COMDIAL®

Digital Telephone System

IMPRESSION

Speakerphone and Monitor Telephone System Reference Guide

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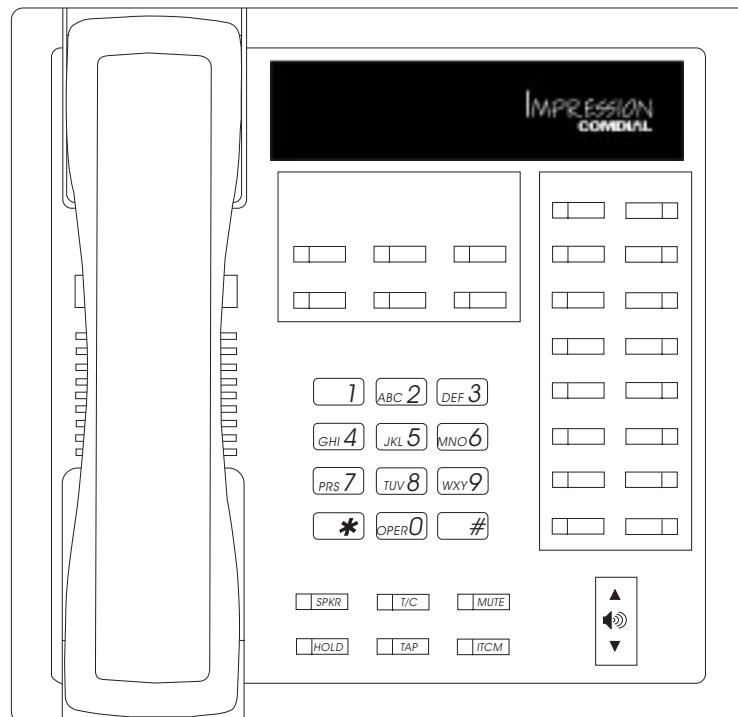
This user guide is applicable for both Impression non-LCD speakerphone and Impression monitor telephone models (product codes 2122S-∗∗ and 2122X-∗∗ Rev. A and later) when they are installed on a Comdial digital telephone system that is equipped with any of the following software cartridges:

I0408	Rev. 18A and Later
I0816	Rev. 18A and Later
I1632	Rev. 18A and Later
S0408	Rev. 18A and Later
S0816	Rev. 18A and Later
S1632	Rev. 18A and Later

Attention

Comdial® makes every effort to design the features in our communications systems to be fully interactive. Under certain conditions, some features may be incompatible with each other and will not work simultaneously. Comdial assumes no responsibility for problems caused by incompatible features.

The possible combinations of accessories and features are far too numerous for us to document in this manual. Furthermore, Comdial Corporation cannot guarantee that features will operate as described in this publication when they are combined with other features.

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1 | *Introducing The Telephone*

1.1 Using This Guide

To help you use your telephone to its fullest capacity, we have written a clear, comprehensive system user guide. This guide is divided into nine chapters, as follows:

- **Chapter One: Introducing The Telephone**
- **Chapter Two: Answering Calls**
- **Chapter Three: Making Calls**
- **Chapter Four: Holding Calls**
- **Chapter Five: Transferring and Conferencing Calls**
- **Chapter Six: Using The Other Telephone Features**
- **Chapter Seven: Using Non-Verbal Messaging**
- **Chapter Eight: Programming Your Telephone**
- **Chapter Nine: Troubleshooting**

For your convenience, a quick reference guide, a glossary, and an alphabetical index are included in the back of this user guide.

1.2   Knowing Your Telephone's Functions

The following features on your telephone are explained in terms of what they allow you to do.

- **Hold Button**
  — Places a line on hold
  — Stores pauses in number sequences during programming

- **Interactive Buttons**
  — Provide quick and easy access to system features
  — Provide straightforward button programming without dialing codes (the interactive buttons themselves, however, are not programmable)

- **Intercom Button (ITCM)**
  — Selects an intercom line
  — Initiates many of the telephone's features

- **Message Waiting Light** (located beside the Hold button)
  — Indicates that a message awaits pick up

- **Microphone Opening**
  — Allows handsfree operation of speakerphone (speak clearly toward microphone opening)

- **Mute Button**
  — Allows you to respond to a SOHVA call
  — Keeps the person on the line from hearing your conversation

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

- **Speaker**
  — Sounds distant party's voice
  — Sounds ringing and call progress tones

- **Speaker Button (SPKR)**
  - — Disconnects a call when you are on a handsfree call
  - — Ends or cancels programming
  - — Activates group listen feature

- **TAP Button** (will be preprogrammed for only
                      one of the following functions)
  - — Recalls dial tone, or
  - — Activates host system features

- **Transfer/Conference Button (T/C)**
  - — Transfers calls
  - — Sets up conference calls

- **Volume Control (Rocker Switch Control)**
  - — Regulates the volume of the ringer, the speaker, the handset,
    the headset, and of the group listen feature
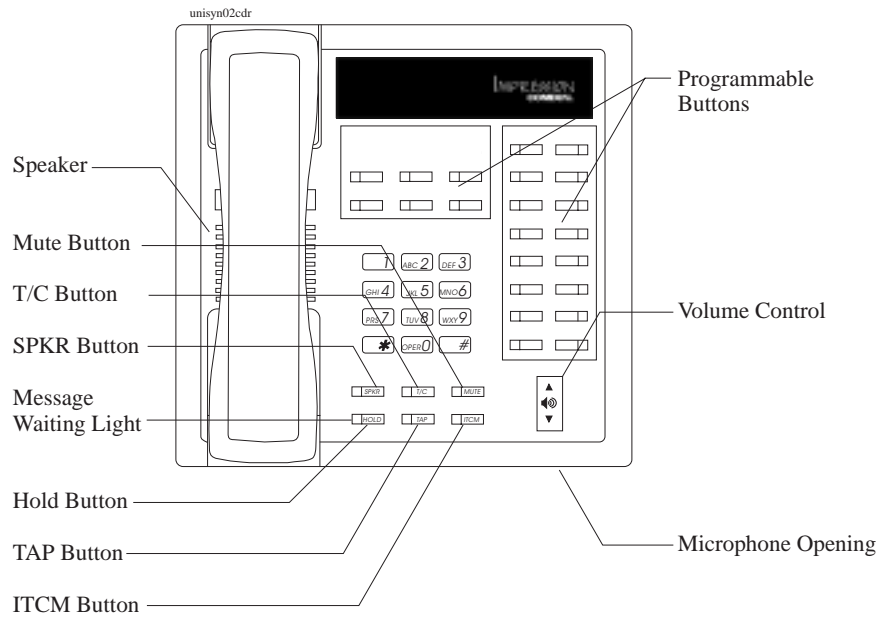
1.3 Using Your Speakerphone

