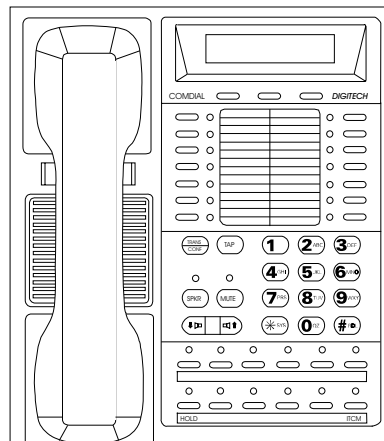
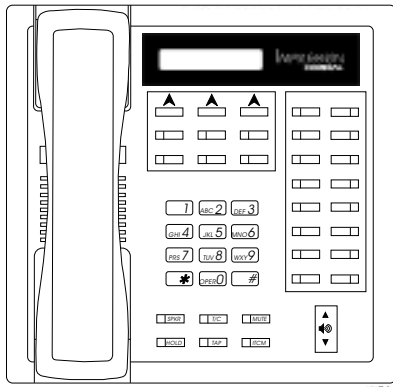


COMDIAL®

DXP, DXP *Plus*, and FX Series Digital Communications System

LCD Speakerphone Station User's Guide

IMPRESSION



DIGITECH

This user's guide applies to the following system and telephone models:

System Model:

DXP software revision 9C and later.
DXP *Plus* software revision 11A and later.
FX Series software revision 12A and later.

Telephone Model:

Impression 2022S Rev. A and later
DigiTech 7700S-** Rev. I and later

If you need more information, consult your *LCD Speakerphone Reference Manual*.

Contact your Comdial dealer for updates of this as well as other Comdial publications as your needs require.



Comdial's Quality Management System Is Certified To The ISO 9001 Standard.

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 The Telephone

Congratulations and thank you for using a Comdial telephone! This manual serves as a helpful guide for using your new telephone's many functions. If you should need more information about a particular function or a function that is not listed in this guide, consult the Impression / DigiTech LCD Speakerphone Reference Manual (your system attendant should have several copies).

1.1 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.

Flashing red = station is receiving a call.

Winking red = message-waiting light set for you by station associated with that DSS button.

—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 lift the handset.

Winking green = line is on hold at your station.

Winking red = line is on hold at another station.

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

Fluttering green = a second line has recalled from hold at your station before you have answered the first recalling line (fluttering orange).

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

- Next to an INTERCOM button:
 - Steady green with a quick flash = you are using your intercom.
 - Winking red = an LCD message is set on your telephone for others to receive when calling.
 - Flashing orange = another station is calling you.
- Next to a fixed feature or programmable feature button:
 - Steady red = the feature is on.
 - Steady off = the feature is off.
- Above the HOLD button:
 - Fluttering red = message awaits pickup.
 - Winking green = a line is on hold at your station.
- Above the SPEAKER button:
 - On steady (with telephone on hook and busy) = speakerphone mode is active.
 - On steady (with telephone on hook and idle) = background music is active.
 - Flashing = feature viewing and programming is in progress.
- Above the MUTE button:
 - On steady = called party cannot hear your conversation.
- Above the SHIFT button:
 - On steady = shift mode is activated to allow access to second level speed dial numbers programmed at DSS button locations.

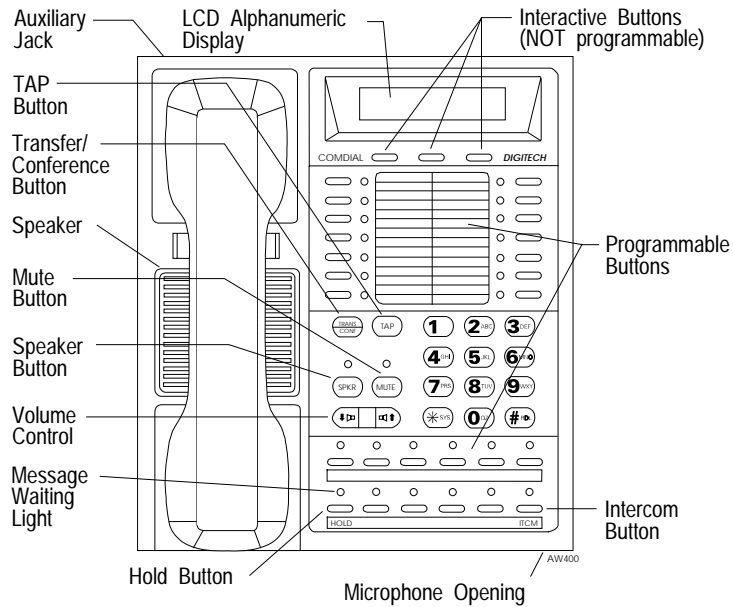
Explanation of Light Patterns

The lights on your telephone alert you to different conditions by turning on and off in a certain pattern. You will observe the following light patterns on your speakerphone:

