercom calls. The handset must be lifted for this purpose.

Benefit: Makes telephone time more efficient.

Application: Great for the busy executive who handles telephone conversations as well as other work simultaneously.

SQUARE/NON-SQUARE CONFIGURATION

A system can be programmed to be square or non-square as desired. In a square system, the line 1 buttons of all telephone stations select line 1, the line 2 buttons select line 2, etc. In a non-square system, each line select button at every station may be assigned individually to select any line. Button mapping for line appearances can be performed on each station using the station class of service programming.

Benefit: Allows management to determine exactly how lines will appear on every telephone. Each line can be the same or can be tailored to the needs of the individual user.

Application: Great for departmental applications or tenant service applications in which line appearances differ by station or group of stations.

STATION BY STATION PRIVACY

See the discussion titled: Automatic Privacy.

STATION MESSAGE DETAIL ACCOUNTING (SMDA)

See the discussion titled: Call Costing and SMDA Reporting.

STATION MESSAGE DETAIL RECORDING (SMDR)

The SMDR feature generates a call record for printing as soon as the record is collected by the system. The call record is presented at an RS-232 level as ASCII transmit data in an 80-column format at the data port available for that purpose. Refer to the discussion titled: Call Costing and SMDA Reporting.

Benefit: Enables user to manage telephone expenses.

STATION MONITORING WITH DSS CALL PICKUP

The busy lamp field (BLF) of a station can provide visual indication of the idle, busy, and ringing status of monitored stations. Audible indication of direct and delayed ringing can also be provided if visual ring indication is enabled.

A one-button pickup of a ringing call at a monitored station can be made at the monitoring station by pressing the direct station selection (DSS) button associated with the ringing station.

The flashing BLF lights associated with visual ring indication can be enabled or disabled on a system-wide basis. When enabled, the audible indication of ringing can then be enabled on a station-by-station basis. Enable or disable visual ring indication on a system-wide basis with system class of service programming. Enable or disable audible ring indication on a station-by-station basis with station class of service programing.

Benefit: Makes call coverage of a monitored station as easy as pressing a flashing Direct Station Select Key.

Application: Useful for the attendant or any station which occasionally provides call coverage for other stations (i.e. departmental applications).

Code: To pickup, press the flashing DSS button.

STATION SPEED DIAL

Each station can be programmed to provide 10 speed dial numbers at the keypad buttons. Station speed dial numbers can be up to 16 digits in length and can include line or intercom selection, numbers, #, *, pauses, and flash signals. A pause is stored each time the HOLD button is pressed, and a flash signal is stored each time the TAP button is pressed.

Benefit: Time spent searching for telephone numbers and manually dialing is saved.

Application: Great for any application in which the same numbers are frequently dialed (i.e. important clients).

Code: To program, ITCM **2, press keypad button (0 - 9), choose line to be used, dial number to be stored (up to 16 digits), press SPKR or MNTR to end. To dial, press the key pad digit (0 - 9) while on-hook or if off-hook press HOLD and the key pad digit.

STATION-TO-STATION MESSAGING

If a station has a DSS/BLF appearance at another station, a callback message indication can be left at that station with the DSS/BLF appearance. By dialing a special code, the BLF light at the called station that is assigned to the calling station can be activated. This light indicates that a callback is requested. The light is automatically turned off if a successful callback is made.

If a station number is not programmed for a DSS/BLF appearance at another station, attempting to place a call back message will cause the central message desk station to ring. If there is no central message desk assigned, no action will occur.

Benefit: Saves time since messages are quickly and easily relayed.

Application: Great for applications in which calls are answered and messages are taken by several stations in the system.

Code: To turn on light, make <u>ITCM call</u>, if no answer, press <u>*7</u>. To turn off light, press <u>ITCM #7</u> and <u>Ext</u> or light is automatically cancelled when the two stations connect via intercom. To answer messaging, press <u>DSS associated with flashing BLF light</u>.

