DXP
Digital Communications System

System User's Guide
For DigiTech Telephones

(Attendant Supplement)

COMDIAL

This user's guide is applicable for the following telephone models:

7700S-** Rev A through H
7714S-** Rev A through H
7714X-** Rev A through H

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Using This Supplement

To help you use your attendant's telephone to its fullest capacity, this supplement to the system user's guide describes the attendant's telephone and tells you how to use it.

You can program special features on your telephone that are unique to attendant station operation. The instructions for programming these features and special attendant buttons are included in the sections titled

- Programming The Attendant Features
- Using The Special Attendant Buttons

For your convenience, a display summary and a glossary of terms are included in the back of this supplement.

The operation sections of the accompanying user's guide define often-used features and provide instructions for their use. Please refer to the following sections of the user's guide for more information about your telephone's basic functions:

- Knowing Your Telephone
- Understanding What The Lights Mean
- Using Your Telephone To Answer Calls
- Using Your Telephone To Make Calls
- Using Your Telephone To Place Calls On Hold
- Using Your Telephone To Transfer Calls To Another Telephone
- Using Your Telephone For Conferencing Telephones Together
- Using The Other Telephone Features
- Sending And Receiving Non-Verbal Messages
- Programming Your Telephone
- Understanding the LCD Displays
- Using Your Quick Reference Guide

Creating The LCD Messages

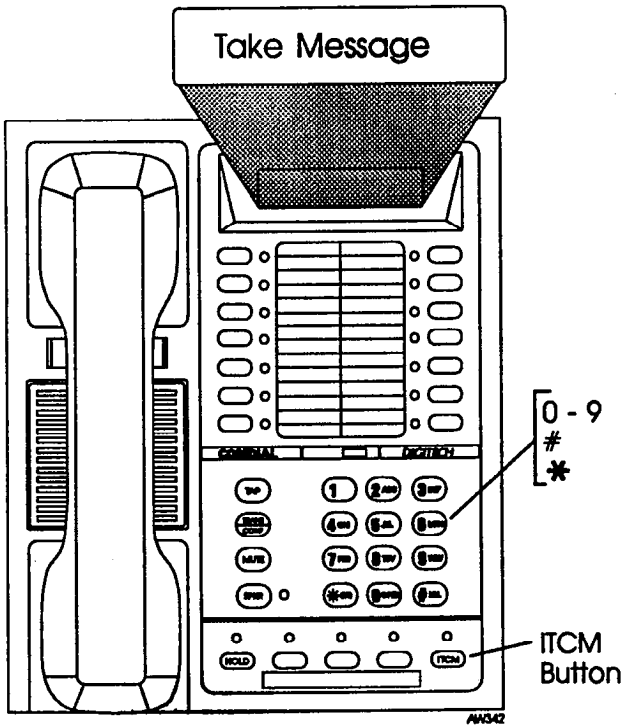
System users send and receive non-verbal messages for display on LCD speakerphones. Users send these messages so that callers will know their status when they call and get no answer. Or they use a message to respond to a secure off-hook voice announcement. LCD messages are either those that the DXP system provides or those that you create. The system provides five messages; you can add an additional 25 customized messages. This makes a total of 30 messages available for use. You can store customized messages in place of the default messages if you wish, thus increasing the number of custom messages available. Distribute a list of these LCD messages to the system users for their reference.

To store the LCD messages, proceed as follows:

- write your messages on the chart on page 71 (each message can have up to 16 characters),
- use the letter code table (on page 70) to assign a number to each letter,
- write these numbers on the chart line beside the message letters,
- press **ITCM**,
- dial *** # 0 * 1 2**,
- dial a message location number (**01 - 30**),
- dial **#** to clear current message,
- compose your messages by dialing the two-digit codes that relate to the letters,
- dial **#** to save message,
- dial next location number, **#** to clear it, two-digit codes for the message, and ***** to save,
- repeat previous step until all messages are stored,
- press **SPKR** to end.

