



# ***Comdial Express***

User's Guide



**COMDIAL**

This user guide is applicable for the following system and telephone models:

**System Models:**

X34PT Rev. A and later

X60PT Rev. A and later

X80PT Rev. A and later

**Telephone Models:**

6010S-XX

6016S-XX

6102X-XX

6110S-XX

6110X-XX

6116S-XX

6116X-XX

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## Using This Guide

In the United States, the Comdial Express is one of the finest telephone systems available. To help you use your Express telephone to its fullest capacity, we have written a clear, comprehensive user guide.

This guide is divided into eight sections, each of which is marked with a tab for easy access. These sections tell you how to:

- Answer calls,
- Make calls,
- Hold calls,
- Transfer outside calls,
- Make conference calls,
- Leave messages,
- Program your Express telephone, and
- Perform miscellaneous functions.

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

If you have an LCD speakerphone (Figure 1), Table 3 gives you a summary of what you will see in the display and when you will see it.

# Knowing Your Telephone

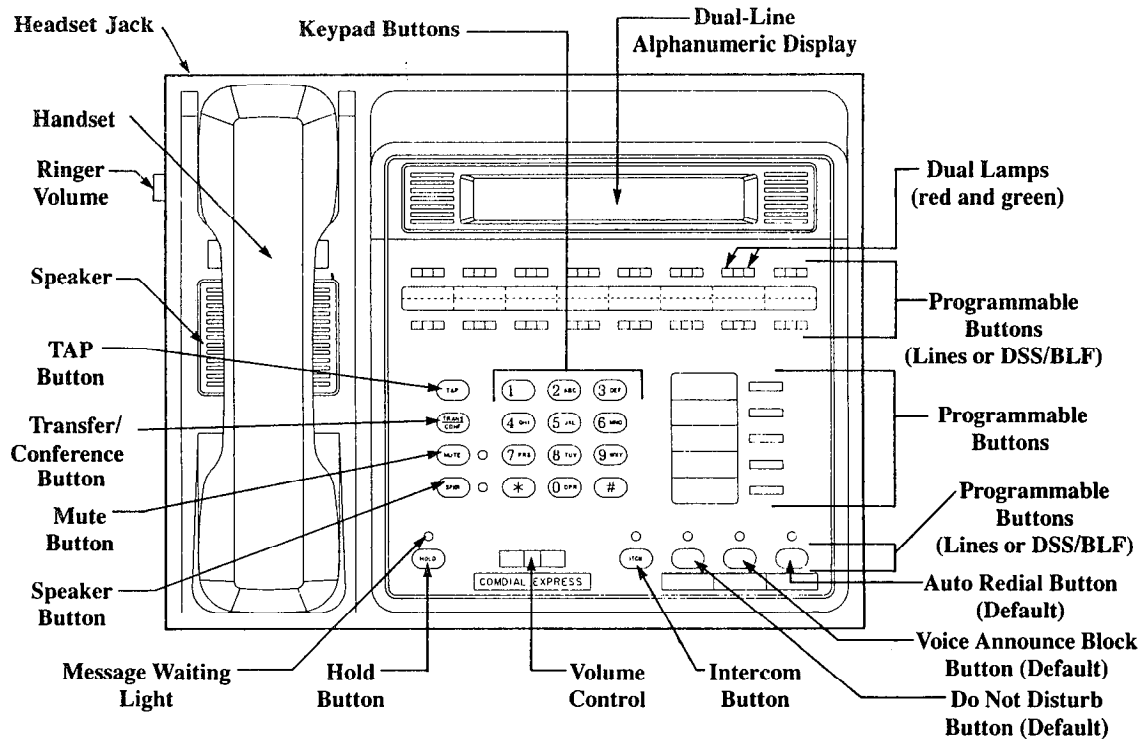
The following features on your Comdial Express telephone are explained in terms of what they allow you to do. The telephones in Figures 1 and 2 are the same except for the additional programmable buttons and the display shown in Figure 1.

- **Hold Button**
  - Places a line on hold
  - Stores pauses in number sequences while programming
  - Used for programming and accessing second level autodials
- **Volume Control**
  - Regulates the volume of the speaker and the handset
- **Intercom Button (ITCM)**
  - Selects an intercom line
  - Initiates many of the features of the Express
- **Ringer Volume Control (LO, HI, OFF)**
  - Lets you vary ringer volume from low to high to off
- **TAP Button (must be preprogrammed for either function)**
  - Recalls dial tone, or
  - Activates host system features
- **Transfer/Conference Button (TRANS/CONF)**
  - Transfers calls
  - Sets up conference calls
- **Mute Button**
  - Keeps the person on the line from hearing your conversation
  - Adjusts the contrast of the display from light to dark
- **Speaker Button (SPKR)**
  - Turns your speaker on or off
  - Disconnects a call when your handset is on-hook
  - Ends or cancels programming
- **Message Waiting Light**
  - Tells you that there is a message for you

