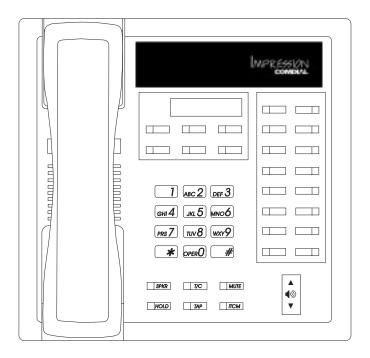
COMDIAL®

Digital Telephone System

IMPRESSION

Speakerphone and Monitor Telephone Station User's Guide



This user's guide applies to the following telephone models (when used on Comdial Gxxxx common equipment with an Ixxxx or Sxxxx software cartridge of Revison 18A and later):

2122S-** Revision A and later 2122X-** Revision A and later

If you need more information, consult your <u>System User's Guide</u>

Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated.

Comdial® disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial® makes no representation herein as to the compatibility of features.

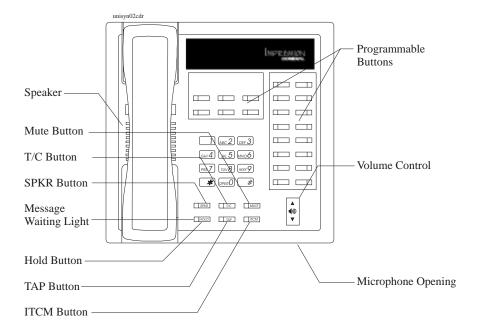
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Introducing Your Impression Telephone

Congratulations and thank you for using an Impression telephone! This manual serves as a helpful guide for using all of the various functions of your new telephone and as a quick reference guide as well. If you should need more information about a particular function or on a function that is not listed in this guide, consult the System User's Guide, GCA 70–333,(your system attendant or whoever runs your main telephone system should have several copies).

Using the Speakerphone

Since your telephone is a speakerphone, you can use it handsfree for any operation in which you might use the handset. To use the speakerphone, press the **ITCM** or the line button instead of lifting the handset. You cannot use the speakerphone mode to receive a SOHVA or to originate paging.



Impression Non-LCD Speakerphone

Understanding What the Lights Mean

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

—Next to a Direct Station Select (DSS)/ Busy Lamp Field (BLF) button:

Steady red = station is in use, or in Do Not Disturb.

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

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

-Next to a line button:

Steady green = line is in use at your station.

Steady red = line is in use at another station.

Flashing red = your line is ringing.

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

Winking green = line is on hold at your station.

Winking red = line is on hold at another station

Fluttering green = line has recalled from hold at your station.

Fluttering red = line has recalled from hold at another station.

-Next to a fixed feature or programmable feature button:

Steady red = the feature is on.

Steady of f = the feature is of f.

-Next to 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 (at station 10).

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

Flashing red = another station is calling you.

—Above the HOLD button:

Flashing red = message awaits pick up.

Fluttering red = automatic station relocation has been set.

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—Above the SPKR button:

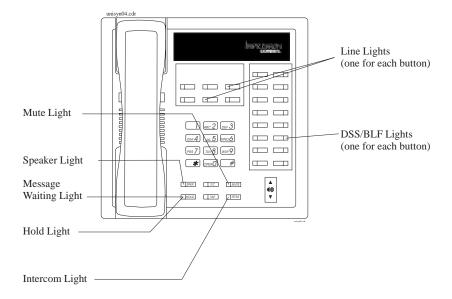
On steady (with telephone on hook and busy) = speakerphone mode active.

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

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

—Above the MUTE button:

On steady = called party cannot hear your conversation.



Answering Calls

- To answer a call that is ringing at your telephone,
 - 1. if the light is flashing orange, lift handset;
 - 2. if the light is red, press the flashing line and lift handset.
- To answer a call using the speakerphone,

press flashing line or ITCM button.

- To answer a call that is ringing at any telephone,
 - 1. lift handset,
 - 2. press **ITCM** and dial *** 4** plus extension number of ringing telephone.
- To answer a call that is ringing at a particular telephone in your group,
 - 1. hear ringing
 - 2. lift handset,
 - 3. press **ITCM** and dial #4 (ringing station must be programmed in your call pickup group).
- To answer a call that is ringing the loud ringer or night transfer station,
 - 1. hear ringing,
 - 2. lift handset,
 - 3. press ITCM and dial 80,
 - 4. answer call.