Example: Create a message that will read as "TAKE MESSAGE" and program it into message location number 3.

- press **ITCM**, dial *** # 0 * 1 2**,
- dial **0 3 #**,
- dial **81, 21, 52, 32 12 61, 32, 73, 73, 21, 41, 32**
  T A K E space M E S S A G E
- dial *****, and press **SPKR** to end.



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Letter Code Table

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
A	21	a	24	SPACE	12
B	22	b	25	;	17
C	23	c	26	/	18
D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

LCD Message List

Location Code	Message	Letter Codes
01	Back at	system message
02	Call	system message
03	Ask them to hold	system message
04	Take a message	system message
05	I will call back	system message
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

Line Disable Programming

You can disable a line and make it unavailable for system use if it becomes unusable for some reason.

Disable a line as follows:

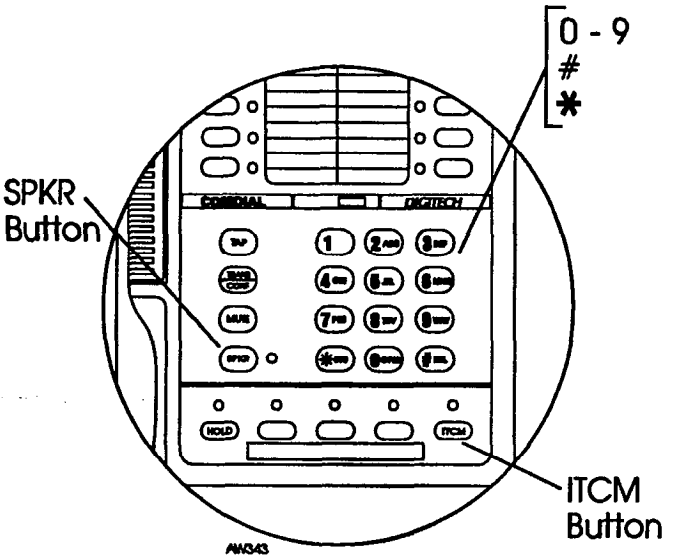
- press **ITCM**,
- dial *** # 0 * 3 2**,
- dial **1# - 99#, 001 - 128** for lines 1 - 128,

NOTE: If the desired line code is less than three digits, dial # once after you dial the code. For example, dial 1# for line 1 or 19# for line 19.

- press **#** to disable line (LCD speakerphone displays show a ***** to indicate a disabled line),
- press **SPKR** to end.

To re-enable line,

- repeat the previous procedure.

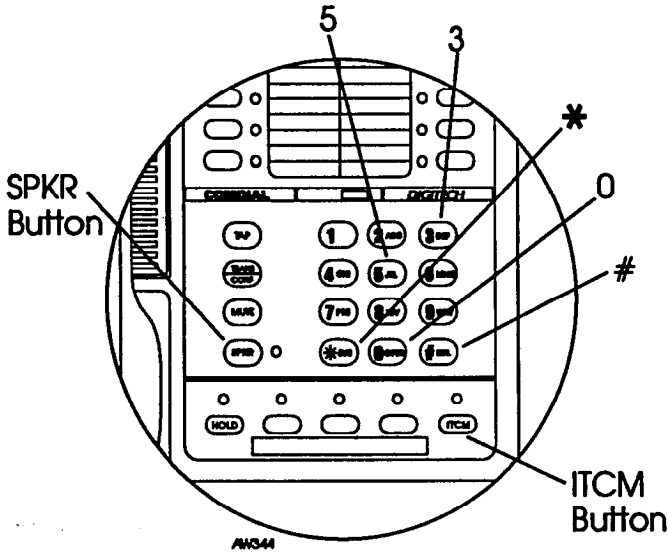

0 - 9
#
*
SPKR
Button
ITCM
Button
AW343

Naming The System Telephones

You can assign either a personal name or a group name to each system telephone. This name can be up to seven letters in length and will show up in the user's display and/or in the called party's display. Typical names could be SRVC, MKTG 1, K SMITH.