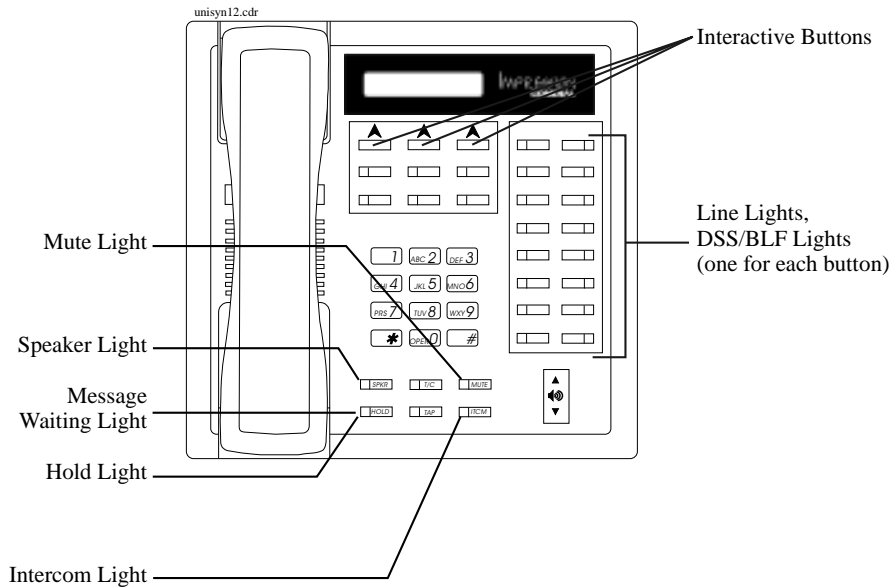
Flashing. The light flashes on an off at equal times (about 1/2 second on and 1/2 second off).

Winking. In contrast to flashing, the light flashes off for a very short time compared to the time it is on.

Fluttering. A fluttering light is about eight times faster than a flashing light.



DigiTech LCD Speakerphone



Impression LCD Speakerphone

1.2 Using The LCD Abbreviations

The following chart identifies the abbreviations on your LCD screen and provides a brief definition of each feature. For more detailed information see the Impression / DigiTech LCD Speakerphone Reference Manual, GCA70-226.

Abbreviation	Feature	Definition
ACCT	Account	Stores a button that enables account code entry.
ALERT	Set Reminder	Sets two reminder alerts that will sound at your station at specified times.
ALL	All Calls Forward	Routes all of your calls to a different station location.
ANS	Answer	Retrieves an unanswered transferred call that returns to your station.
APAGE	Auxiliary Pager	Stores a button that selects external pager operation through the auxiliary jack.
ARECD	Auxiliary Recorder	Stores a button that selects auxiliary recorder operation through the auxiliary jack.
ARING	Auxiliary Ringer	Stores a button that selects auxiliary ringer operation through the auxiliary jack.
ARDL	Automatic Redial	Redials a busy call once a minute for 10 minutes.
BKSP	Backspace	Erases incorrect entries during speed number programming.
CALL	Call	Calls a station that turned on your message waiting light.
CALLBK	I Will Call Back	Responds to a SOHVA call with a non-verbal message.

Abbreviation	Feature	Definition
CFWD	Call Forward	Forwards all of your calls to a different station location. When chosen as a feature, stores a button that enables the function.
CAMP	Camp On	Has system call you when busy station becomes idle. When chosen as a feature, stores a button that enables the function.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLR	Clear	Cancels a call forward condition.
CONF	Conference	Establishes a conference.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.
DND	Do Not Disturb	Makes your station appear busy to other stations. When chosen as a feature, stores a button that enables the function.
DSS	Direct Station Selection	Store a personal intercom number at a DSS location.
EXIT	Exit Selection	Ends a current programming session.
FEAT	Feature	Presents several different features that you can store at programmable buttons for later use.
GPLSN	Group Listen	When chosen as a feature, stores a button that enables loudspeaker broadcast of distant party's voice.
HDSET	Headset	When chosen as a feature, stores a button that enables headset operation.
HAVE HOLD	Ask Caller To Hold	Sends a non-verbal response to SOHVA callers so they will know to place the outside caller on hold.

Abbreviation	Feature	Definition
LIGHT	Light (contrast)	Makes the LCD screen lighter.
MSG	Message	Turns on the message-waiting light at another station.
MUSIC	Background Music	Turns on the background music at your station. When chosen as a feature, stores a button that enables the function.
NEXT	Next Display	Shows the next display.
NoANS	No Answer/Forward	Forward calls that ring at your station but receive no answer.
OPTION	Options	Selects interactive button features.
OVER	Override	Overrides either a Do Not Disturb condition or a busy condition at a station you have called.
PAGE	Paging Zone	When chosen as a feature, stores a button that provides one-button access to paging.
PARK	Park Orbit	When chosen as a feature, stores a button that provides one-button call parking.
PCKUP	Pickup	When chosen as a feature, stores a button that allows you to pick up a call ringing elsewhere.
PERS	Personal	Routes your personal intercom calls to a different station location.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
QUERY	Button Query	Displays program status of any button.
RECON	Reconnect	Reconnects you to a transferred call.
RING	Ring Tone	Selects different ringing tones.