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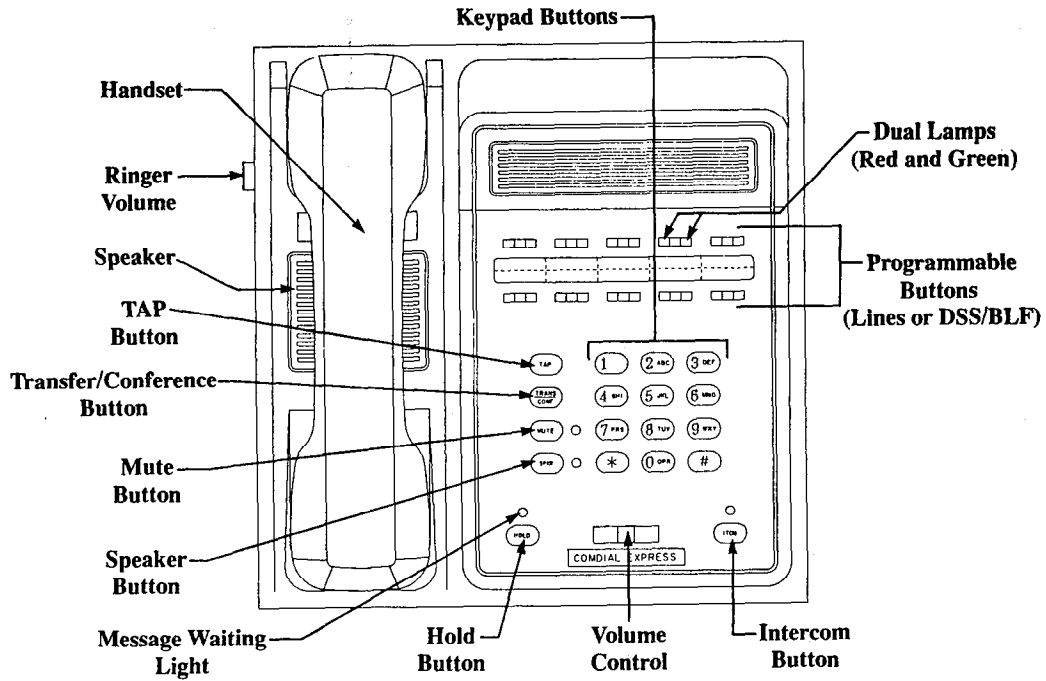
## Knowing Your Telephone (continued)

- **Programmable Buttons**
  - Allow you to program your telephone for automatic dialing functions
  - Allow you to program your telephone for Direct Station Selection (DSS)
  - Show which lines are either in use or on hold (red light)
  - Show which lines are in use by you (green light)
- **Dual-Line Alphanumeric Display**
  - Displays time, day and date
  - Keeps you apprised of the status of your telephone
  - Provides programming prompts
- **Headset Jack (used only with a 16-button speakerphone)**
  - Allows you to use your telephone privately *and* handsfree
  - Helps improve operation of high-call-volume businesses



**Figure 1. 16-Button Comdial Express Telephone**






**Figure 2. 10-Button Comdial Express Telephone**

## Using Your Speakerphone

A speakerphone gives you the freedom to use your telephone without 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:

1. Press the line button or the  button.
2. Dial the number.
3. When party answers, talk.

To autodial using your speakerphone, just press the programmed button and talk when your party answers.

To answer a call with your speakerphone:

1. Press the line button with flashing red light.
2. When party answers, talk.

To end a call with your speakerphone, just press  .

## What the Lights Mean

The lights on your telephone let you know the status of lines, features and the intercom.

### Next to a DSS/BLF button:

Steady red = station is in use.

Flashing red = station is receiving a call.

Fast flashing red = station-to-station messaging has been set.

### Next to a line button:

Steady green = this is your line, either on-hook or off-hook, when the line is active.

Flashing green = your line is on hold.

Faster flashing green = your line has been recalled from hold.

Steady red = another station is using this line.

Flashing red = a call is coming in on this line.

Faster flashing red = the call has been placed on hold by another station.

### Next to a feature button:

Steady red = the feature is on.

Light off = the feature is off.

### Next to an intercom button:

Steady red with a quick flash = you are using your intercom.

Fast flashing red = auto redial is in use.

Steady flashing red = an LCD message is set on your telephone.

## What the Rings Mean

Two short rings = intercom call.

Single longer ring = outside call.

One short tone burst = voice announce and OHVA.

Three short tone bursts = ring back from a held call, callback from a queued call.

You can vary the ringing tone of your Express telephone, choosing from one of four 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.

# Using Your Telephone

## Answering Calls

### *Outside Calls*

To answer,

- 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.*

### *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 Voice Announce Blocking for details.*

To answer a tone call,

- Lift handset to talk.

### *Call Pickup*

To answer a call that is ringing within your group,

- Lift handset.
- Press **ITCM**.
- Dial **#** **4<sup>GRD</sup>**.
- Talk.

*Continued on next page . . .*

## Call Pickup (continued)

You can answer a call that is ringing at any telephone if you know the extension of the ringing telephone,

- Lift handset.
- Press **ITCM**.
- Dial **\*** **4<sup>GH</sup>**.
- Dial extension number of ringing telephone.

## Night Transfer

After you set up the night transfer feature, an outside call can be answered from any station within the system.

- Press **ITCM** when you hear ringing.
- Dial **8<sup>TUV</sup>** **0<sup>OPR</sup>**.
- Answer call.

## Off-Hook Voice Announce

Your telephone can be set up for either a Secure Off-Hook Voice Announce (SOHVA) or an Off-Hook Voice Announce (OHVA).

This feature allows an intercom caller to break into your outside call with an announcement either through your speaker (OHVA) or through your handset receiver (SOHVA).