Name the system telephones as follows:

- Use letter code table to compose names for all telephones requiring them (up to seven letters per name is allowed),
- press **ITCM**,
- dial *** # 0 * 5 3**,
- select telephone to be named by dialing the extension number (dial number plus **#** if extension number is less than four digits),
- dial **#** to any clear current entry,
- dial two-digit codes that correspond to letters in name,
- dial **#** to save name,
- dial next extension number (plus **#** if less than four digits), dial **#** to clear current entry, dial codes for letters, dial **#** to save,
- repeat previous step until all telephones are named,
- press **SPKR** to end.



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F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

Station Names

(Record telephone names here. Copy this sheet if you need more record space.)

Ext	Name	Ext	Name	Ext	Name

Naming The Telephone Lines

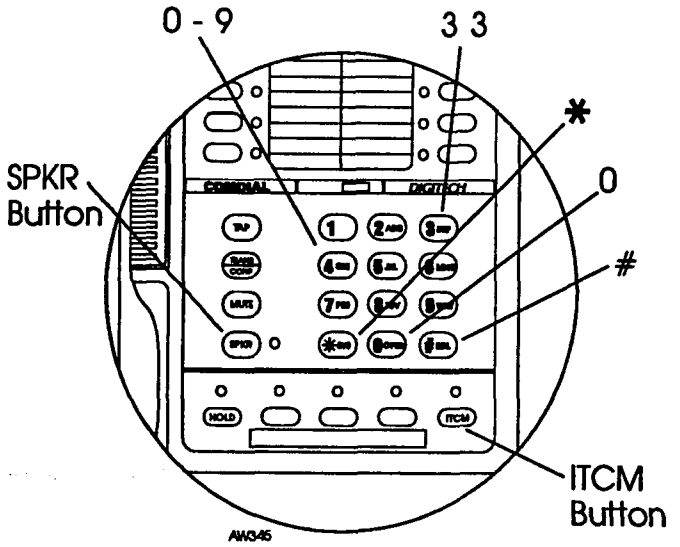
You can assign names to lines to aid users in identifying the proper line to use. A line name can be up to seven letters in length and will show up in the user's display

Name the system telephones as follows:

- Use letter code table to compose names for all lines requiring them (up to seven letters per name is allowed),
- press ITCM,
- dial * # 0 *3 3,
- dial 1# - 99#, 001 - 128 to select line 1 - 128,

NOTE: If the desired line code is less than 3 digits, dial # once after you dial the code. For example, dial 1# for line 1 or 19# for line 19.

- dial # to any clear current entry,
- dial two-digit codes that correspond to letters in name,
- dial # to save name,
- dial next line number (plus # if less than three digits), dial # to clear current entry, dial codes for letters, dial # to save,
- repeat previous step until all telephones are named,
- press SPKR to end.



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Letter Code Table

CHARACTER	CODE	CHARACTER	CODE	CHARACTER	CODE
A	21	a	24	SPACE	12
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D	31	d	34	"	19
E	32	e	35	.	27
F	33	f	36	'	28
G	41	g	44	:	29
H	42	h	45	1	01
I	43	i	46	2	02
J	51	j	54	3	03
K	52	k	55	4	04
L	53	l	56	5	05
M	61	m	64	6	06
N	62	n	65	7	07
O	63	o	66	8	08
P	71	p	74	9	09
Q	11	q	14	0	00
R	72	r	75		
S	73	s	76		
T	81	t	84		
U	82	u	85		
V	83	v	86		
W	91	w	94		
X	92	x	95		
Y	93	y	96		
Z	13	z	16		

Line Names

(Record line names here. Copy this sheet if you need more record space.)