Abbreviation	Feature	Definition
SAVE	Save Number	Permanently saves last number you dialed. When chosen as a feature, stores a button that provides the function.
SDIAL	Speed Dial	Programs a number for one-button calling.
SEND	Send Transfer	Re-transfers a previously transferred call that returned to your station.
SET	Set Feature	Enables call forwarding.
SOHVA	Secure Off-Hook Voice Announce	Sends a subdued off-hook voice announcement to another station.
SRC	Music Source	Selects the music source that will supply background music.
TAKE MSG	Take A Message	Sends a non-verbal response to SOHVA callers so they will know to take a message from an outside party.
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA. When chosen as a feature, stores a button that provides the function.

1.3 Using The Speakerphone

When using your speakerphone, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened. When microphones and loudspeakers are close together, such as in a speakerphone, additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

Your speakerphone's sound-activated switches allow either the microphone or the loudspeaker to be on at a given time. This means that voice sounds travel in only one direction at a particular moment.

NOTE: All references to fixed buttons are printed in upper case bold type, for example "Press the INTERCOM button."

All references to interactive buttons are printed in upper case, bold italic type, for example "Press the OPTIONS button."

Speakerphone User Guidelines

- Both parties cannot talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the speakerphone where it will detect sounds from typewriters, keyboards, printers, paging systems, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.

- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

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2

Answering Calls

2.1 Answering Calls

- **To answer a call that is ringing at your telephone,**
 1. If the light is flashing orange, lift handset,
—OR—
if the light is flashing red, press the line button next to it and lift handset.

- **To answer a call using the speakerphone,**
 1. Press flashing line or **INTERCOM** button.

- **To answer a call that is ringing at any telephone,**
 1. Lift handset.
 2. Press **INTERCOM** 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. Press **INTERCOM** and dial # 4 (you must have the ringing station programmed in your call pickup group).
 3. Speak toward telephone to answer call. Lift handset if you desire privacy.

- **To answer a call that is ringing the loud ringer or night transfer station,**
 1. Hear ringing.
 2. Lift handset.
 3. Press **INTERCOM**.
 4. Dial **65** through **68** to select ringing zone (**1-4**) at the location of the bell, or dial **69** to answer any ringing zone.

NOTE: This feature is known as Trunk Access From Any Station (TAFAS).

2.2 Answering A Subdued Off-Hook Voice Announcement (SOHVA)

The installer may arrange your telephone to receive a subdued off-hook voice announcement (SOHVA). If so, an intercom caller may mix into your outside call and deliver a message to your telephone receiver for you to hear.

NOTE: While off-hook on an outside call, you will hear several quick tone bursts followed by an announcement delivered to your ear through the handset.

- **To respond verbally,**
 1. Press and hold **REPLY**.
 2. Speak into handset.
- **To respond non-verbally,**
 1. Press **MSG**.
 2. Press **HAVE HOLD, TAKE MSG** (Take Message), or **CALL BACK** depending on which message you want to leave.

NOTE: Announcing station must have LCD speakerphone.

- **To block a SOHVA,**
 1. Press **BLOCK** when calling party initiates SOHVA.

2.3 Forwarding Calls

- **To forward calls made to your station,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until the **CFWD** option appears.
 3. Press **CFWD**.
 4. Press **SET**.
 5. Press **PERS** to forward prime line and intercom calls,
—OR—
press **ALL** to forward all calls,
—OR—
press **NO ANS** to forward calls that ring at your station but receive no answer after a preprogrammed number of rings (then press **PERS** to forward your prime line and intercom calls or press **ALL** to forward all calls that ring with no answer at your telephone).
 6. Dial extension number of telephone that is to receive your forwarded calls.
 7. Press **SPEAKER** to end.

- **To forward calls that ring at your station but receive no answer,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until the **CFWD** option appears.
 3. Press **CFWD**.
 4. Press **SET**.
 5. Press **NO ANS**.
 6. Press **PERS** to forward your prime line and intercom calls or press **ALL** to forward all calls that ring with no answer at your telephone (your system installer has already programmed how many times your telephone will ring before calls are forwarded).
 6. Dial extension number of telephone to receive your forwarded calls.
 7. Press **SPEAKER** to end.

- **To cancel call forwarding,**
 1. Press ***OPTIONS***.
 2. Press ***NEXT*** until the ***CFWD*** option appears.
 3. Press ***CFWD***.
 4. Press ***CLR*** to disable call forwarding.
 5. Press ***SPEAKER*** to end.

3

Making Calls

3.1 Making A 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, use speed dial feature, use redial feature, or press Direct Station Select (DSS) if making an intercom call.