An OHVA consists of a quick tone burst and an announcement from the console speaker.

To respond:

- Speak toward the telephone.
- If desired, press **MUTE** to prevent distant party from hearing the response.

*Continued on next page . . .*

## *Off-Hook Voice Announce (continued)*

A SOHVA consists of both several short tone bursts and an announcement in the handset receiver. The distant party cannot hear the announcement. To respond:


- **Verbally:** Press and hold MUTE button down and reply by speaking into handset. 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.

ANSWERING  
CALLS

## *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 and either put it on HOLD or begin to transfer it, the DSS light will go out.

Press  if you have to retrieve the call.



# Making Calls

## Outside Calls

To dial outside calls manually,

- Press button to select line.
- Listen for dial tone.
- Dial number.

When party answers,

- Lift handset to talk.

*NOTE: Selecting a line is not necessary if a prime line has been assigned to a telephone, i.e., when you lift your handset a line is automatically selected.*

For automatic dialing, just press the programmed button and lift handset to talk.

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.

Continued on next page . . .



## *Outside Calls (continued)*

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

- Press **ITCM**.
- Dial the line group access code (**9, 81, 82, 83**).
- Hear busy tone.
- Dial **\*** **8<sup>TUV</sup>** and hang up. When line group is free, your telephone ringer will sound five short tone bursts..
- Lift handset, hear dial tone, and place call.

To cancel queuing,

- Press **ITCM**.
- Dial **#** **8<sup>TUV</sup>** and hang up.

## *Intercom Calls*

Intercom calls may be dialed manually or, using a programmed button (DSS), automatically.

To *voice call* manually,

- Lift handset.
- Press **ITCM**.
- Dial extension number.
- Talk.



To *voice call* automatically (DSS),

- Lift handset.
- Press DSS button.
- Talk.

*Continued on next page . . .*


## ***Intercom Calls (continued)***

To *tone call* manually,

- Lift handset.
- Press .
- Dial extension number.
- Press  again. Called telephone will ring.

*NOTE: Some systems may be set up to tone signal as the first option.  
Pressing ITCM a second time is not necessary in this case.*

To *tone call* automatically (DSS),

- Lift handset.
- Press DSS button.
- Press . When intercom party answers, two-way conversation can take place.

MAKING  
CALLS

## ***Off-Hook Voice Announce (OHVA)***

To make a voice announcement to another station that is off-hook or busy on a call,

- Make intercom call.
- Hear either single tone burst for an OHVA or several quick tone bursts for a SOHVA.
- Make announcement. When you hear a busy tone, this means the station is on the speakerphone and you cannot make an announcement. The person you are calling will, however, hear a ring from his telephone.
- Wait on line for reply. If announcing from an LCD speakerphone, called station may send non-verbal reply for display. As response is displayed, the announcing station is disconnected.

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

## ***Automatic Callback***

If the intercom station you have called is busy, you can queue to the busy telephone.

1. Dial **\*** **6<sup>MNO</sup>** when you hear a busy signal.
2. Hang up. Your telephone will ring with five short tone bursts when the one you called becomes idle.
3. After you lift the handset, the telephone you called will ring. If you don't lift the handset, the callback is cancelled.

To cancel automatic callback before it rings:

1. Press **ITCM** **#** **6<sup>MNO</sup>**.
2. Hang up.

## ***Automatic Dialing***

This 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.

## ***Automatic Redialing***

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 (that you have labeled "auto redial").
- Number will be dialed once a minute for 10 minutes.

*Continued on next page ...*

## *Automatic Redialing (continued)*

If called station is busy,

- Press auto redial button to begin redial cycle immediately. (ITCM light flashes.)

To cancel automatic redial,

- Press auto redial button or lift and replace handset, or press any station button. (ITCM light goes out.)

*NOTE: Using your telephone cancels auto redial.*

## *Speed Dialing*

Speed dialing is autodialing using the keypad buttons. *Station* numbers are personal numbers, i.e., business associates, travel agencies, etc., that are used only by you. *System* numbers are public numbers, i.e., the corporate office, the company lawyer, etc., that are accessed from every station.

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

Speed dial *station* numbers if on-hook,

- Dial the keypad number (0 through 9) you have programmed into your telephone.

**-OR-**

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) programmed into the system by the attendant.

**-OR-**

## *Speed Dialing (continued)*

If off-hook and on a line:

- Press **HOLD**.
- Dial **\*** plus the memory location digits (01 through 99).

## *Last Number Redialing*

The last number dialed can be automatically redialed with a one- or two-button action.

- Press **#**. (If on 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.

## *Saved Number Redialing*

The first 16 digits of the last manually dialed number can be saved for later redial.

To save the number,

- Press button preprogrammed for this purpose.

To dial a saved number,

- Lift handset.
- Press **HOLD**, then press preprogrammed button.

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

# Holding Calls

## *Manual Hold*

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.

## *Exclusive Hold*

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

To place on exclusive hold,

- Press **HOLD** twice.

To retrieve exclusive hold,

- Press line button with flashing light.

**-OR-**

- Press **TAP** if station does not have line appearance.

## *Direct Station Hold (parking a call to a station)*

To place a call on direct hold,

- While on line, press **ITCM**. This places the outside call on hold.
- Dial **\*** **9**<sub>WKY</sub> **0**<sub>OPR</sub> plus the extension number of the station receiving park.