All Impression multi-line telephones are essentially handsfree, allowing you to dial a call or answer a call-announce while on hook. A speakerphone, however, gives you the freedom to also speak to the distant party without ever lifting the handset. After initial contact is made, you can carry on a telephone conversation and still be free to do other things. Whenever the instructions "Lift the handset to talk" appear in this guide, they may be ignored if you have a speakerphone.

During the course of a conversation you can always switch from the speakerphone to the handset for privacy. To do this, just lift the handset and talk. To return to speakerphone use, press the **SPKR** button and hang up the handset.

- **To manually place a call using your speakerphone,**
    — press the line button or the **ITCM** button,
    — dial the number,
    — when party answers, talk.
- **To answer a call with your speakerphone,**
    — press the line button with flashing red or orange light,
    — speak toward the telephone to answer the call.
- **To end a call with your speakerphone,**
    — press **SPKR**.

Understanding Speakerphone Operation

Your speakerphone is activated by the sound of your voice; therefore, the operation of a speakerphone is slightly different from the use of a standard telephone handset. Consider all of the following guidelines before you use your speakerphone.

- **Locating Your Speakerphone**

    — Place your speakerphone at least eight inches away from your desk edge (the desktop helps to reverberate your voice into the microphone).

    — Do not place your speakerphone in a high-traffic area. Background noise from voices and machines can inhibit the speakerphone's performance.

    — Do not place anything directly beside or beneath your speakerphone; objects in the speakerphone's path may inhibit the microphone's operation.

- **Using Your Speakerphone**

    — Speak directly into the microphone (don't shout, but speak in a loud and clear voice for best results).

    — Remain within a three-foot radius while speaking (the microphone may pick up your voice from a greater distance, but within three feet provides optimal results).

    — Make sure you and your distant party don't speak at the same time (because the voice-activated microphone overrides the speaker, both parties speaking simultaneously may garble the transmission).

Speaker

SPKR Button

Handset

ITCM Button

Volume Control

Microphone Opening
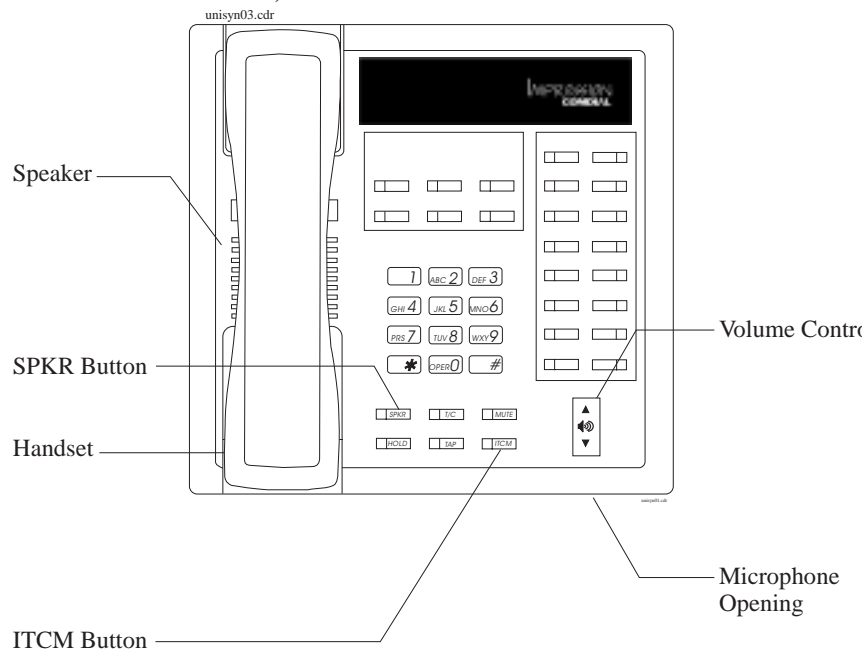
1.4 Understanding What the Lights Mean

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

- **Beside a Direct Station Select (DSS)/
  Busy Lamp Field (BLF) button:**
  — Steady red = station is in use, or in Do Not Disturb.
  — Flashing red = station is receiving a call or station is calling you.
  — Fluttering red = station-to-station messaging has been set.

- **Beside a line button:**
  — Steady green = line is in use at your station.
  — Steady red = line is in use at another station.
  — Flashing red = a call is coming in on this line.
  — Flashing orange = your line is ringing and will be answered when you take the telephone off hook.
  — Winking green = line is on hold at your station.
  — Winking red = line is on hold at another station.
  — Fluttering green = line has recalled from hold at your station.
  — Fluttering red = line has recalled from hold at another station.

- **Beside a fixed feature or programmable feature button:**
  — Steady red = the feature is on.
  — Steady off = the feature is off.

- **Beside the ITCM button:**
  — Steady red with a quick flash = you are using your intercom.
  — Fluttering red = auto redial is in use, or system is in night mode (station 10).
  — Winking red = an LCD message is set on your telephone for others to receive when calling.
  — Flashing red = another station is calling you.