3.2 Accessing Lines

- **To access outside line using the line group feature,**
 1. Press **INTERCOM**, then dial line group access code:
9 = group 1,
80-89 = groups 2 through 11,
60-64 = groups 12 through 16.
 2. Listen for outside dial tone.
 3. Dial number.
 4. When called party answers, lift handset.
- **To queue for a line group if all lines are busy,**
 1. Press **INTERCOM** and dial line group access code (9, 80-89, or 60-64).
 2. Hear busy tone and dial * 6.
 3. Hang up and wait for queuing ring-back.
- **To answer queuing ring-back,**
 1. Lift handset and hear dial tone for line.

- **To cancel queuing before it rings back at your telephone,**
 1. Lift handset.
 2. Press **INTERCOM** and dial # **6**.
 3. Hang up handset.

- **If you must enter an account code when making outside calls,**
 1. Select line.
 2. Press **INTERCOM** and dial ***04** (this places the call on hold),
—OR—
press preprogrammed **ACCOUNT CODE** button (this does not interrupt the call in progress).
 3. Dial your account number, hear outside dial tone, and dial outside number.
 4. When called party answers, lift handset.

3.3 Using Last Number Redial

- **To redial the last number that you dialed at your telephone,**
 1. Press **SPEAKER** (or hang up handset) to disconnect current ringing or busy tone.
 2. Dial #.
 3. Listen for ringing or busy tone over the telephone's speaker.
When called party answers, lift handset; if called party is busy, press **SPEAKER** to disconnect.

- **To automatically redial the last dialed number once a minute for 10 minutes,**
 1. Press **ARDL**.
 2. Listen for ringing or busy tone over the speaker.
 3. When called party answers, lift the handset (you must do this to disengage the redial feature).

3.4 Using Speed Dial

- **To dial a speed dial number from a preprogrammed DSS button,**
 1. Press preprogrammed button. If you have programmed the number at the second level of a DSS button, press **SHIFT** before pressing button.
 2. When called party answers, lift handset.

- **To dial personal or system speed dial numbers from your keypad,**
 1. Dial desired code:
 - 0-9** = personal speed dial number,
 - *100-*599** = system speed dial number,if you are already on a line, press **HOLD**, then dial code.
 2. When called party answers, lift handset.

***NOTE:** On some earlier systems, the available speed dial codes are *100-*299.*

3.5 Making A Subdued Off-Hook Voice Announcement (SOHVA)

- **To make a SOHVA announcement using the preprogrammed SOHVA button,**
 1. Make intercom call and hear busy tone.
 2. Decide whether to interrupt.
 3. If you decide not to interrupt the called party, hang up.
 4. To interrupt, press preprogrammed **SOHVA** button and hear several quick tone bursts.
 5. Make announcement (busy tone means the called telephone is in speakerphone mode and you cannot make announcement, system programming has denied your SOHVA, or the called party has blocked your SOHVA).
 6. Wait on line for reply (either verbal or LCD reply).

NOTE: You cannot control how the called party receives the announcement. This depends on whether the party is using a headset and on the programming of his or her station. For example, if the called party has set the station to forward to voice mail or to another station not in the SOHVA group, he or she will not receive your announcement.

3.6 Making A Paging Announcement

- **To send a paging announcement,**
 1. Lift handset.
 2. Press **INTERCOM**, then dial **70-77** for zones 1-8 [in the default mode code **70** (zone 1) provides an all-call function],
—OR—
press a preprogrammed **PAGE** button.
 3. Make announcement.
 4. Remain on line if awaiting a reply (known as a meet-me page),
—OR—
hang up handset.

At times other telephone users may page you with instructions to meet them on line. This is known as a meet-me page. You can go to the nearest telephone and dial a code to contact the paging party.

- **To reply to a *meet-me* page,**
 1. Lift handset of nearest telephone.
 2. Press **INTERCOM**.
 3. Dial **78**.
 4. Meet paging party on line.

3.7 Camping On At a Busy Station And Waiting For An Answer (Call Waiting)

If the telephone you have called is busy, you can send a call-waiting message to the telephone and wait on the line for an answer (you must be using the handset for this feature to work.)

- **To activate call waiting when you hear a busy signal,**
 1. Dial * 6 (called party hears tone).
 2. Wait on line for reply.
 3. Called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or ignore you call-waiting tone and continue current conversation.

- **To cancel call waiting,**
 1. Press **INTERCOM**, then dial # 6.
 2. Hang up or press **SPEAKER** to end.

- **To answer a call-waiting tone if you receive one while on a call,**
 1. Hear short burst in handset receiver.
 2. You may choose to ignore the call-waiting tone and remain on line with your original caller,
—OR—
complete present call and hang up handset (waiting call will begin ringing). Lift handset to answer waiting call.

3.8 Camping On At An Idle Station And Waiting For An Automatic Callback

If you call another station and hear ringing but receive no answer, you can press a button that will cause the system to ring your telephone when the user at the called station initiates any telephone activity.

- **To camp on at a station for which you hear ringing but receive no answer,**
 1. Press **CALLBK** button.
 2. Callback will occur after the user at the called station initiates any telephone activity.

- **To cancel the camp-on condition at any time,**
 1. Press **INTERCOM** button and dial # 6.

NOTE: If you make a call in the voice announce mode and receive no answer at the called station, the CALLBK option is still available to you.