Answering Subdued-Off Hook Voice Announcements (SOHVA) Calls

NOTE: Your telephone may be arranged to receive a subdued off-hook voice announcement (SOHVA). If it is, an intercom caller may break into your outside call and deliver a message to your telephone receiver for you to hear.

SOHVA works as follows: while off-hook on an outside call, hear several quick tone bursts followed by an announcement delivered to your ear through the handset.

- To respond verbally,
 - 1. press and hold MUTE,
 - 2. speak into handset.
- To respond non-verbally,
 - 1. press pre-programmed button (see the section in this guide about programming your telephonel for instructions on programming this button).

NOTE: Announcing station must have LCD speakerphone.

• To Block SOHVA,

NOTE: You may block SOHVA only if your telephone is programmed for you to do so.

- 1. lift handset,
- 2. press **ITCM** and dial *** 2**,
- 3. turn **SOHVA** back on by lifting the handset, pressing **ITCM**, and dialing # 2.

Making Calls

NOTE: If the installer has enabled your system with Specialized Route Access (SRA), the system returns a special intercom tone when you dial out (using ITCM 9, or a preprogrammed button). After this SRA tone, you have ten (10) seconds to dial digits; otherwise, the telephone automatically returns to its idle state. Furthermore, you only have three seconds pause time between digits before the system automatically dials your call.

• To make a call,

- 1. lift handset, select line (unless your telephone selects it for you), or select intercom, and listen for dial tone,
- 2. either dial number, or press **HOLD** then, use autodial, use speed dial feature, use redial feature, or press Direct Station Select (DSS) if making an intercom call.

• To dial autodial number,

- 1. press preprogrammed button. If button is programmed at the second level of a DSS button, press **HOLD** before pressing autodial button,
- 2. when called party answers, lift handset.

• To dial personal or system speed dial number,

1. dial desired code:

```
1 - 0 = personal speed dial number,

*01 - *99 = system speed dial number,

if you select a line, press HOLD then dial code,
```

- 2. when called party answers, lift handset.
- To redial the last number that you dialed at your telephone,
 - 1. dial #, if you select a line, press **HOLD** then dial #,
 - 2. when called party answers, lift handset.