*Continued on next page...*

HOLDING  
CALLS

## *Direct Station Hold (continued)*

To retrieve a direct hold call,

- From the hold receiving extension, dial **#** **9<sup>WXY</sup>** **0<sup>OPR</sup>** .

To cancel a direct hold call from station that placed call on hold,

- Dial **\*** **4<sup>OH</sup>** plus extension number of the station holding the call. Doing this reconnects you to the outside line.

## *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 zone access code (**91 through 99**).

To retrieve a parked call,

- From any station, press **ITCM** **#** .
- Dial the park zone access code (**91 through 99**).

## *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.

## Transferring 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).

### *Screened Transfer*

To screen and transfer a call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

**-OR-**

Press DSS button for one-button intercom calling.


- When intercom party answers, announce call.
- Hang up handset.

If the called party is busy or does not answer,

- Press  to retrieve call.

### *Unscreened Transfer*

To transfer an unscreened call to another station in the system,

- Answer call.
- Press . Call is placed on hold automatically.
- Dial extension number of party to be transferred to.

**-OR-**

Press DSS button for one-button intercom calling.

Continued on next page ...



## *Unscreened Transfer (continued)*

- 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 key.

## Making Conference Calls

### *Multiline Conference (2 outside lines, 1 inside station)*

To set this up:

- Make first outside call.
- Press . Outside call is placed on hold automatically.
- Make second outside call.
- Press . Conference is established.

To remain in conference with one conferee,



- Press the line button of the remaining party.

To drop out of established conference,

- Dial  and hang up.

### *Add-On Conference Calls (1 outside line, 2 inside stations)*



To set this up:

- Establish outside call.
- Press . Outside call is placed on hold automatically.
- Dial extension number of intercom party.
- Wait for answer, then announce your conference intention. (Ask called party to lift handset.)
- Press . A three-way connection is established.

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

## *Three Inside Stations*

To set up a three-party internal conference:

- Make first internal call.
- Press . Internal call placed on hold automatically.
- Establish second internal call. (Ask called party to lift handset.
- Press . Conference is established.

To drop one conferee and remain in conference with other conferee:

- Stay on line when one party hangs up.

# Messaging

## *Message Waiting Light*

If your station has been designated as a central message desk, you can turn on the message waiting light (above HOLD) of 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 light.
- Lift handset.
- Press **ITCM** **HOLD** .
- Connection to station that left message is automatic.

To turn on the message waiting light,

- Press **ITCM** **\*** **3<sub>DEF</sub>** .
- Dial extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light,

- Press **ITCM** **#** **3<sub>DEF</sub>** .
- 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** .

## LCD Messaging

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

In the back of this guide there is a list entitled "LCD Messages." Fill it in after the attendant gives you the list of messages.

To turn on message,

- Press **ITCM** **\*** **0<sub>OPR</sub>** **2<sub>ABC</sub>** .
- 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** or **MNTR** . Intercom light flashes steadily.

To turn off message and your intercom light,

- Press **ITCM** **#** **0<sub>OPR</sub>** **2<sub>ABC</sub>** .

## Response Messaging

When you receive a secure off-hook voice announce, an off-hook voice announce or a tone-signalled intercom call, this preprogrammed feature lets you send a message back to the LCD of the calling station.






The response messages are preprogrammed by the attendant and stored in the system. You may send them by pressing a programmable button designated for sending messages

*NOTE: When you send a response message, the calling party will be disconnected..*

## ***Station-To-Station Messaging***

When a station-to-station call is made and no one answers, the caller may leave a message by activating the BLF light at the called station if the calling station is stored as a DSS /BLF at the called station.

To turn on message light,

- Make intercom call. If there is no answer:
- Dial   . BLF light at called station flutters.
- To turn off message light,
- Press    .
- Dial extension number of station to turn off light.

To answer messaging,

- Press DSS associated with lighted BLF light.

If the calling station is not stored as a DSS at the called station, then the call will transfer to the central message desk, if programmed. Then the central message desk (usually the attendant's station) can light the message waiting light of the originally called station.

.....

# Programming Your Telephone

## *Autodial Programming*

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 DSS button.





Before you begin programming, write down:

- The line(s) you will use to access the number.
- The number or feature code you are storing.

As you program numbers, fill in the identification strips on your telephone. Write first level numbers on the ID strips and secondary numbers on the index pullout directory in the front of your telephone.

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

## Programming Outside Numbers

1. Press     .
2. Press programmable button you want for storage.
3. Press your line button or 0 (for any line).
4. 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. If you do, press the HOLD button to insert a pause. Then, continue dialing.

*Continued on next page . . .*



## Autodial Programming (continued)

### Programming Outside Numbers (continued)

- If your system is behind a host system that needs a hookflash to access a feature, press the TAP button. Then, continue dialing.
5. To continue storing, press the TRANS/CONF button and repeat steps 2-4.
  6. Press **SPKR** to end.

You can store a number under a DSS button. Just repeat steps 1-6, using the programmable button mentioned in step 2.

### 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:

1. Press **ITCM** **\*** **\*** **1**.
2. Press programmable button you want for storage.
3. Press either 1 (9), 2 (81), 3 (82), or 4 (83) on the keypad.
4. Dial the number you are storing.
5. To store another number, press the TRANS/CONF button and repeat steps 2-4.
6. Press **SPKR** to end.