3.9 *Camping On At A Busy Station And Waiting For An Automatic Callback*

- **To camp on at any busy station,**
 1. Press *CAMP*.
 2. Your telephone immediately disconnects. When the station you called becomes available, your telephone will ring with five short tone bursts.

- **When you hear five short tone bursts,**
 1. Press *INTERCOM*.
 2. The other telephone will start ringing. If you do not press **INTERCOM** within the time limit set by the installer, you cancel the callback at that time.

- **To cancel the callback before your telephone sounds the tone bursts,**
 1. Press **INTERCOM** and dial # 6.

- **To camp on at a station with a Do Not Disturb condition set,**
 1. Press *CAMP*.
 2. A callback will occur when the user at the called station disables the Do Not Disturb mode.

4**Placing Calls On Hold****4.1 Holding Calls**

- **To place a call on hold,**
 1. Press **HOLD**.
 2. Hang up handset.

- **To return to a call that is on hold,**
 1. Lift handset and press line button with flashing light,
—OR—
press **TAP**.

- **To place a call on exclusive hold,**
 1. Press **HOLD** twice and hang up handset.

- **To retrieve an exclusive hold,**
 1. Press line button of held call (button with flashing light),
—OR—
press **TAP** (if station does not have line appearance).

- **To place a call on hold at another telephone,**
 1. While on line, press **INTERCOM** (system places call on hold).
 2. Dial * **90**, then dial extension number of telephone to receive held call.
 3. Hang up handset.

- **To retrieve a held call at another station,**
 1. Lift handset.
 2. Press **INTERCOM** and dial # **90**.
 3. Dial extension number of station that has the held call,
 4. Answer call.

- **To answer a call at the extension receiving held call,**
 1. Lift handset.
 2. Press **INTERCOM** and dial # **90**.

- **To cancel directed call hold and retrieve the call,**
 1. Lift handset.
 2. Press **INTERCOM**, dial ***4**, then dial the extension number of the telephone to which you directed the call.
 3. Retrieve the call.

- **You can scan your held calls and retrieve a specific one,**
 1. Lift handset (if your station does not have prime line or idle line preference).
 2. Press **HOLD** repeatedly to scan held call list.
 3. Press **TAP** to retrieve desired call.

Example: If five calls are holding and you wish to retrieve the second call you placed on hold, press **HOLD** three times to scroll from held call #5 to call #4, to call #3, and to call #2, then press **TAP** to retrieve call #2.

4.2 Using Call Park

- **To park a call,**
 1. When on a line, press **INTERCOM**.
 2. Dial S, then dial park orbit access code (**91-99** for orbit **1-9**). If chosen orbit is busy, dial a different orbit number.
 3. Hang up handset.
 4. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.

NOTE: If no one retrieves the call within a programmable time limit, it reverts to the parking station as a standard held call. You can place only one call in an orbit at a time.

- **To retrieve a parked call,**
 1. From any station, press **INTERCOM**.
 2. Dial #.
 3. Dial park orbit access code (**91-99**), or press preprogrammed **PARK** button.
 4. Answer call.

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5***Sending And Receiving
Non-Verbal Messages***

5.1 Using the Messaging Feature

- **To turn on the message-waiting light and broken dial tone at an idle telephone,**
 1. Press **INTERCOM**.
 2. Dial * 3.
 3. Dial extension number of the station you want to alert. The message-waiting light of that station will flash.

- **You can also turn on the message-waiting light and broken dial tone at another station when that station is busy,**
 1. Hear the busy tone and remain on the line.
 2. Press **MSG**.
 3. Hang up.

- **To turn off the message waiting light at a busy or idle station,**
 1. Press **INTERCOM**.
 2. Dial # 3.
 3. Dial extension number of alerted station. The message-waiting light of that station will turn off.

5.2 Using LCD Messaging

NOTE: You can set system-supplied messages to display at any calling LCD speakerphone.

- **To turn on LCD messaging,**
 1. Press **INTERCOM**.
 2. Dial * **02**.
 3. Press # to clear current message if you have one stored.
 4. Dial message code number (**01-30**).
 5. Press # and then press **SPEAKER** to end message.
 6. **INTERCOM** light flashes.

- **To turn off LCD messaging and your INTERCOM light,**
 1. Press **INTERCOM**.
 2. Dial # **02**.

5.3 Sending An LCD Message

- **To send an LCD message when you call and receive busy signal or no answer,**

1. While still on the call, press the appropriate fixed **RESPONSE MESSAGE** button to send a preselected message (*Call [your name]*, for example) to the other telephone,

—OR—

1. While still on the call, press the scrolling **RESPONSE MESSAGE** button to scroll through the system-supplied messages.
2. Press # when your display shows the message you wish to send (this displays the message at the called telephone).

- **To send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD telephone,**

1. Hear the SOHVA tone or voice announcement in your handset or headset.
2. Press the appropriate fixed **RESPONSE MESSAGE** button to send a preselected message (*I Will Call Back*, for example) to the calling telephone.