- **Beside the HOLD button:**
  - — Flashing red = message awaits pick up.
  - — Fluttering red = automatic station relocation has been set.
- **Beside the SPKR button:**
  - — On steady (with telephone on hook and busy) = speakerphone mode active.
  - — On steady (with telephone on hook and idle) = background music turned on.
  - — On steady (with telephone off hook and busy) = group listen is active.
- **Beside the MUTE button:**
  - — On steady = called party cannot hear your conversation.

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Line Lights
(one for each button)

Mute Light

DSS/BLF Lights
(one for each button)

Speaker Light

Message
Waiting Light

Hold Light

Intercom Light
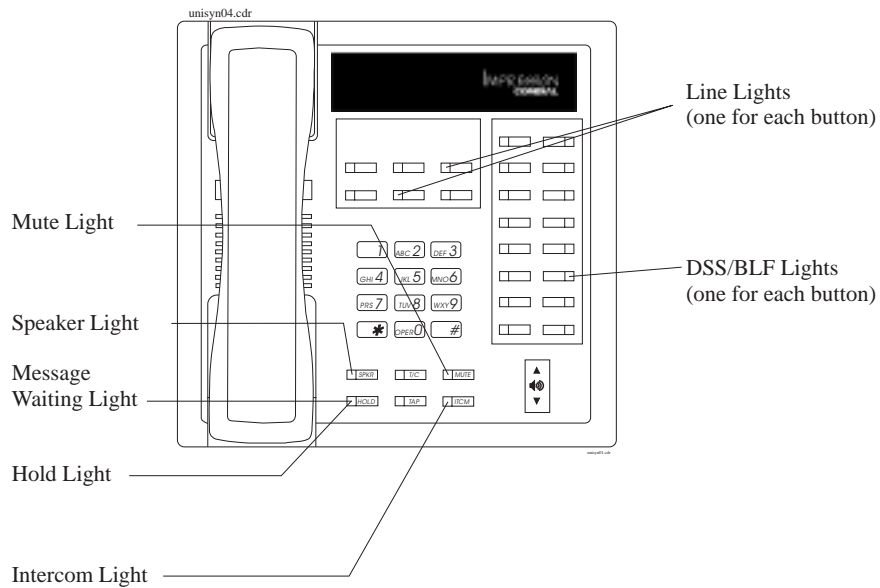
1.5   *Understanding What the Rings Mean*

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

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

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

2 | *Answering Calls*

2.1 Answering Outside Calls

- **To answer an outside call,**
    — press button of ringing line (flashing red light),
    — lift handset to talk.

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

2.2 Answering Intercom Calls

- **To answer a voice call,**
    — speak toward the telephone,
    — lift handset if privacy is desired.

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

- **To answer a tone call,**
    — lift handset to talk.

2.3 Responding To A Subdued Off-Hook Voice Announcement

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

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

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

- **You can respond to SOHVA in one of two ways:**
  — verbally: press and hold **MUTE** button down and reply by speaking into handset or headset mouthpiece (distant party cannot hear response),
  — non-verbally: if the announcing station has an LCD speakerphone, pressing a preprogrammed message response button causes a message to appear in their display and disconnects the announcing station.

- **To block SOHVA calls to your station,**
  — press **ITCM**,
  — dial ✳**2**.

- **To un-block SOHVA calls to you station,**
  — press **ITCM**,
  — dial **#2**.

2.4   Using Call Pickup

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

- **To answer a call that is ringing within your group,**
    — lift handset,
    — press **ITCM**,
    — dial **# 4**,
    — talk.

- **To answer a call that is ringing at any telephone in the system,**
    — lift handset,
    — press **ITCM**,
    — dial **✴ 4**,
    — dial extension number of ringing telephone,
    — talk.

2.5   Using Night Transfer

After the attendant sets up the night transfer feature, you can answer calls that ring at any station within the system:

- **When you hear ringing,**
    — press **ITCM**,
    — dial **80**,
    — answer call.

2.6 Using Station Monitoring

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

However, after you answer the call, the DSS light will go out.

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

3 | *Making Calls*

3.1   Calling Outside The System,

- **To dial an outside call manually,**
    — press button to select line or select line group
      (see section 3.11),
    — listen for dial tone,
    — dial number,
    — lift handset to talk when party answers.

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

- **For automatic dialing,**
    — press the pre-programmed button of the number you wish to
      dial and lift handset to talk.

3.2 Calling Intercom Numbers

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

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

- **To tone call manually,**
  - — lift handset,
  - — press **ITCM,** and dial number (called telephone rings).
- **To tone call automatically,**
  - — lift handset,
  - — press **DSS** button (called telephone rings).

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

- **To voice call manually,**
  - — lift handset,
  - — press **ITCM,** and dial number,
  - — speak your announcement.
- **To voice call automatically,**
  - — lift handset,
  - — press **DSS** button,
  - — speak your announcement.

3.3 Calling A Busy Station *(Executive Override)*

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

- **When you make an ITCM call and hear a busy signal:**
  - — dial ✳ **03** (several short tone bursts will be heard by all parties),
  - — join in-progress call.

- **When you make an ITCM call to a station that is in the do not disturb mode:**
  - — dial ✳ **03**,
  - — speak your announcement (if in voice-first mode) or hear ring-back tone (if in the tone first mode).

3.4 Camping At Another Station And Waiting For An Automatic Callback

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

- **To initiate an automatic callback,**
  - — dial ✳ **6** when you hear a busy signal or DND tone, or receive no answer,
  - — hang up.

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

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

- **To cancel automatic callback before it rings,**
  - — press **ITCM # 6**,
  - — hang up.

3.5 *Camping At Another Station And Waiting For An Answer* (Call Waiting)

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

- **To activate call waiting,**
    — make intercom call and hear busy signal,
    — dial ✳ **0 1** (called party will hear tone),
    — remain on line, waiting for called party to respond.

- **To cancel call waiting,**
    — hang up handset.

- **To answer call waiting if you receive a call waiting tone while on a call,**
    — hear short tone burst in receiver,
    — either place call on hold or complete present call and hang up (waiting call will begin ringing),
    — lift handset to answer.