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## *Autodial Programming (continued)*

### Programming Intercom Numbers (DSS/BLF)

1. Press **ITCM** **\*** **\*** **3<sub>DEF</sub>**.
2. Press the DSS button you want for storage.
3. Dial the intercom number to be stored.
4. To store another number, repeat steps 2 and 3.
5. Press **SPKR** to end.

### 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
- Automatic Redialing

To program feature codes,

1. Press **ITCM** **\*** **\*** **1**.
2. Press programmable button you are using for storage.
3. Enter the codes for the feature.

**Example:** For Call Forwarding to a specific extension, press **ITCM** **\*** **0<sub>OPR</sub>** **5<sub>JKL</sub>** and extension of telephone you want calls forwarded to.

4. To store another code, press the TRANS/CONF button and repeat steps 2 and 3.
5. Press **SPKR** to end.

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

## Station Speed Dial Programming

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

- The storage location you are using (0 through 9 on the keypad).
- The line the call will go over.
- The telephone numbers or feature codes you are storing.

Use the directory in the pullout index tray in front of your telephone to store the list.

To program station speed dial numbers,

1. Press **ITCM** **\*** **\*** **2<sup>ABC</sup>**.
2. Press a keypad button (0 through 9) that you are using for storage.
3. Choose the line to be used:
  - 0 = last line used or prime line (if assigned)
  - line key
  - ITCM = intercom
  - 1 through 4 = line groups
4. Dial the number to be stored (up to 16 digits); if you need a pause between numbers, press the HOLD button.
5. Press **TRANS CONF** to continue entering numbers.
6. Press **SPKR** to end.

## Response Message Programming

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

To assign a button for non-verbal response:

1. Dial **ITCM** **\*** **\*** **1**.
2. Press the programmable button you want to use for message access.

*Continued on next page . . .*

## ***Response Messaging Programming (continued)***

3. Dial **5<sup>JKL</sup>**.
4. Dial a message number (0 through 9).

*NOTE: Preprogrammed messages are created by the attendant.*

5. Press **SPKR** to end.

## ***Automatic Redial Programming***

To program a button on your telephone for redialing calls you make that are either busy or do not answer,

1. Press **ITCM \* \* 1**.
2. Press programmable button.
3. Press **#**.
4. 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 ten minutes and ring the number for approximately 30 seconds. To cancel auto redial, simply lift and replace the handset.



# Using Miscellaneous Features

## *Account Code Entry*

If you need to enter an account code for the SMDA report while calling a number, you can do so using this feature. However, code entry is voluntary, i.e. if you do not enter a code, the call will continue to go through.

To enter account code:

1. Select line. The display on the LCD speakerphones will prompt for "Account Code" if programmed to do so.
2. Press **ITCM** **\*** **0** **OPR** **4** **GH** .
3. Dial account code. Listen for dial tone.
4. Dial number you are calling.

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

## *Background Music*

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

To turn music ON:

1. Press **ITCM** **\*** **1** . Speaker light will turn on.
2. 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.*

## Call Forwarding

You can forward your calls to ring at another station.

To forward intercom and prime line calls to another telephone:

1. Press **ITCM** **\*** **0<sub>OPR</sub>** **5<sub>JKL</sub>**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel intercom and prime line call forwarding:

- Press **ITCM** **#** **0<sub>OPR</sub>** **5<sub>JKL</sub>** and hang up.

To forward all calls to another telephone:

1. Press **ITCM** **\*** **5<sub>JKL</sub>**.
2. Dial extension number of telephone to which calls are to be forwarded.
3. Hang up.

To cancel all call forwarding:

- Press **ITCM** **#** **5<sub>JKL</sub>** and hang up.

*NOTE: Your station will ring with a short ring burst each time a call is forwarded to remind you that your calls are being forwarded.*

## Call Override Features

### Executive Override

If your telephone has this feature, you can break into a conversation at another station. When you make an intercom call and hear a busy signal:

1. Dial **\*** **0<sub>OPR</sub>** **3<sub>DEF</sub>**. Five short tone bursts will sound at the called station.
2. Join in-progress call.

*Continued on next page . . .*

## Call Override Features (continued)

### Service Observing

For training purposes, this feature allows you, undetected, to monitor a conversation at another station.

To monitor an in-progress call:

1. While on-hook, press **ITCM** **#** **0<sub>OPR</sub>** **3<sub>DEF</sub>** .
2. Dial extension number of station you are going to monitor.
3. Press **SPKR** to end.

### Call Waiting

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

To activate call waiting:

1. Make intercom call and hear busy signal.
2. Dial **\*** **0<sub>OPR</sub>** **1** . Called party will hear tone.
3. Remain on line, waiting for called party response.

To cancel call waiting, hang up handset.

To answer call waiting if you receive a call waiting tone while on a call:

1. Hear short tone burst in receiver.
2. Either place call on hold or complete present call and hang up. Waiting call will begin ringing.
3. Lift handset to answer.



## *Display Contrast Adjustment*

If your telephone has an LCD, you can adjust the contrast of the display by holding down the MUTE button on your telephone. After five seconds, "Contrast Level" and a number shows up in the display. Continue holding down the MUTE button; the display contrast changes.

The numbers 0 through 7 represent the display contrast from light, or 0, to dark, or 7.

When you have adjusted the display contrast to suit you, release the MUTE button.