—OR—

1. While still on the call, press the scrolling **RESPONSE MESSAGE** button to scroll through the system-supplied messages.
2. Press # when your display shows the message you wish to send (this displays the message at the calling telephone and terminates the SOHVA call).

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6

Transferring Calls

6.1 Transferring Outside Calls

- **To announce a call before transferring it,**
 1. Answer outside call.
 2. Press **TRANSFER/CONFERENCE** (this places the call on hold).
 3. Dial station number, or press DSS button for that station.
 4. Upon answer, announce the call.
 5. Hang up the handset (this transfers the call), or if in speakerphone mode, press **SPEAKER** to disconnect.

- **To transfer a call without first announcing it,**
 1. Answer outside call.
 2. Press **TRANSFER/CONFERENCE** (this places the call on hold).
 3. Dial station number.
 4. Hang up handset, or if using speakerphone, press **SPEAKER** to disconnect. Call will re-ring your telephone if no one answers it within a preprogrammed time.

- **If you hear a busy signal or receive no answer,**
 1. Press **RECON** to return the call to your station.
 2. Press **SOHVA** to tell intercom party that a call awaits.
 3. Press **MSG** to leave a message-waiting indication at the called station.

- **To make a hot transfer,**
 1. Answer call.
 2. Press **TRANSFER/CONFERENCE** (this automatically places the call on hold).
 3. Dial extension number of telephone to receive the transfer or press the DSS button for that extension.
 4. Announce call.
 5. Press **TRANSFER/CONFERENCE**.
 6. Press **SPEAKER** to disconnect (if in speakerphone mode) or hang up. The person receiving the transfer has the call.

- **To do a quick screened transfer to intercom or tie line,**
 1. Answer call.
 2. Dial intercom number for transfer location.
 3. When party at transfer location answers, announce call.
 4. Hang up or press **RELEASE** button.

- **To do a quick unscreened transfer to intercom or tie line,**
 1. Answer call.
 2. Dial intercom number for transfer location.
 3. Hang up or press **RELEASE** button.



Conferencing Calls

7.1 Conferencing Stations Together

- **To set up a conference call that includes any combination of outside lines and intercom parties,**
 1. Make first call.
 2. Press **TRANSFER/CONFERENCE** (this places the on hold).
 3. Select next line and make next call.
 4. Press **TRANSFER/CONFERENCE** to establish conference.
 5. Repeat the last three procedures to add up to two more parties for a 5-party conference (including yourself) when using the DXP system.

***NOTE:** When using a DXP Plus system, you can have up to seven parties (including yourself) on a conference call.*

- **To retrieve a line from hold and bring that party into the conference,**
 1. Press **TRANSFER/CONFERENCE**.
 2. Press line button.
 3. Press **TRANSFER/CONFERENCE**.

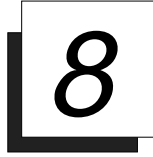
***NOTE:** If all conference circuits are busy, you will not be able to add a party to the conference. The message “Conference Full” will appear in your display.*

- **To continue conversation on remaining line after other outside lines have dropped out of conference,**
 1. Press the line button of the remaining party.

- **To drop out of a conference call between you and two outside lines (creating an unsupervised conference),**
 1. Dial # (lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until hanging up or reconnecting with you on line).
NOTE: The installer must program your system to include this feature or it will not operate as described.

- **To rejoin an unsupervised conference between two outside lines,**
 1. Press **TAP**.

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



Programming Your Telephone

8.1 Storing DSS Numbers

- To store extension numbers at DSS buttons,
 1. Press *OPTIONS*.
 2. Press *NEXT* until *DSS* option appears,
 3. Press *DSS*.
 4. Press programmable button to choose storage location.
 5. Dial extension number.
 6. Press next programmable button and dial another extension number.
 7. Repeat previous step until finished then press *EXIT*.
 8. Press *SPEAKER* to end.

8.2 Storing Feature Buttons

- **To store special-purpose feature buttons,**
 1. Press *OPTIONS*.
 2. Press *NEXT* until *FEAT* option appears.
 3. Press *FEAT*.
 4. Press *NEXT* until the feature you want is displayed.
 5. Press desired feature button.
 6. Press programmable button to choose storage location.
 7. Press *FEAT* again to program another feature or *EXIT* to end.

NOTE: To clear a feature button assignment, repeat this procedure, but press CLEAR before pressing storage location button.

8.3 Storing A Response Message Button

- **To store a scrolling RESPONSE MESSAGE button,**
 1. Press **INTERCOM**.
 2. Dial * * 6.
 3. Press programmable button for **RESPONSE MESSAGE** button location.
 4. Dial **00**.
 5. Press # to save programming.
 6. Press **SPEAKER** to end.
 7. Label button location.

- **To store a fixed RESPONSE MESSAGE button,**
 1. Press **INTERCOM**.
 2. Dial * * 6.
 3. Press programmable button for **RESPONSE MESSAGE** button location.
 - 4.

Dial message number (**01-30**) from list of messages provided by your system attendant or installer.