SUBDUED RINGING

When a station is busy on a call and another call comes to the same station, the ringing of the second call will automatically be subdued to a lower volume.

Benefit: Makes the station user subtly aware another call is ringing.

Application: Useful to alert the attendant or any user who has more than one line programmed to ring at his/her station.

SYSTEM SPEED DIAL

Ninety-nine system-wide speed dial numbers are provided. The system speed dial numbers can be up to thirty-two digits in length, and can include numbers, #, *, pauses, and flash signals. System speed dial numbers are programmed at station 10 or 12 for use at every station in the system. No class of service programming is required.

Benefit: Time spent searching for telephone numbers and manually dialing is saved.

Application: Useful for applications in which several numbers are accessed by a majority of users in the system (i.e. corporate office, company lawyer).

Code: To program from station 10 or 12, ITCM *#02, press 01 - 99 for location, press # to clear current entry, choose line to be used, dial the number to be stored (up to 32 digits), press SPKR or MNTR to end. To dial, press * + memory location if on-hook or press HOLD * + memory location if off-hook.

SYSTEM RESET

A system reset of ExecuTech 2000 can be performed from VDT programming. This reset does the same tasks as turning off and turning on power to the system. All internal and external calls will be dropped and active memory will be cleared. All COS and station programming as well as SMDR/SMDA records will stay intact.

Benefit: Allows service to installed system from a remote location.

Applications: Excellent for locations where installation site is located far away from service dealer.

TANDEM ATTENDANT

When the tandem attendant feature is enabled, a recall from an unanswered call transfer by the attendant (station 10 or 12 only) will ring at the attendant station that transferred it as well as the other attendant station (if installed). System class of service programming is used to enable the tandem attendant mode.

Benefit: Provides backup coverage for the main attendant.

Application: Great for environments in which the main attendant frequently needs backup.

TAP (FLASH)/RECALL

When host system custom calling features are available via a hookflash signal, the system can be programmed so that the TAP (RECALL) button will generate a timed signal when it is pressed. When custom calling features are not available, the TAP (RECALL) button functions as a positive disconnect, or dial tone recall button. These two features are mutually exclusive. The recall/tap time is assigned through system class of service programming.

Benefit: Provides one-button access to either a tap or recall function.

Application: Useful in Centrex applications where a timed signal must be generated to take advantage of Centrex features.

TENANT SERVICE

One telephone system can be used for multiple tenants at a location by having flexible line appearances at each station. Button mapping for line appearances can be performed on each station using the station class of service programming. Refer to the discussion titled: Square/Non-Square Configuration.

Benefit: Allows one telephone system to serve more than one business or department.

Application: Ideal for small shopping centers in which several small businesses may want to share one telephone system.

TIMED HOLD RECALL

After a call has been on hold for a programmed length of time the system will re-call the station that placed the call on hold. The system class of service programming sets the timed hold recall time period.

Benefit: Ensures a call is not left on hold for long periods of time.

Application: Useful for the attendant or any user who frequently places calls on hold.

TOLL RESTRICTION (0 AND 1)

See the discussion titled: Toll Restriction (flexible).

TOLL RESTRICTION (FLEXIBLE)

System toll call restriction can be configured to prohibit some or all stations from calling a wide range of number combinations. The restricted numbers are specified on up to 16 tables. The system assigns several broad-range values to two of these tables, and assigns the tables to all lines as a default condition. The default tables need only to be enabled on a per station basis to activate the default toll restriction. In general, toll restriction works as follows:

The programmable tables of restricted numbers contain up to four entries with each entry containing up to 16 digits.

Each table of restricted numbers can be programmed to be an "allow" table or a "deny" table with entries in an "allow" table overriding entries in a "deny" table. This arrangement allows exceptions to toll restriction to be enabled. For example, the dialing of 1-800-xxx-xxxx numbers can be allowed even though the dialing of all 1-xxx-xxx numbers is denied.