3.6 *Making An Automatic Dialing Call* (Autodial)

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

- **To automatically dial numbers,**
    — press button programmed for desired number.

- **If button is programmed on second level (under DSS button),**
    — press **HOLD** and then press DSS button.

3.7   Making An Automatic Redial Call (Auto-Redial)

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

- **To activate automatic redial,**
  - — press button programmed for that purpose (one you have labeled "auto-redial").
  - — number will be dialed once a minute for 10 minutes; when party answers, lift the handset.

If called number is still busy after 10 automatic dialing attempts by the system,

- **Automatic Redialing (continued)**
  - — press auto-redial button to begin redial cycle immediately (ITCM light flashes).

- **To cancel automatic redial,**
  - — press auto-redial button,
  - — lift and replace handset,

    -OR-
  - — press any station key (ITCM light goes out).

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

3.8   Making A Speed Dial Call

Speed dialing is autodialing using the keypad buttons.

Station numbers are personal numbers (for example, business associates, travel agencies, and so forth) that are used only by you.

System numbers are public numbers (for example, the corporate office, the company lawyer, and so forth) that may be accessed from every station.

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

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

3.9 Redialng A Saved Number

The system saves the first 16 digits of the last manually dialed number in its memory so that you can redial it later., however, subsequent dialing activity overwrites any number the system has temporarily saved. If you wish, you can permanently store one 16-digit number at a time for later redial. There must exist an installer-programmed SAVED NUMBER REDIAL button on your speakerphone for this purpose.

- **To save the number,**
  - — press button preprogrammed for this purpose. The saved number remains stored until a new number is stored in its place.

- **To dial a saved number,**
  - — lift handset,
  - — press **HOLD**,
  - — press preprogrammed button.

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

3.10 Redialing The Last Number Dialed

- **To automatically redial the last number dialed,**
  - — press # (if on a line listening to dial tone, press **HOLD**, then press #),
  - — listen for ringing or busy tone.
  - — Ringing tone: when party answers, pick up handset.
  - — Busy tone: press **SPKR** to disconnect.

3.11   Selecting A Line Group

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

- **If your system has line groups,**
    - — press **ITCM**,
    - — dial line group access code:
        9 = line group 1

        -OR-
        81 = line group 2
        82 = line group 3
        83 = line group 4
    - — listen for dial tone,
    - — dial number.

3.12   *Voice Announcing To A Busy Station*
   (Subdued Off-Hook Voice Announce—SOHVA)

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

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

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

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

3.13 Waiting For A Line (Queuing)

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

- **To queue for an idle line:**
  — press **ITCM**,
  — dial the line group access code **(9**, **81**, **82**, **83),**
  — hear busy tone,
  — dial ✳ **8** and hang up. When line group is free, your telephone will sound five short ring bursts:
  — when you hear the ring bursts, lift handset, hear dial tone, and place call.

- **To cancel queuing,**
  — press **ITCM**,
  — dial **# 8** and hang up.

- **To queue for a line that appears on your telephone**
  — press **HOLD**,
  — press line button,
  — hear short ring through speaker. When line is free, your telephone will sound five short ring bursts.

4 **Holding Calls**

4.1   Holding A Call

- **To place a call on hold,**
    - — press **HOLD.**

- **To retrieve a held call,**
    - — press line button with flashing light,

        -OR-
    - — press **TAP** if station does not have line appearance
      of the held call.

4.2   Using Exclusive Hold

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

- **To place a call on exclusive hold,**
    - — press **HOLD** twice.

- **To retrieve a call from exclusive hold,**
    - — press line button with flashing light,

        -OR-
    - — press **TAP** if station does not have line appearance
      of the held call.

4.3   Using The Hold Recall Feature

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

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

4.4 Using Call Park (parking a call to an orbit)

- **To park a call in one of nine orbits,**
    — while on line, press **ITCM ✳**,
    — dial a park orbit code (**91 through 99**).
- **To retrieve a parked call,**
    — from any station, press **ITCM #**,
    — dial the same park orbit code.

4.5 Using Direct Hold
(parking a call to a station)

- **To place a call on hold at another telephone (directed hold),**
    — while on line, press **ITCM** (this places the outside call on hold),
    — dial ✳ **90** plus the extension number of the station receiving the call.
- **To cancel a direct hold call from station that placed call on hold,**
    — press **ITCM**,
    — dial ✳ **4** plus extension number of the station holding the call (this reconnects you to the outside line).
- **To retrieve a direct hold call from another extension,**
    — press **ITCM**,
    — dial **# 90**.

5 | *Transferring And Conferencing Calls*

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

5.1   Using Screened Transfer

- **To screen and transfer a call to another station in the system,**
    — answer call,
    — press **T/C** (call is placed on hold automatically),
    — dial extension number of party to receive transfer,
      -OR-
    press DSS button for one-button intercom calling.

- **When ITCM party answers,**
    — announce call,
    — hang up handset.

- **If the called party is busy or does not answer,**
    — press **T/C** to retrieve call.

5.2   Using Unscreened Transfer

- **To transfer an unscreened call to another station in the system,**
    — answer call,
    — press **T/C** (call is placed on hold),
    — dial extension number of party to receive transfer,

     -OR-
     press DSS button for one-button intercom calling,

    — hang up handset.

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

- **If a transferred call is not answered after a preprogrammed time, it will ring back to your station:**
    — answer by pressing flashing line buttom.

5.3   Conferencing Telephones Together

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

- **To set up a conference call that includes either outside lines and inside stations, or just inside stations,**
    — make first call,
    — press **T/C** (call is placed on hold automatically),
    — make next call,
    — press **T/C** to establish conference,
    — repeat the above three steps to add up to two more parties.

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

- **To continue conversation with last conferee after three outside lines have dropped out of conference,**
    — press the line button of the remaining party.

- **To drop outside lines from the conference,**
    — press **HOLD** to put all lines on hold before the caller hangs up. Not doing this will result in a tone sounding in the handset receiver, interrupting the remaining conferees.