Line	Name	Line	Name	Line	Name

Setting The Night Transfer Of Ringing Mode

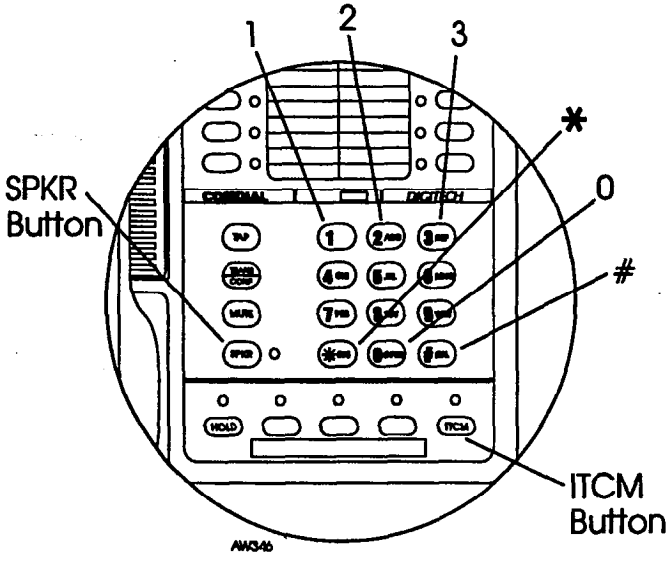
You can enable an operating mode that automatically transfers all incoming calls to a particular telephone or group of telephones for answering.

To enable or disable the night transfer of ringing mode,

- press **ITCM**,
- dial ***# 0 * 0 3**,
- dial **1** to enable the feature,

  or

  - dial **2** to turn the feature off,
- press **SPKR** to end.

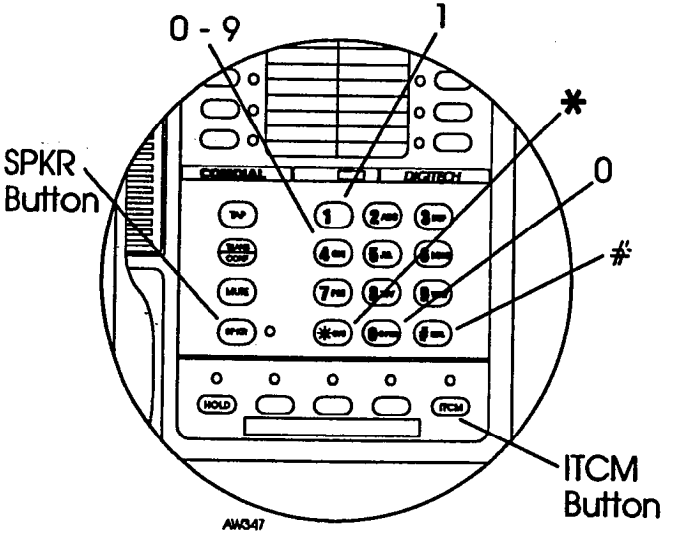


Setting The System Clock

The system clock provides a date and time for display at LCD speakerphones connected to the system.

To program the system clock for current date and time,

- press **ITCM**,
- dial ***# 0 * 0 1**,
- dial two digits **(01-12)** for month,
- dial two digits **(01-31)** for day,
- dial two digits **(00-99)** for year,
- dial two digits **(00-23)** for hour,
- dial two digits **(00-59)** for minute,
- dial **#** to save,
- press **SPKR** to end.



Storing The System Speed Dial Numbers

You can store up to 100 system speed dial numbers at your attendant telephone that every system user can access from his or her telephone. Typically, these are numbers that are frequently called by many different users and emergency numbers that you want readily available to everyone. Distribute a list of these stored numbers to the system users for their reference.

Before you begin programming, use the record sheet on the following page to write down this information:

- the dialing code of the storage location (**001 - 299**),
- the line that will be used to access each outside number,
- the telephone numbers or feature codes you are storing.

To program system speed dial numbers,

- press **ITCM**,
- dial *** # 0 * 0 2**,
- dial code for storage location (**001 - 299**),
- dial a code to store a line, line group or prime line/last line used for the call to dial on,

  NOTE: If the desired line code is less than three digits, dial # once after you dial the code . For example, dial 1# for line 1 or 19# for line 19 .