• To access outside line using line group feature,

1. press **ITCM**, then dial line group access code:

```
9 = group 1,
81 = group 2,
82 = group 3,
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82 = group 3

83 = group 4,

- 2. listen for outside dial tone,
- 3. dial number, and lift handset when party answers.

- To queue for a line group if all lines are busy,
 - 1. press ITCM and dial line group access code (9, 81, 82, or 83),
 - 2. hear busy tone and dial * 8,
 - 3. hang up and wait for queuing ring-back.
 - 4. when called party answers, lift handset.
- To answer queuing ring-back,

lift handset and hear dial tone for line.

- To cancel queuing before it causes ring-back at your telephone,
 - 1. lift handset,
 - 2. press ITCM and dial #8,
 - 3. hang up handset.
- If you are required to enter an account code when making outside calls,
 - 1. select line,
 - 2. press ITCM and dial * 04,
 - dial your account, hear outside dial tone, and dial outside number,
 - 4. when called party has answered, lift handset.
- To use Toll Restriction Override at a station,
 - 1. press ITCM,
 - 2. dial ***6,
 - 3. dial your station extension number,
 - 4. dial your TRO code number (TRO code is not displayed—instead an * is shown),
 - 5. within 15 second timeout period, dial desired outgoing line number
 - 6. 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 Toll Restriction Override code,
 - 1. press ITCM,
 - 2. dial ****6**,
 - 3. press SPKR.

Camping On At A Station

Waiting For A Call Back (Using Automatic Call-Back)

- To arrange for the system to call back when a busy station becomes idle or rings with no answer,
 - 1. make intercom call and hear busy signal or ring-back tone,
 - 2. dial *** 6**,
 - 3. hang up. (When called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).
- To answer call-back ring,

lift handset (called station will ring; call-back is canceled if you do not lift your handset).

• To cancel automatic call back,

press ITCM and dial #6.

Camping On At A Station

Waiting For An Answer (Using Call Waiting)

- To activate call waiting,
 - 1. make intercom call and hear busy signal,
 - 2. dial * 01 (called party hears tone),
 - 3. wait on line for an answer.
- To cancel call waiting,

hang up handset.

- To answer a call-waiting tone at your telephone,
 - 1. hear short tone burst in handset receiver,
 - 2. complete present call, and hang up (waiting call will begin ringing),
 - 3. lift handset to answer.

Holding Calls

- To place a call on hold,
 - 1. press HOLD,
 - 2. hang up handset.
- To return to call that is on hold,

lift handset and press line button with flashing green light.

• To place a call on exclusive hold,

press HOLD twice and hang up handset.

- To place a call on hold at another telephone,
 - 1. while on line, press ITCM (system places call on hold),
 - 2. dial * 90, then dial extension number of telephone to receive held call,
 - 3. hang up handset.
- To answer a call at the extension receiving held call,
 - 1. lift handset,
 - 2. press ITCM and dial #90.
- To cancel directed call hold and retrieve the call,
 - 1. lift handset,
 - 2. press ITCM, dial * 4, then dial the extension number of the telephone to which you directed the call,
 - 3. retrieve the call.

- To answer a call that someone placed on hold at your telephone.
 - 1. lift handset,
 - 2. press ITCM, and dial # 90.
- · To park a call,
 - 1. press ITCM,
 - 2. dial **, then dial park orbit access code (91through 99) (if chosen orbit is busy, dial another one),
 - 3. hang up handset,
 - 4. use paging feature to announce call and park orbit access code if necessary.

NOTE: If call is not retrieved within a programmable time limit, it reverts to the parking station as a standard held call, and only one call can be placed in an orbit at a time.

- To retrieve parked call,
 - 1. hear announcement,
 - 2. lift handset,
 - 3. press **ITCM** and dial #,
 - 4. dial park orbit access code (91 through 99),
 - 5. answer call.

Transferring Outside Calls

- To announce a call before transferring it,
 - 1. answer outside call,
 - 2. press T/C (call is placed on hold),
 - 3. dial station number,
 - 4. upon answer, announce the call,
 - 5. hang up the handset (call is transferred).
- To transfer a call without first announcing it,
 - 1. answer outside call,
 - 2. press T/C (call is placed on hold),
 - 3. dial station number,
 - 4. hang up handset. Call will re-ring your telephone if it is not answered within a preprogrammed time.
- If you hear a busy signal or receive no answer,

press T/C and return to outside call.

Conferencing Stations Together

 To set up a conference call that includes both outside lines and intercom parties, outside lines alone, or intercom parties alone,

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

- 1. make first call,
- 2. press T/C (call is placed on hold automatically),
- 3. make next call,
- 4. press **T/C** to establish conference,
- 5. repeat steps 2–4 to add up to two more parties, establishing a 5-party conference (including yourself).
- To continue conversation with last conferee after 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,
 - 1. press line button,
 - 2. press T/C,
 - 3. press line button,
 - 4. press T/C,
 - 5. repeat steps three and four 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. The message Conference Full will appear in your display.

Choosing Between Pulse and Tone

• To convert to tone while dialing — If the local telephone service is pulse (rotary),

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

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

Forwarding Calls

- To forward personal calls to another telephone,
 - 1. press **ITCM** and dial * 05,
 - dial extension number of telephone to which calls are to be forwarded.
- To cancel personal call forward,

press ITCM and dial # 05.

- To forward all calls to another telephone,
 - 1. press ITCM and dial * 5,
 - 2. dial extension number of station to which calls are to be forwarded.
- To cancel all-call forward,

press ITCM and dial # 5.

NOTE: For each intercom call received during call forward, you will hear a ring reminder (short tone burst) to remind you that calls are being forwarded.

