

**COMDIAL**  
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# **ExecuTech User's Guide**

- **Multiline Key Telephone**

This user's guide is applicable to the following model telephones:  
6614-xx through Rev C  
6614S-xx through Rev H  
6620-xx through Rev C  
6620S-xx through Rev H

For this operation .....See page.....

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## THE BASICS

### PLACING A CALL

#### On Hook

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

#### Off Hook

- Lift handset
- Press line key. (This step is not necessary if a line has been assigned to you (prime line) or if your station automatically picks an idle line when the handset is lifted (idle line preference))

-or-

- If your system provides line groups
- Press **ITCM**
- Dial line group access code
  - **9** group 1
  - **82** group 2
  - **83** group 3
  - **84** group 4
- Listen for dial tone
- Dial number
- Hang up handset to end call

*NOTE; If the dynamic line key feature is provided, a system selected line (if unassigned to a line key) will appear at a dynamic line key.*

### ANSWER A CALL

- Press line key of ringing line. (This step is not necessary if you have prime line (which is ringing), or if your station answers any ringing line (ringing line preference))
- Lift handset

*NOTE: If the dynamic line key feature is provided, an incoming call (on a line with no direct appearance) will appear at a dynamic line key, flash the light, and ring the station. Press the lighted dynamic line key to answer the call.*

## **PLACING A CALL ON HOLD**

### **Manual Hold**

- (Any station can retrieve held call.)
- Press **HOLD**
- To return to call on hold, press flashing line key

### **Exclusive Hold**

- (Only your station can retrieve held call)
- Press **HOLD** twice

*NOTE: (Hold Recall) After a preprogrammed length of time, a call placed on hold will automatically ring at the station which placed it on hold. If the call is on exclusive hold, the call will revert to manual hold after the initial period.*

## **PLACING INTERCOM CALLS**

### **Voice Signalling**

- Lift handset
- Press **ITCM**
- Dial extension number. (To call system operator, dial **0**)
- Voice announce

### **Tone Signalling**

- Lift handset
- Press **ITCM**
- Dial extension number
- Press **ITCM** again

*NOTE: Some systems may be programmed to tone signal as the first option. In that case, the first set of instructions apply to tone signalling, the second to voice signalling.*

## **ANSWERING INTERCOM CALLS**

**(caller controls the signalling)**

### **To answer a voice signalled intercom call**

- Speak toward the station
- Lift handset if privacy is desired

### **To answer a tone signalled intercom call**

- Lift handset to talk

## TRANSFERRING OUTSIDE CALLS

### Unscreened Transfer

- Answer outside call
- Press **ITCM** (Call is placed on hold automatically.)
- Dial extension number.
- Press **RECALL**
- Hang up handset. (Call begins ringing at called station)
- Call will re-ring at original station if not answered within a preprogrammed time)

### Screened Transfer

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

- Press **ITCM** (Call is placed on hold automatically)
- Dial extension number
- Announce call and line number
- Hang up handset

#### **If the station does not share line appearance**

- Press **ITCM** (Call is placed on hold automatically)
- Dial extension number
- Announce the call, and ask station user to lift handset
- Press **RECALL** (A three-way connection is established)
- Hang up handset

#### **To return to outside call (busy or no answer)**

- Press flashing line key

*NOTE: If the dynamic line key feature is provided, a transferred call can become a direct line appearance under a selected dynamic line key by pressing the key. The line will remain a direct line for the duration of the call.*

## **CONFERENCE CALLS**

### **Multiline Conference (2 External Parties, 1 Internal Party)**

*NOTE: Conference transmission levels are not compensated. Conference levels are dependent upon the quality of the external lines.*

#### **To set up a conference**

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

#### **To drop out of established conference**

- . Dial #
- . Hang up handset

#### **To re-enter a conference**

- . Lift handset. Press either line key

#### **To drop one conferee**

- . Press **HOLD**. Both lines placed on hold
- . Press line key of party to be dropped
- . Press and release hookswitch
- . Press line key of party to be retained
- . Resume conversation

### **Add-on Conference (1 External Party, 2 Internal Parties)**

- . Establish outside call
- . Press **ITCM** (outside call placed on hold)
- . Dial extension number
- . Ask intercom party to lift their handset, and to press and hold down line key for held line
- . Press and hold down line key of held outside call
- . Release line keys when conference is established

## THE FEATURES

### REDIALING

#### Saved Number Redial

##### To save a number just dialed

- Press **SAVE** during or after a call

##### To dial saved number

- Press **HOLD SAVE**

#### Last Number Redial

- Press **#**. (If on line listening to dial tone, press **HOLD #**)
- Listen for ringing or busy tone.
- Ringing tone - pick up handset when party answers.
- Busy tone - press **MONITOR** to disconnect

#### Automatic Redial

- Press **# #**. (If on line listening to dial tone, press **HOLD # #**)
- Hang up handset. (Station will redial number once a minute for ten minutes)
- To answer, lift handset