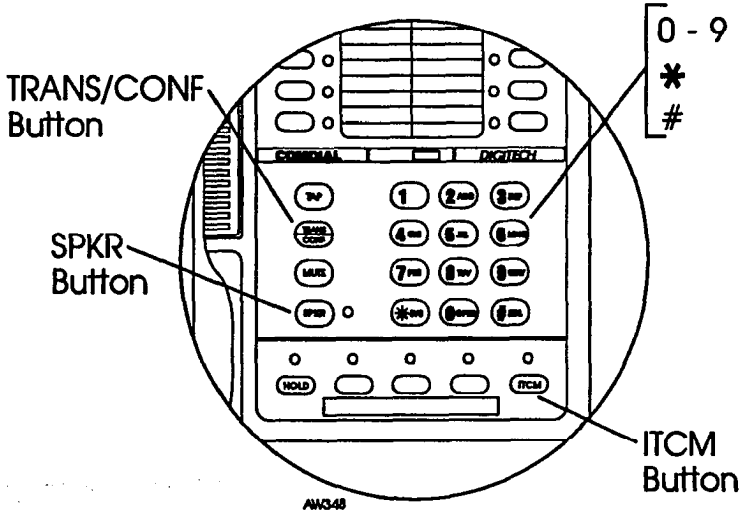
  - dial **1# - 99#, 001 - 128** for lines 1 - 128,

    -or-

  - dial **801 - 816** for line groups 1 - 16,

    -or-

  - dial **000** for prime or last line used,
- dial the number to be stored (up to 32 digits); if you need a pause between numbers, press the **HOLD** button and continue entering the remaining digits. If you need a hookflash, press the **TAP** button and continue entering the remaining digits,
- press **TRANS/CONF** to store number,
- dial next storage location, store line choice and speed dial number, and press **TRANS/CONF**,
- repeat previous step until all numbers are stored,
- press **SPKR** to end.



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System Speed Dial Numbers

(Record system speed dial here. Copy this sheet if you need more record space.)

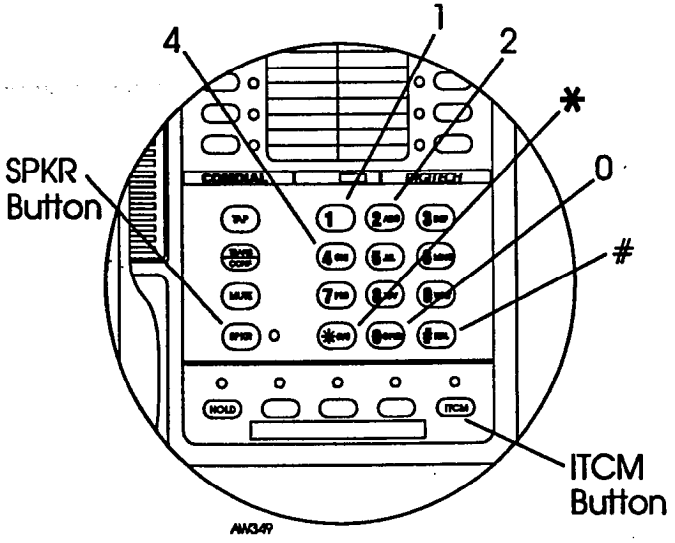
Loc	Number	Loc	Number	Loc	Number

Transferring The Attendant Functions To The Alternate Attendant Telephone

The system installer can arrange for another telephone to serve as an alternate attendant location. You can transfer the attendant functions, available at your telephone, to the alternate attendant telephone whenever you wish to do so.

To transfer attendant functions to the alternate attendant telephone or to return the functions to your station,

- press **ITCM**,
- dial *** # 0 * 0 4**,
- dial **1** to enable transfer or dial **2** to disable the transfer,
- press **#** to transfer the function or to return it to the main attendant telephone,
- press **SPKR** to end.