- **To retrieve lines from hold and bring them back into the conference,**
    — press line button,
    — press **T/C**,
    — press line button,
    — press **T/C**,
    — repeat the above last two steps until all desired lines are back in the conference.

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

5.4 Making An Unsupervised Conference Call

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

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

- **To drop out of a conference call,**
    — dial # and hang up (lights next to conferenced lines remain lighted).

- **To rejoin conference from your telephone,**
    — press one of the lighted line buttons.

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

6 | *Using The Other Telephone Features*

Chapter Six details the features that enhance the basic operation of your telephone.

6.1   Blocking Voice Announce Calls

You can prevent voice-signalled ITCM calls from sounding through your station speaker. This feature also blocks Subdued Off-Hook Voice Announce calls.

- **To block voice calls,**
  - — press **ITCM ✳ 2**.
- **To un-block voice calls,**
  - — press **ITCM # 2**.

6.2   Controlling The Background Music

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

- **To turn music ON,**
  - — press **ITCM ✳ 1** (speaker light will turn on),
  - — adjust loudness of music with speaker volume control.
- **To turn music OFF,**
  - — press **ITCM # 1** (speaker light will turn off).

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

6.3   Choosing Between Pulse And Tone Dialing

If your local telephone service is pulse (rotary), but you have to convert to tone while dialing, press **#** at the point in the dialing sequence where conversion to tone is required. The system will switch back to pulse dialing when you end your call**.**

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

6.4   Choosing Your Personal Ringing Tone

- **You can choose one of six different ring tones to easily identify your station when it rings. To select one of these rings,**
  — press **ITCM ✳ ✳ 4**,
  — dial **1**, **2**, **3**, **4**, **5** or **6**. One of six ringing tones will be selected and the next time your telephone rings, you will hear the difference.

6.5 Entering An Account Code

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

- **To enter account code on an incoming call,**
    - — answer the call,
    - — press **ITCM ✳ 04** (call is automatically placed on hold),
    - — dial account code,
    - — continue talking.

- **To enter account code on an outgoing call,**
    - — select line,
    - — press **ITCM ✳ 04**,
    - — dial account code and listen for dial tone,
    - — dial number you are calling.

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

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

- **To enter account code on an incoming call,**
    - — answer call,
    - — press **ACCOUNT CODE** button (LED will flutter),
    - — Dial account code anytime during the call (LED will turn off).

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

- **To enter account code on an outgoing call,**
    - — select line,
    - — press **ACCOUNT CODE** button (LED will flutter),
    - — dial account code (LED will turn off),
    - — dial number you are calling.

6.6   Forwarding Your Calls

You can forward your calls to ring at another station.

- **To forward ITCM and prime line calls to another telephone,**
    - — press **ITCM ✳ 05**,
    - — dial extension number of telephone to which calls are to be forwarded,
    - — hang up.
- **To cancel ITCM and prime line call forwarding,**
    - — press **ITCM # 05** and hang up.
- **To forward all calls to another telephone,**
    - — press **ITCM ✳ 5**,
    - — dial extension number of telephone to which calls are to be forwarded,
    - — hang up.
- **To cancel all call forwarding:**
    - — press **ITCM # 5** and hang up.

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

6.7 Listening To A Call Over The Speaker
(Group Listening)

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

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

  — while active on a call and using the handset, press and hold the **SPKR** button for 2 seconds,

  —**OR**—

  press preprogrammed group listen button.

- **To cancel group listening,**

  — press and release **SPKR** to end,

  —**OR**—

  — press preprogrammed group listen button.

6.8 Making A Call Non-Private

By pressing an installer-programmed **PRIVACY** button, you can allow another person to join you in a call. Pressing this button a second time returns your conversation to private status.

6.9 Monitoring A Conversation Between Two Telephones *(Service Observing)*

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

- **To monitor an in-progress call,**
  — press **ITCM # 03**,
  — dial extension number of station you are going to monitor,
  — listen to conversation,
  — press **SPKR** to end.

- **To initiate a SOHVA call to a station you are actively monitoring,**
  — press pre-programmed **SOHVA** button while actively monitoring,
  — make announcement (distant party will not hear the announcement; party receiving your SOHVA can press MUTE button to respond to your call).

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

6.10 Muting Your Telephone

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

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

6.11 Operating Your Telephone As A Departmental Station

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

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

- **To place station in off-duty mode,**
  — press **Do-Not-Disturb (DND)** button. Calls will ring at another departmental station.

- **To return to on-duty mode,**
  — press **DND** again.

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

- **To place station in wrap-up mode,**
  — press **HOLD**,
  — press the **DND** button. Calls will ring at another departmental station.

- **To return to on-duty mode,**
  — press **HOLD**,
  — press **DND**.

6.12 Relocating Your Telephone

If your system is equipped with this feature, you can move your telephone to another location and either keep the old programming or reprogram at the new location..

- **If you want automatic relocation to take place,**
  — do nothing and wait for the light to turn off on its own,

    —OR—
  — press the **HOLD** button to immediately accept the relocation.

- **If you do not want the automatic relocation to take place,**
  — press the # button while the message waiting light is flashing.

6.13   Sending A Paging Announcement

- **If you have an external paging unit set up by the installer, you can send announcements over it:**
  — lift handset,
  — dial paging access number or push line button (if external paging is on a line); if hooked up to auxiliary paging port, press **ITCM 89**,
  — make announcement,
  — hang up.

- **To page all stations through their intercom numbers (all-call paging) or just some stations (zone paging).**
  — lift handset.
  — press **ITCM**,
  — dial **87** for all-call paging or dial **84**, **85**, or **86** for zone paging.
  — make announcement and stay on line if waiting for an answer,

    —OR—
  — hang up handset.

- **You can answer an all-call or zone page from any station in the system. To answer this page (known as *Meet-Me Page*),**
  — lift handset of nearest station,
  — press **ITCM 88**.