#### To cancel automatic redial

- Press **#**

### AUTOMATIC DIALING

#### To program numbers

- Press **ITCM**. Listen for tone
- Press **SAVE**. Tone will stop
- Press desired memory key. Listen for fast tone bursts
- -or-
- If desired memory key is also programmed for DSS/BLF
  - Press **HOLD** and then press desired memory key
- Listen for fast tone bursts
- Press **1 - 4** for line group
- -or-
- Press line key for line
- -or-
- Press **0** for none. (System will pick prime line or last line used)

- Dial the number sequence to be stored (up to 16 digits)
  - Press dial pad keys to store digits 1-0, #, and \*
  - Press **HOLD** to store pause
  - Press **RECALL** to store flash
- Press **SAVE** and repeat procedure for each number to be stored
- Press **MONITOR** to end the programming

*HINT: Store often-used, host PBX or CENTREX feature access dialing codes at memory key locations for one-key access.*

**To automatically dial numbers**

- Press desired memory key

-or-

**If desired memory key is also programmed for DSS/BLF**

- Press **HOLD** and then press desired memory key
- When party answers, lift handset

**STATION SPEED DIALING**

**To program numbers**

- Follow same steps given for Automatic Dialing using the dial pad keys 1-0 as memory locations 1 - 10

**To dial numbers**

- Press desired dial key 1-0

-or-

- If on line listening to dial tone
  - Press **HOLD** and then press desired dial pad key 1-0

**SYSTEM SPEED DIALING**

**To dial numbers**

- Press \*
- Press desired dial key 10-59

-or-

- If on line listening to dial tone
  - Press **HOLD \*** and then press desired dial pad key 10-59

## **AUTOMATIC HOLD**

**(Only available at designated stations)**

- Press any line key. Active line will automatically go on hold

## **VOICE SIGNAL BLOCKING**

**To block voice signalled calls**

- Press **ITCM**
- Dial **47**

**To re-enable voice signalled calls**

- Press **ITCM**
- Dial **48**

## **LINE MONITORING**

**To activate while on a call**

- Press **MONITOR**. Monitor light will turn on
- Hang up handset

*NOTE: If party places you on hold, you can monitor until their return then lift handset.*

**To cancel**

- Lift handset to resume conversation
- or-
- Press **MONITOR** to disconnect
- Monitor light will turn off

## **RECALL/FLASH**

**Flash**

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

- Press **RECALL** to generate a timed flash signal for accessing PBX, Centrex and custom calling services

**Recall**

**If your system has been configured for recall**

- Press **RECALL** to disconnect as if you had hung up to obtain a new dial tone for another call

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

## **AREA PAGING (requires external paging unit)**

### **One-key Access (Paging Unit Connects To Key Service Unit Line Port)**

- Press line key dedicated to paging
- Lift handset
- Dial access code for zone paging equipment (if required)
- Make announcement

### **Dial Access (Paging Unit Connects To Key Service Unit Station Port)**

- Press **ITCM**
- Lift handset
- Press memory key (or dial an access code)
- Make announcement

## **ALL-CALL AND ZONE PAGING**

### **To page**

- Press **ITCM** and lift handset
- Dial zone number - (**53, 52, 51, or 50** for all-call)
- Make announcement. Hang up handset or wait on line for an answer

### **To answer from any station**

- Lift handset
- Press **ITCM**
- Dial **44**. Meet paging party on line for private conversation

## **DIRECT STATION SELECTION/BUSY LAMP FIELD - DSS/BLF (One key intercom calling with visual indication of station status)**

*NOTE: Combination KEY/LED is required for both DSS and BLF.*

### **To program DSS**

- Press **ITCM**. Listen for tone
- Dial **85**. Tone will stop
- Press memory key
- Dial station number
- Repeat last two steps for all desired stations
- Press **MONITOR**

*NOTE: An autodial number can also be programmed as a secondary function at every DSS/BLF memory location. See Automatic Dialing instructions for details.*

#### **To voice signal a DSS number**

- . Lift handset
- . Press memory key
- . Voice announce

*NOTE: If you are transferring a call, the outside line is automatically placed on hold when a DSS key is pressed.*

#### **To tone signal a DSS number**

- . Lift handset
- . Press memory key
- . Press **ITCM**. When station answers, two-way conversation can take place

*NOTE: The BLF lights (LEDs) adjacent to memory keys indicate status of DSS stations **dark** indicates idle station, **steady-on** indicates station is calling, and **flutter** indicates station call back request.*

### **DO NOT DISTURB**

#### **To silence your ringer and appear busy to intercom calls**

- . Press **MONITOR**. (Monitor light will turn on)

#### **To cancel**

- . Press **MONITOR** again. (Monitor light will extinguish)

### **MUTE**

#### **While using handset, to prevent the other party from hearing**

- . Press and hold down **MUTE**
- . Release **MUTE** to resume two-way conversation