Special Attendant Button Operations

In addition to the many feature buttons the system can make available to any station, the DXP provides the attendant position with several special purpose feature buttons to enhance call processing. These special purpose buttons are described below:

Alternate Button: When an attendant presses this button, all calls normally routed to his or her telephone are then routed to an alternate attendant's telephone instead. In some cases, your alternate attendant will be able to route all calls to a third alternate attendant.

Both Button: This button provides a means for an attendant to etablish a conference between the attendant's station, a current call, and the last call that was placed on hold.

Overflow Button: When an attendant presses this button, calls that normally ring at the attendant's telephone also ring at an overflow attendant's station.

Queue Button: When multiple calls are ringing or are on hold at an attendant's station, the system places them in a queue. The attendant can use this button to determine how many calls are queued awaiting service.

Serial Call Button: When a caller wishes to speak to more that one person or department, the attendant uses this button to place the caller in a serial mode of multiple transfers to each desired party. In the serial mode the system automatically transfers the caller to another party as soon as a present party hangs up. The system places the caller in the serial mode as soon as the attendant hangs up.

Test/Busy Button: This button provides the attendant a means to test the status of specific lines. Attendants can use this button to determine whether individual lines are idle, busy or on hold.

To forward all calls to an alternate attendant,

- press the installer-programmed **ALTERNATE** button. If an alternate attendant is programmed, the light next to the **ALTERNATE** button will illuminate and the LCD will indicate the location of the alternate attendant.

To cancel the alternate mode,

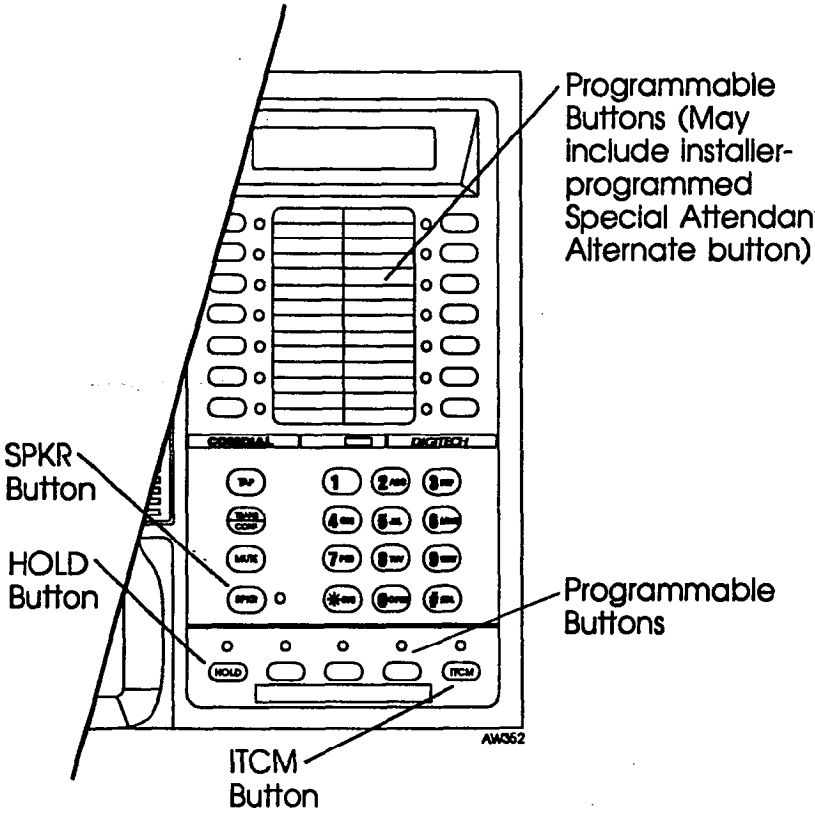
- press the **ALTERNATE** button again.

To establish a conference between the attendant station, a held call, and an active call,

- press the installer-programmed **BOTH** button.

If you wish to cancel the conference condition and return one of the lines to hold,

- press **HOLD**,
- press the line button for the held call you wish to re-engage.