6.14   Setting The Volume Control

Your telephone has a rocker-type volume control, which allows you to set the volume (loudness) of the ringer, loudspeaker, handset, headset, and group listening mode.

There are four ringer loudness levels plus ringer off; eight levels for the loudspeaker and eight or 13 levels (determined by your installer) for the handset and headset; and eight levels for the group listening mode. You may hold the volume rocker switch down and the loudness will automatically step through each level until you release the switch.

- **To set your ringer loudness level,**
    — while your telephone is idle, press **volume up** or **volume down** for each change in loudness you desire.

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

- **To set (for the current call) the loudness level for the handset, headset, loudspeaker, or group listening mode,**
    — while on the call, press volume up or volume down for each change in loudness you desire.

- **To make a change in loudness for the handset, headset, loudspeaker, or group listening mode that will remain until you change it again (referred to as the default setting),**
    — press **ITCM**,
    — while active in mode to be affected, press **volume up** or **volume down**,
    — dial ✳ ✳ **5** to hold loudness at the final setting for all future calls (until default is changed again),
    — repeat above procedure in each mode until all default volumes are set.

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

6.15   Setting A Do Not Disturb Condition

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls. Generally, this feature cannot be overridden by the caller; the caller will hear two quick tone bursts every three seconds. Some stations, however, have the ability to override a do not disturb condition at other stations.

- **To enable do not disturb at your station,**
    - — press the **DND** button. The light associated with this feature will turn on.

- **To cancel do not disturb at your station,**
    - — press the **DND** button again.

- **To override a DND condition at another station (If your station has this ability),**
    - — make intercom call and hear busy signal,
    - — dial ✳ **03**,
    - — speak your announcement (if in voice-first mode) or hear ring-back tone (if in the tone first mode).

6.16   Using Toll Restriction Override

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

- **To use TRO at a station,**
    - — press **ITCM**,
    - — dial ✶ ✶ **6**,
    - — dial your station extension number,
    - — dial your TRO code number,
    - — within 15 second timeout period, dial desired outgoing line number.
    - — hang up handset or press **SPKR** to end call. You will have 15 seconds in which you can make another call without re-entering your TRO code.

- **To clear the TRO code,**
    - — press **ITCM,**
    - — dial ✶ ✶ **6**,
    - — press **SPKR.**

6.17   Using The Optional Tracker Paging System

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

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

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

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

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

- **To send a call back message to someone's Tracker Pager without first calling them,**
  - — press **ITCM,**
  - — dial **# 01**,
  - — dial station extension number
  - — hang up handset or press **SPKR** to end. The Tracker paging system will transmit your station extension number to the caller party's Tracker Pager display (Some models will also display your station name if the system is programmed to include station names).

- **To park a call and have Tracker paging system tell someone to retrieve the call,**
  - — answer an outside call and press **T/C**,
  - — dial Extension Number and hear ringback,
  - — dial **# 01,**
  - — hang up handset or press **SPKR** to end. The Tracker Paging system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)

NOTE: If the Tracker paging system does not accept your actions, an error tone sounds at your telephone.

- **To respond when your Tracker Pager displays park orbit dialing code,**
  - — from any system station, press **ITCM,**
  - — dial displayed orbit code (**# 91–99**),
  - — retrieve call.

6.18   Using The Data Interface Unit

The optional Data Interface Unit (DIU) provides connections for your Impression telephone and an industry-standand telephone (IST) device such as a non-proprietary telephone, FAX machine, data modem, cordless telephone, or answering machine. You can then switch between your telephone and the IST device.

When you have a DIU assigned, your telephone will have a preprogrammed **DATA** button. The button's LED provides you with the following visual feedback on the operating status of the DIU.

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

- **To select the Impression telephone,**
    - — press the **DATA** button. If a call is in progress on the IST device, the system transfers the call to the Impression telephone if it is off-hook or in speakerphone mode. The call disconnects if the telephone is on-hook.

- **To select the IST device,**
    - — press the **DATA** button. If a call is in progress on the Impression telephone, the system transfers the call to the IST device if that device is off-hook. The call drops if the IST device is on-hook. You can still receive visual messages via the Impression telephone's LEDs while the voice path is routed to the IST device.

- **To transfer calls to a distant party's DIU,**

  — use the normal transfer procedure. If the DIU is in the IST mode, the call goes to the connected IST device; otherwise, a normal station-to-station transfer occurs. The telephone at the DIU receiving the transfer rings if it is on-hook. If that telephone is off-hook, the call camps there and will recall in the same manner as any transferred call.

- **Sometimes you might find it necessary to transfer an active call to your IST device (for example: a call that you want to direct to a FAX machine). To do so,**

  — transfer the call to yourself,

  — press the **DATA** button and the IST device will ring.

- **To use a non-proprietary telephone as an IST device,**

  — operate it as a standard IST,

  — press the appropriate button on the Impression telephone to select another line, intercom, or speed dial.

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7 *Using Non-Verbal Messaging*

7.1 Turning On A Message Waiting Light

If your station is designated as a central message desk, you can turn on the message waiting light (above HOLD) for any telephone from your station to let the user know that a message awaits pickup.

- **To receive a message at an alerted station,**
    — observe flashing HOLD light,
    — lift handset,
    — press **ITCM**,
    — press **HOLD** (connection to station that left message is automatic).

- **To turn on the message waiting light at another station,**
    — press **ITCM ✳ 3**,
    — dial extension number of station to be alerted (the message waiting light of called station will flash).

- **To turn off the message waiting light at another station,**
    — press **ITCM # 3**,
    — dial extension number of station that was alerted (the message waiting light of called station will turn off).

- **To turn off the message waiting light during message-delivering conversation,**
    — press **ITCM**.

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

7.2   Setting An LCD Message

You can set system-supplied messages at a station to be received or displayed by a calling LCD speakerphone. These messages give information on the status of your telephone.

Get a list of the messages from your attendant and fill them in this chart for your future reference.