*NOTE: For this feature to work, your telephone may not be in use, including background music.*

## *Do Not Disturb*

This feature keeps calls from ringing at your station and makes your station appear to be busy to intercom calls.

If your telephone has this feature, press the button arranged by class of service programming for this purpose. The light associated with this feature will turn on when you are using "Do Not Disturb."

To cancel this feature, press the button again.

*NOTE: 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 "Do Not Disturb."*

## *Extended Dual Tone Multiple Frequency (DTMF)*

You can extend the length of the dial pad tone from the standard length to a preprogrammed longer length for accessing answering machines, banking computers, etc. that require dial pad tones longer than 80 msec. in length.

To extend tone length,

- Take station off-hook.
- Press line button if line is not automatically selected.

## *Extended Dual Tone Multiple Frequency (DTMF)* *(continued)*

- Wait 10 seconds and dial number. System will generate long dial pad tones.

**-OR-**

- Immediately press **HOLD**, then press line button to set system to generate long DTMF dial tones.
- Continue dialing.

To alternate between long tone and standard tone length during a call,

- Press **HOLD**, then press line button.
- Continue dialing.

## *Mute Button*

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.

Mute works in two different ways:


1. If you are on-hook using a speakerphone and an outside line, press **MUTE** and release. Mute stays on.
2. If you are off-hook, you must press and hold **MUTE** for it to stay active.

## Paging

If you have an external paging unit set up by the installer, you can page over it:

1. Lift handset.
2. Press button dedicated to paging; press button pre-programmed for paging access; or dial paging access number.
3. Make announcement.
4. Hang up.

You can also page all stations through their intercoms (all-call paging) or just some stations (zone paging). To do this:




1. Lift handset.
2. Press .
3. Dial **87** for all-call paging. Dial **84**, **85**, or **86** for zone paging.
4. Make announcement and stay on line if waiting for an answer.

**-OR-**

5. 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":

1. Lift handset of nearest station.
2. Press   .

## *Personal Ringing Tones*

You can choose one of four different ring tones to easily identify your station when it rings. To select one of these rings:

1. Press **ITCM** **\*** **\*** **4<sup>GHI</sup>** .
2. Dial **1** , **2<sup>ABC</sup>** , **3<sup>DEF</sup>** or **4<sup>GHI</sup>** . One of four ringing tones will be selected and the next time your telephone rings, you will hear the difference.

## *Privacy*

By pressing a button designated a "privacy button," you can allow another person to join you in a call. This feature is preprogrammed by the installer.

## *Pulse/Tone Switching*

If your local telephone service is pulse (rotary), but you have to convert to tone while dialing, press the # button 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 the # button during autodial or speed dial number storage.

## *Voice Announce Blocking*

You can prevent voice-signalled intercom calls from sounding through your station speaker.

To block voice calls:

- Press **ITCM** **\*** **2<sup>ABC</sup>** .

To un-block voice calls:

- Press **ITCM** **#** **2<sup>ABC</sup>** .

This feature also blocks SOHVA and OHVA calls.

### Table 1. Quick Reference Guide

FEATURE		EXPRESS MULTILINE TELEPHONES	Line Queuing	Enable	ITCM (Group code) # 8	
All-Call Page		ITCM 87		Cancel	ITCM # 8	
Attendant Calling		ITCM 0	Meet-Me Answer (Paging)		ITCM 88	
Automatic Callback	Activate	ITCM, Ext., #, 8	Message Waiting	Set	ITCM, # 3, Ext.	
	Cancel	ITCM # 8		Cancel From Idle	ITCM, # 3, Ext.	
Automatic Redialing		Programmed Button		Cancel On Line	ITCM	
Background Music	On	ITCM # 1		Retrieve Message	ITCM, HOLD	
	Off	ITCM # 1	Night Transfer (Attendant Station Only)	On	ITCM # # 03 (A1)	
Call Forward	Personal	ITCM # 05, Ext.	Off	ITCM # # 03 (A1)		
	Cancel	ITCM # 05	Personal Ringing Tones	Set Tone 1 - 4	ITCM # # 4 (1 - 4)	
	All Calls	ITCM # 5, Ext.	Pulse/Tone Switching		#	
	Cancel	ITCM # 5	Redial (Last number dialed)		#	
Call	Park	Orbit 91 - 99	Saved Number Redial	Use	HOLD, Progr. Button	
	Pick Up			Store	Programmed Button	
Call Pickup	Directed	ITCM, # 4, Ext.	Service Observing (On-hook)		ITCM # 03, Ext.	
	Group	ITCM # 4	Speed Dial	Station	1-0	
Call Waiting Tone	Send	ITCM, Ext., # 01		System	* 01-99	
	Cancel	Hang up	Station-to-Station Messaging	Activate	ITCM, Ext., # 7	
Do Not Disturb	Set	Programmed Button		Cancel	ITCM, # 7, Ext.	
	Cancel	Programmed Button	Voice Announce Block	On	ITCM # 2	
Executive Override		ITCM, Ext., # 03		Off	ITCM # 2	
Hold	Manual	HOLD	Zone Page		Zone 1	ITCM 84
	Exclusive	HOLD, HOLD			Zone 2	ITCM 85
	Direct	ITCM # 90, Ext.			Zone 3	ITCM 86
	Direct Hold Pickup	ITCM # 90				
Line Answer From Any Station (Night Transfer)		ITCM 80				
Line Group Access	Group 1	ITCM 9				
	Group 2	ITCM 81				
	Group 3	ITCM 82				
	Group 4	ITCM 83				
LCD Messaging	Set	ITCM # 02 (0 - 9)				
	Cancel	ITCM # 02				