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To direct incoming calls to an overflow attendant during peak calling periods,

- press the installer-programmed **OVERFLOW** button. If an overflow attendant is programmed, the light next to the **OVERFLOW** button will illuminate and incoming calls will ring at both stations.

To cancel,

- press the **OVERFLOW** button again.

To determine how many calls are queued at the attendant position and awaiting service (on hold, parked, or ringing),

- press the installer-programmed **QUEUE** button. The LCD display will indicate how many calls are in the ring queue and the hold queue, respectively. The display remains on the LCD momentarily.

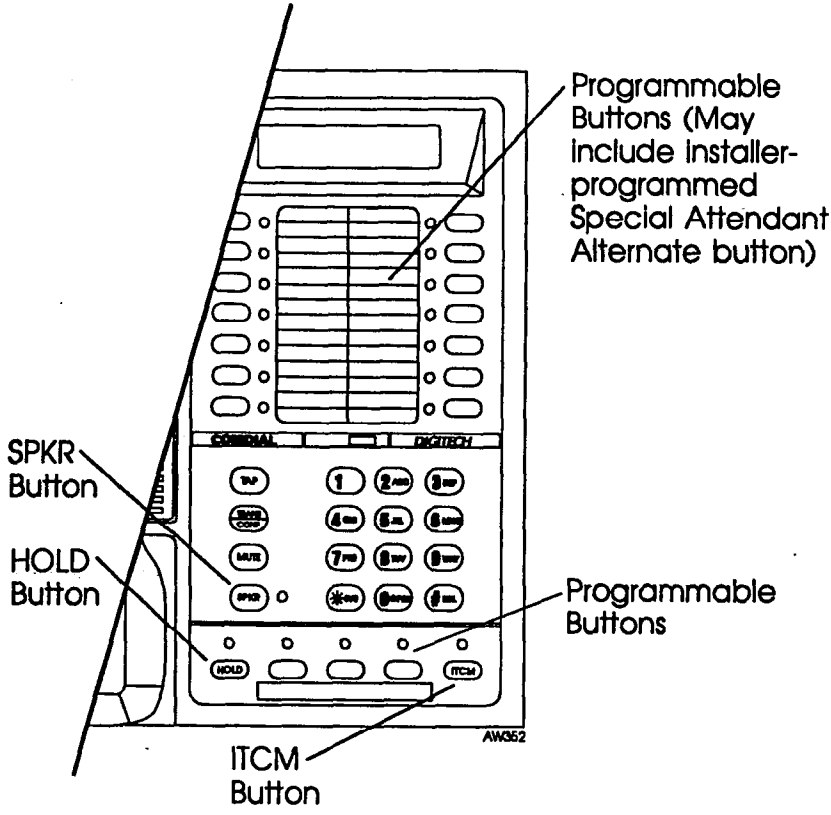
Note: Hold recalls, transfer recalls and park recalls are counted in the ring queue and not the hold queue.

To place an active call in a serial transfer,

- press the installer-programmed **SERIAL** button (the LCD will read "0 SERIAL EXT:", with the first digit indicating how many intercom numbers are already entered; the "EXT:" indicates a promt for another intercom number to be placed in the serial),
- dial intercom number or press associated DSS button,
- repeat to add up to two more extensions to the serial,
- press **SPKR** to end. Serial transfer begins.

To determine the status of individual lines (idle, busy or on hold),

- press the installer-programmed **TEST/BUSY** button (the LCD will display the prompt "Enter Line:"),
- dial the line number to be tested (001-128). If the line is idle, you will hear a dial tone; if the line is busy, the LCD will display "Busy with xxx" ; if the line is on hold, the LCD will display "On Hold at xxx" (xxx = line number).


Programmable Buttons (May include Installer-programmed Special Attendant Alternate button)
SPKR Button
HOLD Button
Programmable Buttons
ITCM Button
AWG52

Display Summary

The special displays shown on your telephone during attendant operation are summarized in this section.