Write Attendant Provided Messages Here	
0	
1	Back At
2	Call
3	
4	
5	
6	
7	
8	
9	

- **To turn on message,**
  — press **ITCM ✶ 02**,
  — dial the desired code number from your message list. The default messages of *Back At* and *Call* may be used:

    for default message 1, which is *Back At*, dial time in twelve-hour format using the **#** as a colon,

    for default message 2, which is *Call*, dial telephone number of where you will be,

  — press **SPKR** (intercom light flashes steadily).
- **To turn off message and your ITCM light,**
  — press **ITCM # 02**.

7.3   Leaving A Station-To-Station Message

When you make a station-to-station call and no one answers, you can leave a message by activating the BLF light at the called station if your station intercom number is stored as a DSS/BLF at the called station.

- **To turn on message light,**
    — make intercom call,
    — when there is ringing with no answer, dial ✳ **7** (BLF light at called station flutters).

- **To turn off message light,**
    — press **ITCM # 7**,
    — dial extension number of station to turn off light.

- **To answer messaging,**
    — press **DSS** associated with lighted BLF light.

If you station's intercom number is not stored as a DSS at the called station, your call will transfer to the central message desk, if the installer has programmed such a location. Then the central message desk (usually the attendant's station) can light the message waiting light of the originally called station.

7.4   Sending An Assist Button Message

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

- **To send a message for assistance,**
    — press preprogrammed **ASSIST** button.

If you have not programmed the extension number of the station you need help from,
    — press the **DSS** button that is assigned to that station after pressing the **ASSIST** button.

If assisting station is idle, ring burst sounds.

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8 Programming Your Telephone

8.1 Programming For Automatic Dialing

- **Autodial is a feature that lets you**
  - dial lengthy numbers using one or two buttons,
  - store frequently used feature codes.
- **Autodial can be stored**
  - at a blank programmable button, or
  - on a secondary level under a programmed station ITCM number (also known as a DSS button), or
  - at keypad keys 0 through 9 (these 10 stored numbers are also known as speed dial numbers).
- **Before you begin programming, write down the following:**
  - the line(s) you will use to dial the number,
  - the number or feature code you are storing.

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

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

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

8.2   Programming Outside Numbers

- **To program outside numbers**
  - — press **ITCM ✳ ✳ 1**,
  - — press programmable button you want for storage,
  - — press a line button or **0** (for last line used or prime line, if assigned),
  - — dial the numbers to be stored (you can enter up to 16 digits; all digits on the keypad are valid).

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

- **To insert a pause,**
  - — press the **HOLD** button to insert a pause of approximately one second, then continue dialing.

- **If your system is behind a host system that needs a hookflash to access a feature,**
  - — press the **TAP** button, then continue dialing.

- **To store another number,**
  - — press the **T/C** button and repeat previous steps (beginning with selecting the button you want for storage),
  - — press **SPKR** to end.

You can store an autodial number at a secondary level under a programmed DSS button (a button where you have stored a station ITCM number—see section 8.4). Just repeat steps in this *Programming Outside Numbers* (section 8.2), using the **DSS** button as the programmable button mentioned in the second step.

8.3 Programming Outside Numbers Using Line Groups

Line groups are represented as 1, 2, 3, and 4 on the keypad. The table below shows the line group and its corresponding keypad number.

Line Group	Keypad
9	1
81	2
82	3
83	4

- **To store a number using a line group,**
  - — **press ITCM ✳ ✳ 1**,
  - — press programmable button you want for storage,
  - — press either **1**, **2**, **3**, or **4** on the keypad,
  - — dial the number you are storing.

- **To store another number,**
  - — press the **T/C** button and repeat above steps, beginning with selecting the programmable button for storage,
  - — press **SPKR** to end.

8.4   Programming Intercom
Numbers *(DSS/BLF Numbers)*

- **To store an individual ITCM number,**
  — press **ITCM** ✴ ✴ 3,
  — press the programmable button you want to use for storage,
  — dial the ITCM number to be stored.

- **To store another number,**
  — repeat above steps, beginning with programmable button selection,
  — press **SPKR** to end.

8.5   Programming Feature Codes

For convenience and quick access, you might want to store feature codes. Some examples of these are:
  — Call Forwarding (on and off),
  — Call Pickup.

- **To program feature codes,**
  — press **ITCM** ✴ ✴ 1,
  — press programmable button you are using for storage,
  — enter the codes for the feature.

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

- **To store another code,**
  — press the **T/C** button and repeat above steps, beginning with selecting the programmable button you wish to use for storage,
  — press **SPKR** to end.

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

8.6 Programming Station Speed Dial Numbers

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

— the storage location you are using (**0** through **9** on the keypad),

— the line over which the call will be placed,

— the telephone numbers or feature codes you are storing.

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

— press **ITCM** ✳ ✳ **2**,

— press a keypad button (**0** through **9**) that you are using for storage,

— choose the line to be used:
    0 = last line used or prime line (if assigned) line key
    ITCM = ITCM
    1 through **4** = line groups

— dial the number to be stored, up to 16 digits (if you need a pause between numbers, press the **HOLD** button),

— press **T/C** to continue entering numbers,

— press **SPKR** to end.

8.7   Programming A Response Message Button

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

- **To assign a button for non-verbal response:**
  — press **ITCM** ✳ ✳ **1**,
  — press the programmable button you want to use for message access,
  — dial **5**,
  — dial a message number (**0** through **9**),

NOTE: The preprogrammed messages are created by the attendant.
  — press **SPKR** to end.

8.8   Programing An Automatic Redial Button

- **To program a button on your telephone for redialing calls you make that are either busy or do not answer,**
  — press **ITCM** ✳ ✳ **1**,
  — press programmable button,
  — press **#**,
  — press **SPKR** to end.