**Table 2. Display Summary**

Display Type	When Displayed						
<b>Automatic Callback</b>	When waiting for a busy telephone to signal that it has become idle, the display shows that the feature is active.						
<table border="1"> <tr> <td data-bbox="157 289 235 315">Tue 1</td> <td data-bbox="370 289 429 315">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 321 352 347">Camp-On 118</td> </tr> </table>	Tue 1	3:05	Camp-On 118				
Tue 1	3:05						
Camp-On 118							
<b>Automatic Redial</b>	Display shows that feature is active.						
<table border="1"> <tr> <td data-bbox="157 537 235 563">Tue 1</td> <td data-bbox="370 537 429 563">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 570 384 596">Auto-Redial</td> </tr> </table>	Tue 1	3:05	Auto-Redial				
Tue 1	3:05						
Auto-Redial							
<b>Call Costing</b>	When you push <b>HOLD</b> button after making a call, if programmed, call cost appears in display.						
<table border="1"> <tr> <td data-bbox="157 716 235 742">Tue 1</td> <td data-bbox="370 716 429 742">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 748 291 774">Call Cost</td> </tr> <tr> <td></td> <td data-bbox="370 748 429 774">1.27</td> </tr> </table>	Tue 1	3:05	Call Cost			1.27	
Tue 1	3:05						
Call Cost							
	1.27						
<b>Call Forward</b>	Display shows extension number of telephone to which call is forwarded.						
<table border="1"> <tr> <td data-bbox="157 927 235 953">Tue 1</td> <td data-bbox="370 927 429 953">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 959 320 985">Fwd To 122</td> </tr> </table>	Tue 1	3:05	Fwd To 122				
Tue 1	3:05						
Fwd To 122							
<b>Call Messaging</b>	Display prompts for message. Entering a keypad digit (0-9) causes a message to be displayed.						
<table border="1"> <tr> <td data-bbox="157 1105 235 1131">Tue 1</td> <td data-bbox="370 1105 429 1131">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 1135 362 1161">Message</td> </tr> </table>	Tue 1	3:05	Message				
Tue 1	3:05						
Message							
Example:	<table border="1"> <tr> <td data-bbox="348 1230 426 1256">Tue 1</td> <td data-bbox="557 1230 617 1256">3:05</td> </tr> <tr> <td colspan="2" data-bbox="348 1260 458 1286">Back At</td> </tr> </table>	Tue 1	3:05	Back At			
Tue 1	3:05						
Back At							
<b>Call Timer</b>	Begins during dialing and displays for 10 seconds after hang-up.  To recall display for last completed call, press <b>HOLD</b> key.						
<table border="1"> <tr> <td data-bbox="157 1403 235 1429">Tue 1</td> <td data-bbox="370 1403 429 1429">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 1435 288 1461">Call Time</td> </tr> <tr> <td></td> <td data-bbox="370 1435 429 1461">1:57</td> </tr> </table>	Tue 1	3:05	Call Time			1:57	
Tue 1	3:05						
Call Time							
	1:57						

Table 2. Display Summary (continued)

Display Type	When Displayed				
<b>Calling Station</b>					
<table border="1"> <tr> <td data-bbox="150 342 226 370">Tue 1</td> <td data-bbox="359 342 421 370">3:05</td> </tr> <tr> <td data-bbox="150 375 205 402">122</td> <td></td> </tr> </table>	Tue 1	3:05	122		The display shows extension number or name of calling telephone.
Tue 1	3:05				
122					
<b>Dialed Numbers</b>					
<table border="1"> <tr> <td data-bbox="150 518 226 545">Tue 1</td> <td data-bbox="359 518 421 545">3:05</td> </tr> <tr> <td data-bbox="150 550 205 578">200</td> <td></td> </tr> </table>	Tue 1	3:05	200		The display will show all dialed numbers or names along with any dialed codes.
Tue 1	3:05				
200					
Station:	<table border="1"> <tr> <td data-bbox="341 639 421 667">Tue 1</td> <td data-bbox="551 639 612 667">3:05</td> </tr> <tr> <td data-bbox="341 672 396 699">200</td> <td></td> </tr> </table>	Tue 1	3:05	200	
Tue 1	3:05				
200					
Line:	<table border="1"> <tr> <td data-bbox="341 721 421 748">Tue 1</td> <td data-bbox="551 721 612 748">3:05</td> </tr> <tr> <td data-bbox="341 753 460 781">9782200</td> <td></td> </tr> </table>	Tue 1	3:05	9782200	
Tue 1	3:05				
9782200					
Access Codes:	<table border="1"> <tr> <td data-bbox="341 802 421 829">Tue 1</td> <td data-bbox="551 802 612 829">3:05</td> </tr> <tr> <td data-bbox="341 834 559 862">9p18049782200</td> <td></td> </tr> </table>	Tue 1	3:05	9p18049782200	
Tue 1	3:05				
9p18049782200					
<b>Display Contrast Adjustment</b>					
<table border="1"> <tr> <td data-bbox="150 980 226 1008">Tue 1</td> <td data-bbox="359 980 421 1008">3:05</td> </tr> <tr> <td data-bbox="150 1013 386 1040">Contrast Level X</td> <td></td> </tr> </table>	Tue 1	3:05	Contrast Level X		Display after holding down Mute button for five seconds. X = 0 through 7
Tue 1	3:05				
Contrast Level X					
<b>Do Not Disturb</b>					
<table border="1"> <tr> <td data-bbox="150 1159 226 1187">Tue 1</td> <td data-bbox="359 1159 421 1187">3:05</td> </tr> <tr> <td data-bbox="181 1192 389 1219">Do Not Disturb</td> <td></td> </tr> </table>	Tue 1	3:05	Do Not Disturb		Display shows "Do Not Disturb" when feature is active.
Tue 1	3:05				
Do Not Disturb					
<b>Hold Recall Feature</b>					
<table border="1"> <tr> <td data-bbox="150 1338 226 1365">Tue 1</td> <td data-bbox="359 1338 421 1365">3:05</td> </tr> <tr> <td data-bbox="150 1370 364 1398">Recall S118 L 2</td> <td></td> </tr> </table>	Tue 1	3:05	Recall S118 L 2		When a timed hold recall occurs, display shows line being held and holding telephone.
Tue 1	3:05				
Recall S118 L 2					