Display Type	When Displayed
Night Transfer	
ATTENDANT NIGHT MODE XXX	After you dial ITCM * # 0 * 0 3, this appears in the display.
ATTENDANT NIGHT MODE ON	Appears in display if you dial 1 to enable.
ATTENDANT NIGHT MODE OFF	Appears in display if you dial 2 to disable.
LCD Message Programming	
SYSTEM LCD MESSAGES	After you dial ITCM * # 0 * 1 2, this appears in the display.
YYYYYYY	The message shows up in the display when you enter it.
Line Names	
LINE NAME LINE NUM:	After you dial ITCM * # 0 * 5 3, this appears in the display.
NAME: XXXXXX	After you select station port to be programmed, current entry shows up in display.
YYYYYYYY	New station name appears in display after you enter it.

Station Names

STATION NAME **STA NUM:**	After you dial ITCM * # 0 * 5 3, this appears in the display.
NAME: XXXXXX	After you select station port to be programmed, current entry shows up in display.
YYYYYYYY	New station name appears in display after you enter it.

Station Message Detail Accounting (SMDA) Printout

PRINTOUT **SMDA PRINTOUTS**	After you dial ITCM * # 0 * 8 2, this appears in the display as you enter the number corresponding to each one:

1 = All records
2 = Station reports
3 = Line report
4 = Account code report
5 = Department records
6 = Auto reports
7 = Delete records

System Clock Setting

SET CLOCK	Displayed when setting date and time.

System Speed Dial

ATTENDANT SPEED DIALS	After you dial ITCM * # 0 * 0 2, this appears in the display.
LINE/PRIME/LAST	After entering storage location, one of these messages appears.
"Line Name" GXX	
-OR-	
"Line Number" XXX	
DIRECTORY NUMBER	Enter a new line number or group. Press # to save.
DIGITS:	Appears after choosing line. Press TRANS/CONF to save speed dial number.

Glossary

A

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

Alternate Button: When an attendant presses this button, all calls normally routed to his or her telephone are then routed to an alternate attendant's telephone instead.

Answer button: An installer-programmed button that allows a user to answer a call that is audibly ringing at his or her station (it is possible for more than one call to be ringing at the same time; however, only one of the calls will ring audibly).

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

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

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

B

Both Button: This button provides a means for an attendant to establish a conference between the attendant's station, a current call, and the last call that was placed on hold.

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

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

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

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

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.

G

Group intercom number: A number that is available for use by several stations.

H

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

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

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

K

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

L

Last number redialing: Automatically dialing the last number dialed.

Lock button: A user can press this installer-programmed button and dial an authorization code to deny other users access to lines and features at his or her telephone.

M

Message deposit: Calling an LCD speakerphone and leaving a message on its display for the user to read.

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

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

N

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

O

Overflow Button: When an attendant presses this button, calls that normally ring at the attendant's telephone also ring at an overflow attendant's station.

P

Personal intercom number: A unique number assigned to a station for the exclusive use of that station's user.

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

Q

Queue Button: When multiple calls are ringing or are on hold at an attendant's station, the system places them in a queue. The attendant can use this button to determine how many calls are queued awaiting service.

R

Release button: When a telephone user presses this installer-programmed button, the system discontinues the current active operation and returns the station to its idle state.

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.

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

Serial Call Button: When a caller wishes to speak to more that one person or department, the attendant uses this button to place the caller in a serial mode of multiple transfers to each desired party.

Silent mode button: When the user presses this installer-programmed button, the ringer at his or her station is turned off for the duration of the current ringing call and is restored when a new call rings at the station.

Speed dialing: One or two-button dialing using the keypad buttons or other programmable 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).

Split button: Users can press this installer-programmed button to switch between the last call placed on hold (intercom, outside line, or conference) and a current, active call.

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.

Test/Busy Button: This button provides the attendant with a means to test the status of specific lines. Attendants can use this button to determine whether individual lines are idle, busy or on hold.

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

V

Voice call: A verbal intercom call.

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

Z

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

NOTES

NOTES

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

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