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

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

8.9 Programming An Assist Button

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

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

- **To program an assist button,**
  - — press **ITCM ✻ ✻ 1**,
  - — press programmable button you want as assist button,
  - — dial **7**,
  - — dial ✻ to choose system-provided message. (The system message is *ASSIST* plus the name or extension number of your station. The system automatically adds your name or extension number.)
    > —OR—
  - — dial **0–9** to choose preprogrammed message (see attendant for list of messages),
  - — if one particular station must always receive message, dial extension number of that station; otherwise,
  - — press **SPKR** to end.

8.10 Programming A Subdued Off-Hook Voice Announce (SOHVA) Button

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

- **To program a SOHVA button,**
  - — press **ITCM ✻ ✻ 1**,
  - — press desired programmable button,
  - — dial **8**,
  - — press **SPKR** to end.

8.11 Programming A Headset Button

The headset mode allows you to operate your telephone with a headset instead of as a speakerphone. Connect your headset to your telephone in place of its handset. With a headset in place, pressing the headeset button turns on the headset feature.

- **To program a headset button,**
  — press **ITCM ✷✷ 1**
  — press programmable button,
  — dial **94,**
  — press **SPKR** to end.

8.12 Programming A Group Listening Button

Group listening allows others at your location to listen to a conversation over your telephone speaker while allowing the distant party to hear only the voice of the person who speaks through the handset.

- **To program a group listening button,**
  — press **ITCM ✷✷ 1**
  — press programmable button,
  — dial **98,**
  — press **SPKR** to end.

8.13 Programming A Transfer/Conference Button

A transfer/conference autodial button enables you to pre-select telephones to which you frequently transfer calls.

- **To program a transfer/conference autodial button,**
  — press **ITCM ✷✷1**,
  — press programmable button,
  — dial **6**,
  — dial extension to transfer the call to.

9 | *Troubleshooting*

9.1 Quick Reference Guide

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

Feature	To Turn On. . .	To Turn Off. . .
Account Code	Programmed Button, or ITCM ✳ 04	
Assist	Programmed Button	
Attendant	ITCM 0	
Automatic Callback	ITCM Ext. ✳ 6	ITCM # 6
Background Music	ITCM ✳ 1	ITCM # 1
Call Forwarding: All Calls Personal Calls	ITCM ✳ 5 ITCM ✳ 05	ITCM # 5 ITCM # 05
Call Park	ITCM ✳ (91–99)	ITCM #91-99 - pick up
Call Pickup: Directed Group	ITCM ✳ 4 plus Ringing Ext. ITCM # 4	
Call Waiting	ITCM EXT. ✳ 01	Hang Up
Directed Hold	ITCM ✳ 90, Ext.	ITCM # 90
Executive Override	ITCM Ext. ✳ 03	
Hookflash Code	ITCM # 04	
LCD Messaging	ITCM ✳ 02, 0–9, SPKR	ITCM # 02
Line Group 1 Line Group 2 Line Group 3 Line Group 4	ITCM 9 ITCM 81 ITCM 82 ITCM 83	

Feature	To Turn On . . .	To Turn Off . . .
Line Group Queue	ITCM (grp. code) ✳ 8	ITCM # 8
Message Waiting	ITCM ✳ 3 Ext.	ITCM # 3 Ext.
Night Answer	ITCM 80	
Paging Zone 1 Paging Zone 2 Paging Zone 3 Paging All-Call Paging Meet-Me Paging External Paging	 ITCM 84 ITCM 85 ITCM 86 ITCM 87 ITCM 88 ITCM 89	
Personal Ringing Tones	ITCM ✳✳ 4 + 1 (tone 1) ITCM ✳✳ 4 + 2 (tone 2) ITCM ✳✳ 4 + 3 (tone 3) ITCM ✳✳ 4 + 4 (tone 4) ITCM ✳✳ 4 + 5 (tone 5) ITCM ✳✳ 4 + 6 (tone 6)	
Response Messaging	Programmable Button	
Service Observe	ITCM # 03	
SOHVA Originate	Programmable Button	
Station to Station Messaging	ITCM Ext. ✳ 7	ITCM # 7 Ext.
System Speed Dialing	✳ 01 – 99	
Tracker Pager	ITCM ✳ 06	ITCM # 06
Tracker Pager—Send Tracker Page	ITCM # 01	
Toll Restriction Override	ITCM ✳✳ 6	
Voice Announce Block	Programmed Button or ITCM ✳ 2	ITCM # 2

9.2   Troubleshooting Guide

Should your Impression telephone fail to operate properly, review the
following list of symptoms and causes for help.

Symptom	Possible Cause
ITCM light flashing	Press **ITCM,** dial **# 02** and hang up.
HOLD light flashing	Another telephone has activated your message waiting light. Press **ITCM**, then press **HOLD** to retrieve message. This action will call party who activated light. Once you have received message, party who activated light (while still talking to you) must press **ITCM** to turn off the light.
MUTE light on steady	**MUTE** is activated; to cancel, press **MUTE** button.
Light beside (SPEAKER) button on steady	Background music feature activated, even though you may not have background music provided. Press **ITCM,** dial **# 1** and hang up to cancel.
Error Tone (three steady tones)	May occur when incorrect buttons are pressed during autodial or speed dial programming. For example, if a button has a line assigned to it, that button is not available as a programmable button and an error tone sounds if it is pressed during programming.
You cannot receive a voice announce call	Voice announce block has been activated. To cancel, press **ITCM,** dial **# 2**.

Glossary

A

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

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

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

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

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

C

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

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

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

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

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

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

D

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

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

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

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

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

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

E

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

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

H

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

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

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

I

ITCM (Intercom)**:** A number that is assigned to a station or telephone.

K

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

L

Last number redialing: Automatically dialing the last number dialed.

M

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

Mute: A fixed feature button that keeps a distant party from hearing your conversation.

N

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

P

Park Orbit: A memory storage area where you can place calls for someone to pick up.

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

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

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

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

R

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

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

S

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

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

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

T

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

Tone call: A ringing intercom call.

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

T/C: A fixed feature button that allows you to transfer inside or outside calls and set up conference calls.

V

Voice call: A verbal intercom call.

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

Z

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

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