5. Press **#** to save programming.
6. Press **SPEAKER** to end.
7. Label button location.

8.4 Programming Speed Dial Numbers

- **To store an outside number as a speed dial number,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until **SDIAL** option appears.
 3. Press **SDIAL** to choose speed dial programming.
 4. Press programmable button (or **1-0** on keypad) to choose storage location.

NOTE: *You can store another number at a second level of a programmable button by first pressing **SHIFT**.*

5. Press line button, or dial **01-16** to select line groups 1-16, or dial **00** for system to select line.
6. Dial number you want to store (maximum 16 digits). To store a hookflash in a number sequence, press **TAP**; press **HOLD** to store a pause (only if needed).
7. Press **SAVE**, press next programmable button, and dial another number to store.
8. Repeat previous step until finished, then press **EXIT**.
9. Press **SPEAKER** to end.

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

- **To store an intercom number as a speed dial number,**
 1. Press **INTERCOM**.
 2. Dial * * 1.
 3. Press the button you want to program.
 4. Press **INTERCOM**,
—**OR**—
press **8** to preselect intercom.
 5. Enter the intercom number you want to store (up to 16 digits that can include # and *).
 6. Press **SPEAKER** to end.
 7. Repeat procedure for each speed dial number.

NOTE: You cannot program pauses or hookflashes with intercom speed dial numbers, and the system will not accept *#0# or *#746* as programming entries.


8.5 Setting A Reminder Alert

- **To set a reminder alert at your telephone,**
 1. Press *OPTIONS*.
 2. Press *NEXT* until the *ALERT* option appears.
 3. Press *ALERT*.
 4. Press **1** or **2** to select available alert designation; if you have already programmed an alert for 1, press 2 to set a second alert condition.
 5. Press *ON* (press *OFF* to turn off an alert that you have already set).
 6. Dial reminder time using the numbers on the dial pad [remember to add a zero (0) before single digit times: 01 for one o'clock, 02 for two o'clock, etc.].

Example: Set reminder time for ten minutes past three o'clock PM. Remember that the system only recognizes military time which is in the 24-hour format. In 24-hour format, hours in a day are represented by 00 (midnight) through 23 (11 o'clock PM) and minutes in an hour are represented by 00 through 59. Therefore, you would dial the example time as 1510.
 7. Set *AM* or *PM*.
 8. Press *SAVE*.
 9. Press *SPEAKER* to end.

- **To respond to an alert after it sounds,**
 1. Press *CLEAR* to turn off the alert,
—OR—
press *SET* to reset the alert for the same time the following day.

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Using The Other Telephone Features

9.1 Adjusting The Display Contrast

- **To adjust the display contrast,**
 1. Press *OPTIONS*.
 2. Press *NEXT* until the *DISP* option appears.
 3. Press *DISP*.
 4. Your display will read “**Contrast Level.**”
 5. Press *LIGHT* or *DARK* once for each degree of change desired.
 6. Press *SPEAKER* to end.

9.2 Blocking Voice-Announce Calls

- **To block voice-announce calls,**
 1. Press *OPTIONS*.
 2. Press *VAB*.
 3. Press *ON*.
 4. Press *SPEAKER* to end.

- **To un-block voice-announce calls,**
 1. Press *OPTIONS*.
 2. Press *VAB*.
 3. Press *OFF*.
 4. Press *SPEAKER* to end.

9.3 Displaying Status Of Busy Lines And Stations (Busy Button Inquiry)

- **To identify the station that occupies a busy line,**
 1. Press button for busy line.
 2. Read your display for intercom number of station that is busy on line.

- **To identify the line that a busy station occupies,**
 1. Press DSS button for busy station.
 2. Read your display for the line number of the busy station.

9.4 Displaying Button Functions (Button Query)

- **To cause the display to identify the function of each button on your telephone,**
 1. Press *OPTIONS*.
 2. Press *NEXT* until *QUERY* appears,
—OR—
dial * * 8.
 3. Press the button in question.
 4. Read the displayed information (display will hold for a few seconds before the telephone returns to idle).

9.5 Diverting Incoming Calls To Another Station

Call diverting permits you to send an incoming call to another station that you have previously designated. You can divert an incoming call to the designated station whether you are busy or idle. You must program a **CALL FORWARD** button (using the instructions in the programming section) on your LCD speakerphone to serve as a call divert button.

- **To identify the station to receive diverted calls,**
 1. Press **INTERCOM**.
 2. Dial ***55**.
 3. Dial extension number of station to receive diverted call.
 4. Press **SPEAKER** to end.

- **To divert calls to the designated station,**
 1. Hear ringing or see flashing line status light.
 2. Press **CALL FORWARD** (system immediately forwards ringing call to station you designated).

9.6 Listening To A Call Over The Telephone Speaker (Group Listening)

- **To activate group listening while on a call,**
 1. Press the preprogrammed **GROUP LISTEN** button.

- **To cancel group listening,**
 1. Press the preprogrammed **GROUP LISTEN** button again.

NOTE: You should cancel Group Listening before hanging up the handset to end the call.