A "match anything" symbol (#) can be stored to represent any digit from 0 to 9. The programmed toll restriction tables are individually assigned to each appropriate station and line. When an outside call is dialed, the system examines the dialed number and makes a comparison between it and the toll restriction tables. Any tables assigned to BOTH the station being used and the selected line determine the restrictions to be imposed.

Dialing a restricted number on a restricted line from a restricted station will cause the line to be automatically disconnected from the station. Toll table class of service programming is used to create the tables of restricted numbers.

Benefit: A management tool which enables the user to restrict O and 1 dialing or any telephone number from any or all stations in the system.

Application: Useful in telemarketing or telephone selling applications in which employees only need dialing access to certain area codes (territories).

TOLL RESTRICTION (NIGHT MODE)

Toll restriction tables that will only take effect when the system is in the night transfer (of ringing) mode, can be assigned to any or all stations in the system. These toll tables replace any that may be assigned to the station during normal, or day mode, operation. For example: A station that has no other toll restriction table assigned to it can be programmed to receive a toll restriction table which will restrict everything but local calls and will only take effect when the system is placed in the night transfer (of ringing) mode. Therefore, even though toll calls can be made from this station during daytime operation, no toll calls can be made from it when the attendant programs the system for nighttime operation using the night transfer of ringing feature.

NOTE: This night mode toll restriction table assignment should not be confused with the night transfer (of ringing) feature.
Toll restriction class of service programming is used to program the

night mode toll restriction tables and to assign them to the stations.

Benefit: Enables the user to enact a separate toll restriction pattern after hours.

Application: Great for any application in which unauthorized personnel are in office areas after hours (i.e. cleanup crews).

Code: To activate night mode restriction from Station 10 or 12, ITCM *#03, dial 1. To cancel, ITCM *#03, dial 2.

TONE OR VOICE SIGNALLING (INTERCOM)

Intercom calls can be tone signalled or voice signalled as desired. Programming determines the signalling method employed as the primary method when an intercom call is made. The alternate method is available through user action at the station. Intercom call progress is marked by special tone signals. Also refer to the paragraph titled: Intercom Call Progress Tones. The system class of service programming determines which type of intercom signalling is first option signalling for the system.

Benefit: Gives the user the option of choosing voice or tone signalled intercom calling.

TRANSFER/CONFERENCE BUTTON

A fixed button is provided that gives quick, easy transferring and conferencing.

Benefit: Eliminates the cumbersome pressing and simultaneous releasing of line keys for conference set up.

Application: Useful in applications in which multi-party conferencing is frequent (i.e. doctors, lawyers).

UNANSWERED CALL TRANSFER RECALL TIMING

A transferred call that is unanswered after a pre-programmed length of time will return to the station that transferred it. The system will return the call to both attendant stations when the tandem attendant feature is enabled. When LCD speakerphones are employed, the display will show the station number or name as well as the line number that is being re-called. The system class of service programming determines the recall time for an unanswered call transfer. Refer to the discussion titled: Tandem Attendant.

Benefit: Ensures that transferred calls which are not answered are returned and processed by the attendant.

Application: Useful in situations where the attendant sends unscreened call transfers due to high volume of calls.

VOICE ANNOUNCE BLOCKING

This feature allows station users to block voice announced intercom signalling by pressing a programmable button programmed for that purpose. The programmable button used to block voice signalling is enabled by station class of service programming.

Benefit: Allows a station user to block voice announced intercom calls therefore providing more confidentiality.

Code: To block voice calls, <u>ITCM *2</u> or press <u>softkey preprogrammed</u> for this feature. To unblock voice calls, <u>ITCM #2</u>.

VOICE MAIL TRANSFER ON BUSY (Optional)

When using ExecuMail, a busy station may desire to be alerted if ExecuMail is attempting to transfer a call to that station. With this option, when ExecuMail tries to transfer a call to a station that is busy on a call (outside or intercom call) and the station has an available intercom line (stations can be programmed to have a second intercom), the intercom will ring subdued. The call can be picked up by pressing the button of the ringing intercom line.