## **PULSE/TONE SWITCHING**

**If your telephone service is pulse (rotary) and you must convert to tone while dialing**

- Press # (System will switch back to pulse dialing when call is terminated)

*NOTE: Pulse/Tone switching can be programmed into memory keys by pressing # during number storage.*

## **MESSAGE WAITING**

**(The MW-message waiting-light, adjacent to the HOLD key, is controlled by designated stations or one central message desk)**

**To receive messages**

- Lift handset
- Press **ITCM HOLD**. Connection to message desk is automatic

## **BACKGROUND MUSIC**

**To turn music on**

- Press **ITCM**
- Dial **45**

**To turn music off**

- Press **ITCM**
- Dial **46**

## **CALL PICKUP**

**To answer a call that you hear ringing at another station**

- Lift handset
- Press **ITCM**
- Dial **49**
- Dial extension number of ringing station

## **CALL FORWARD**

**To forward your intercom calls to another station**

- Press **ITCM**
- Dial **54**
- Dial extension number of station to which calls are to be forwarded

### **To cancel call forward**

- Press **ITCM**
- Dial **55**

*NOTE: For each call received during call forward, a ring reminder (short tone burst) will be heard.*

### **AUTOMATIC CALL-BACK**

#### **To arrange for the system to call back when a busy station becomes idle**

- Make intercom call. Hear busy signal
- Dial **88**
- Hang up (Calling station will ring when called station becomes idle)

#### **To answer call-back**

- Lift handset (called station will ring. Call-back is cancelled if handset is not lifted)

#### **To cancel automatic call back before it rings**

- Press **ITCM**
- Dial **87**
- Hang up

### **CALL MESSAGING**

**(Calling station must be programmed for DSS/BLF at called station)**

#### **To leave a call-back message signal**

- Make intercom call. Hear ring-back tone
- Dial **86** (BLF light at called station will flutter)
- Hang up handset

#### **To cancel a call-back message signal**

- Press **ITCM**
- Dial **43**
- Dial extension number of station to which the call message was sent

### **LINE QUEUING**

#### **To queue for a busy outside line**

- Press **HOLD** key
- Press line key. Hear tone burst

### **To queue for a line group**

- Lift handset
- Press **ITCM**. Listen for dial tone
- Dial trunk group access code (**9, 82, 83, or 84**). Hear busy tone
- Dial **88**
- Hang up handset

### **To answer line queuing ring-back**

- Lift handset, hear dial tone on line, and place call

### **To cancel queuing**

- Press **ITCM**
- Dial **87**

## **EXECUTIVE OVERRIDE**

**(Only available to certain stations)**

### **To break into conversation at another station**

- Make intercom call. Hear busy tone
- Dial **77**. (Warning tone sounded at called stations)
- Join in-progress call. A three-way conference now exists. Any one of the parties can leave the conference without dropping the connection to the other two

## **CALL PARK**

### **To park a call for pick-up at another station**

- Press **ITCM** (call is placed on exclusive hold automatically)
- Dial orbit access number (**61, 62, 63, or 64**). If chosen orbit is busy, dial alternate orbit number
- Hang up handset
- Use intercom to announce call and orbit number

### **To retrieve a parked call,**

*NOTE: If call is not retrieved within two minutes, it reverts to the parking station as a standard held call.*

- Hear announcement
- Pick up handset
- Press **ITCM**
- Dial orbit retrieval number (**71, 72, 73, or 74**)
- Answer call

## **PERSONAL RINGING TONES**

(Allows selection of one to four distinctive tones for ring signals)

### **To program tones**

- Press **ITCM**
- Dial **66, 67, 68, or 69** (selects tones 1, 2, 3, or 4)

## **CALL WAITING (with camp-on)**

**To send a call waiting tone and wait on line for an answer (camp-on)**

- Place intercom call
- Hear busy tone
- Dial **89** (called party hears tone)
- When called station becomes available, ringing will begin at called station

### **To answer a call waiting tone**

- Hear tone (short tone burst sounds in handset receiver)
- Complete present call and hang up (camped-on call will begin ringing)
- Lift handset.

### **To cancel,**

- Hang up handset.

## **THE OPTIONAL FEATURES**

### **SPEAKERPHONE OPERATION**

#### **Placing a call**

- Press a line key
- Dial number or press memory key
- When party answers, speak toward the station

#### **Answering a call**

- Press a line key
- Speak toward the station

#### **Ending a call**

- Press **MONITOR**

#### **Muting a call**

#### **While on hook to prevent other party from hearing**

- Press **MUTE**. (Monitor light will flash)

#### **To re-enable microphone**

- Press **MUTE**. (Monitor light stops flashing)

#### **To switch from speakerphone to handset**

- Lift handset

#### **To switch from handset to speakerphone**

- Press **MONITOR**
- Hang up handset



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