**Table 2. Display Summary (continued)**

Display Type	When Displayed				
<b>Last Number Redial</b>					
<table border="1"> <tr> <td data-bbox="157 342 235 370">Tue 1</td> <td data-bbox="368 342 428 370">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 375 277 402">5552222</td> </tr> </table>	Tue 1	3:05	5552222		When last number dialed is redialed, display shows selected line, then display shows dialed number.
Tue 1	3:05				
5552222					
<table border="1"> <tr> <td data-bbox="157 496 235 524">Tue 1</td> <td data-bbox="368 496 428 524">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 529 210 557">260</td> </tr> </table>	Tue 1	3:05	260		
Tue 1	3:05				
260					
<b>Line Queuing</b>					
<table border="1"> <tr> <td data-bbox="157 675 235 703">Tue 1</td> <td data-bbox="368 675 428 703">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 708 333 735">Camp-On L1</td> </tr> </table>	Tue 1	3:05	Camp-On L1		When queuing for a line, the display will show the queuing arrangement.
Tue 1	3:05				
Camp-On L1					
<table border="1"> <tr> <td data-bbox="157 797 235 824">Tue 1</td> <td data-bbox="368 797 428 824">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 829 346 857">Camp-On G1</td> </tr> </table>	Tue 1	3:05	Camp-On G1		
Tue 1	3:05				
Camp-On G1					
<b>Line Selection</b>					
<table border="1"> <tr> <td data-bbox="157 976 235 1003">Tue 1</td> <td data-bbox="368 976 428 1003">3:05</td> </tr> <tr> <td colspan="2" data-bbox="157 1008 245 1036">Line 2</td> </tr> </table>	Tue 1	3:05	Line 2		When line is selected for calling. When ringing line is answered. Lines can be programmed to display numbers or names, i.e. WATS.
Tue 1	3:05				
Line 2					
<b>Mute</b>					
<table border="1"> <tr> <td data-bbox="157 1192 235 1219">Tue 1</td> <td data-bbox="368 1192 428 1219">3:05</td> </tr> <tr> <td colspan="2" data-bbox="261 1224 333 1252">Mute</td> </tr> </table>	Tue 1	3:05	Mute		Display shows when feature is active.
Tue 1	3:05				
Mute					



Table 2. Display Summary (continued)

Display Type	When Displayed
<b>Paging</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Zone Page X</b> </div>	Display for zone paging (paging some stations).
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>All Call</b> </div>	Display for all-call page (paging all stations).
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>"Station Name"</b> </div>	Display when answering page. (Station Name = station originating page.)
<b>Programming for Autodialing and Station Speed Dialing</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Location</b> </div>	After you press ITCM * * 1, this appears in the display.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Line</b> </div>	After you enter location, this appears in display.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Number</b> </div>	After you enter line, this appears in display.
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>9pp18049782200</b> </div>	Display after you dial the number.
<b>Saved Number Redial</b>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Tue 1                    3:05</b>  <b>Last No Saved</b> </div>	When a number is saved, display shows that feature is active. When saved number is dialed, display shows selected line, then shows dialed number.

**Table 2. Display Summary (continued)**

<b>Display Type</b>	<b>When Displayed</b>		
<b>System Clock And Calendar</b>			
<table border="1"><tr><td data-bbox="148 337 223 370"><b>Tue 1</b></td><td data-bbox="353 337 415 370"><b>3:05</b></td></tr></table>	<b>Tue 1</b>	<b>3:05</b>	Always displayed as top line of display.
<b>Tue 1</b>	<b>3:05</b>		
<i>NOTE: Date and time are set by attendant as part of system programming.</i>			



# Glossary

## A

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

**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

**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.

**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.

**Extended DTMF:** This feature lets you lengthen the DTMF tones. You may have to do this when accessing certain computerized equipment.

## H

**Handsfree Answer Inhibit:** A telephone can be set to block a verbal response to a voice-announced intercom call.

**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.

## 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. 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

**Off-hook voice announce:** The ability to make a voice announcement to a busy station. The announcement can be secure (heard through the handset receiver), or non-secure (heard through the telephone speaker).

## P

**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.

## 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.

**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.

**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.

**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.

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