Benefit: Allows attendants to handle multiple calls and gives other station users the option of having a message taken for them while they are already engaged on another call.

Application: Excellent in business environments where there are multiple departments or high traffic incoming calls.

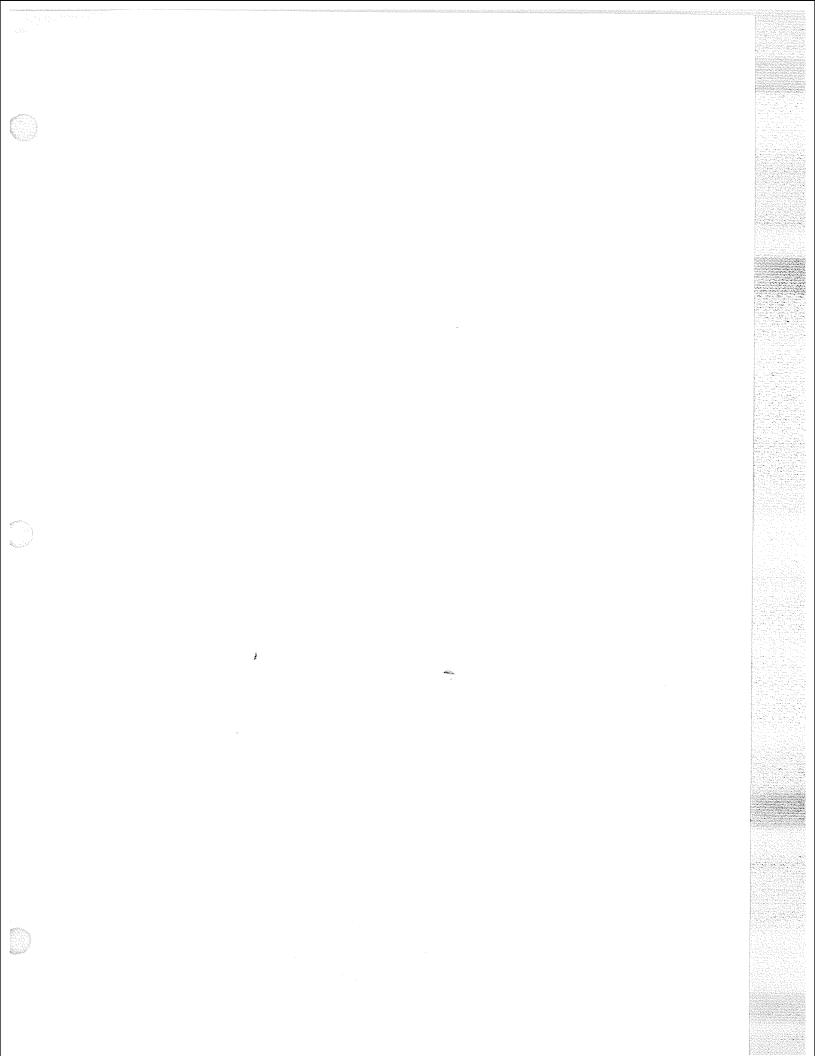
ZONE PAGING (VIA STATION SPEAKERS)

Zone paging allows groups of stations to receive announcements through the station speakers. The programming can enable zone paging in up to four different zones. Zone paging can also be received at the paging port where it can be connected to the input of an external paging amplifier. The ability of each station to originate and/or receive a page and the arrangement of the paging into different zones are controlled by station class of service programming. Zone paging through the paging port is enabled by system class of service programming. Also refer to the discussion titled: All-Call Paging (Via Station Speakers).

Benefit: Paging announcements can be targeted to specific groups within the system.

Application: Great for departmental applications (i.e. retail).

Code: To page, lift handset, press <u>ITCM</u>, dial <u>87 for all-call</u>, <u>84 for zone 1</u>, <u>85 for zone 2</u>, and <u>86 for zone 3</u>, make announcement.



© 1991 Comdial Corporation 1180 Seminole Trail Charlottesville, Virginia 22901 (804) 978-2200