Relocating Your Telephone (Engaging Automatic Set Relocation)

NOTE: If this feature has been enabled by your system programmer, the message-waiting light will flash for several seconds when you connect your telephone to another location. This means that the system is waiting to automatically relocate your extension number and other programmed features to the new location.

If you do not want your telephone to have all of its old programming after relocation, reject the automatic relocation.

• To accept automatic relocation,

do nothing and wait for the light to turn off on its own, or press the **HOLD** button to immediately accept the relocation (light immediately turns off).

• To reject the automatic relocation,

press the # button while the message waiting light is flashing.

Sending a Paging Announcement

- To page through an external paging amplifier (if your system provides this feature),
 - 1. lift handset,
 - 2. press paging line select button and dial page access code (see your attendant for code) if paging is connected to a dedicated paging port, dial **ITCM 89**,
 - 3. make announcement.
- To page through system telephones (all- call and zone paging),
 - 1. lift handset,
 - press ITCM and dial all-call or zone number:
 84, 85, or 86 = zones 1, 2, or 3
 87 = all-call,
 - 3. make announcement,
 - 4. hang up handset or wait for an answer.
- To answer telephone paging from any station,
 - 1. lift handset,
 - 2. press ITCM, dial 88, and meet paging party on line.
- To enable the Tracker Pager at your station,
 - 1. press ITCM,
 - 2. dial * **06**.

- To disable the Tracker Pager at your station,
 - 1. press ITCM,
 - 2. dial # 06.
- To send a call back message to someone's Tracker Pager after receiving a ring-no-answer,
 - 1. make an intercom call to someone and receive no answer,
 - 2. dial #01.
 - 3. after your station returns to idle hang up handset or press 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.).
- To respond when your Tracker Pager displays park orbit dialing code,
 - 1. from any system station, press ITCM,
 - 2. dial displayed orbit code (# 91 through # 99),
 - 3. retrieve call.
- To park a call and have Tracker Pager tell someone to retrieve the call,
 - 1. answer call and press T/C,
 - 2. press TRACK (or dial # 01),
 - 3. your telephone returns to idle,
 - 4. 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 action, an error tone will sound back at your telephone

Sending And Receiving Non-Verbal Messages

NOTE: You can set system-supplied messages to be displayed by a calling LCD speakerphone.

- To turn LCD messaging on,
 - 1. press ITCM,
 - 2. dial * **02**,
 - 3. dial message code number (0-9),
 - 4. press **SPKR**.
- To turn LCD messaging off,
 - 1. press ITCM,
 - 2. dial #2.
- To turn on the message waiting light at another telephone,
 - 1. press ITCM,
 - 2. dial ***3**,
 - 3. dial extension number of station.
- To turn off the message waiting light at another station,
 - 1. press ITCM,
 - 2. dial #3,
 - 3. dial extension number of station.

- To retrieve a message,
 - 1. observe flashing message-waiting light, (the HOLD light serves as the message waiting light)
 - 2. lift handset,
 - 3. press **ITCM**, then press **HOLD**—connection to message desk is automatic.
- To activate station-to-station messaging (station must have BLF appearance at called station),
 - 1. make intercom call and hear ring-back tone,
 - 2. dial *7—your station's BLF light turns on at called station,
 - 3. hang up handset.
- To cancel station-to-station messaging,
 - 1. press **ITCM** and dial # 7,
 - 2. dial extension number of station where you left the call-back indication,
 - 3. press SPKR.

Programming Your Telephone

- To store autodial numbers,
 - 1. press **ITCM** and dial * * 1,
 - 2. press programmable button,
 - 3. press line button, or dial **1**, **2**, **3**, or **4**, to select line groups 1 4, or dial **0** for system to select line,
 - dial number to be stored (16 digits maximum)—press TAP to store hookflash, and press HOLD to store pause (when needed),
 - 5. press T/C, then press next programmable button, and dial another number to be stored,
 - 6. repeat previous step until finished then press SPKR.

NOTE: You can store an autodial number at the second level on a DSS button if you wish.

- To store extension numbers at DSS buttons,
 - 1. press **ITCM** and dial * * 3,
 - 2. press programmable button,
 - 3. dial extension number,
 - 4. press next programmable button and dial another extension number,
 - 5. repeat previous step until finished, then press **SPKR**.

- To store personal speed dial numbers,
 - 1. press ITCM and dial * * 2,
 - 2. dial memory location (1–0),
 - 3. press line button, or dial **1**, **2**, **3**, or **4** to select line groups 1–4, or dial **0** for system to select line,
 - 4. dial number to be stored (16 digits maximum) —press **TAP** to store hookflash and press **HOLD** to store pause (if needed),
 - 5. press T/C, dial next location, select line, and dial another number to be stored,
 - 6. repeat previous step until finished, then press **SPKR**.
- To store special purpose feature buttons,
 - 1. press **ITCM** and dial * * 1,
 - 2. press programmable button,
 - 3. dial feature code:
 - **5** = response messaging button (then dial 0–9 for message)
 - 6 = transfer to voice mail button (then dial extension number)
 - 7 =assist button (then dial 0–9 or * for message)
 - **8** = subdued off-hook voice announce button
 - 94 = headset button
 - **98** = group listen button
 - # = auto redial button
 - 4. press T/C then next programmable button and dial another feature code,
 - 5. repeat step 4 until finished, then press **SPKR**.

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.

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Personal Notes

Personal Notes

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The information contained herein does not purport to cover all details or variations in equipment or 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, Inside Sales Department, P.O. Box 7266, Charlottesville, Virginia 22906.



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