9.7 Muting Your Telephone

- **To mute your telephone,**
 1. Press **MUTE** (MUTE light turns on). You can still hear distant callers, but they cannot hear you.
- **To speak to the distant party,**
 1. Press **MUTE** again (MUTE light turns on).

9.8 Setting A Do Not Disturb Condition

- **To enable DND,**
 1. Press **OPTIONS**.
 2. Press **NEXT** until the **DND** option appears.
 3. Press **DND**.
 4. Press **ON**.
 5. Press **EXIT**.
 6. Press **SPEAKER** to end.
- **To disable the DND condition,**
 1. Repeat the above procedure, but press **OFF** instead of **ON**.
- **To set a Do Not Disturb condition at your telephone when a call rings at your station,**
 1. Hear ringing and notice incoming call information in display.
 2. Press **DND** option. Ringing will stop, caller will hear the Do Not Disturb tone, and your telephone will remain in DND until you disable the feature (described above).

9.9 *Overriding A Call Or A Do Not Disturb Condition At Another Telephone (Executive Override)*

- **To override an in-progress call at another telephone,**
 1. Make intercom call and hear a busy signal.
 2. Dial * 03 (all parties will hear several tone bursts).
 3. Join in-progress call.

- **To override a Do Not Disturb condition at another station,**
 1. Press **OVER** to disable the Do Not Disturb condition at the called station.
 2. Speak your announcement (if in voice-first mode) or hear ring-back tone (if in tone-first mode).

NOTE: This action disables DND condition at the other telephone until the user at that station resets DND.

9.10 Setting The Volume Control

- **There are four *ringer* loudness levels (plus an off position). Set the level as follows:**
 1. While your telephone is on hook and idle, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire. The ringer sounds once for each change as an example of the current setting. Your selection becomes the new default setting and will result in your telephone ringing at that level for all future calls (until you change the default by repeating the above procedure).

NOTE: If you set the ringer to the “off” position, your telephone will sound a short ring burst once for each call you receive at your station while the ringer is off.

- **There are eight *speaker* loudness levels. Set the level for the current call as follows:**
 1. While on a call and in speakerphone mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.
- **There are eight *background music* loudness levels. Set the level as follows:**
 1. While background music is on at your station, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness you desire. This level will remain set for background music until you change it again, even if you turn off the feature and then reactivate it.
- **There are eight *handset* loudness levels. Set the level for the current call as follows:**
 1. While on a call and in handset mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

- **There are eight *group listening* loudness levels. Set the level for the current call as follows:**
 1. While on a call and in the group listening mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

- **There are eight *headset* loudness levels. Set the level for the current call as follows:**
 1. While on a call and in headset mode, press **VOLUME UP** or **VOLUME DOWN** once for each change in loudness that you desire.

- **To set a permanent group listening, speaker, headset, or handset loudness level for all future calls,**
 1. Press **INTERCOM**.
 2. Activate speaker, headset, handset, or group listen mode that you want to affect.
 3. While in that mode, press **VOLUME UP** or **VOLUME DOWN** to adjust loudness.
 4. Dial * * 7 or press a preprogrammed **SAVE** button to hold the loudness at the last setting for all future calls (until you change the default again).
 5. Repeat this procedure in each mode until you have set all default volume levels.

9.11 Setting Your Personal Ringing Tones

- **To select one of the ringing tones,**
 1. Press *OPTIONS*.
 2. Press *NEXT* until the *RING* option appears.
 3. Press *RING*.
 4. Press *UP* or *DOWN* to choose ring tone in display (a new tone will sound at each up or down press).
 5. Press *EXIT* to return to main display.
 6. Press *SPEAKER* to end.

9.12 Using Background Music

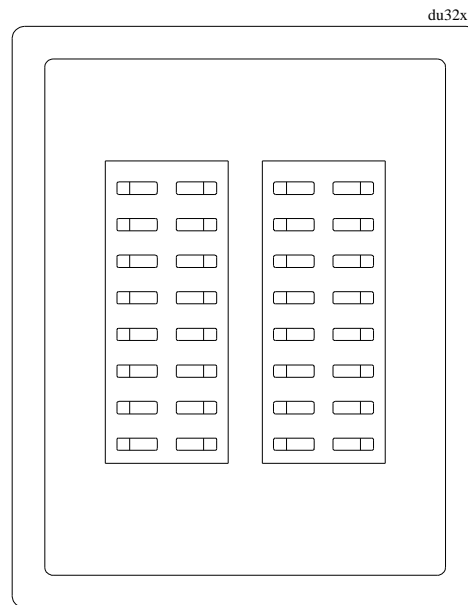
- **To turn the music on,**
 1. Press *OPTIONS*.
 2. Press *MUSIC*.
 3. Press *SET*.
 4. Select *SRC 1* or *SRC 2* for the music source (the DXP system is equipped to provide music from two sources, but the installer must enable this feature).
 5. Press *SPEAKER* to end (the *SPEAKER* light turns on when background music is on).
 6. Adjust music volume with the volume button.

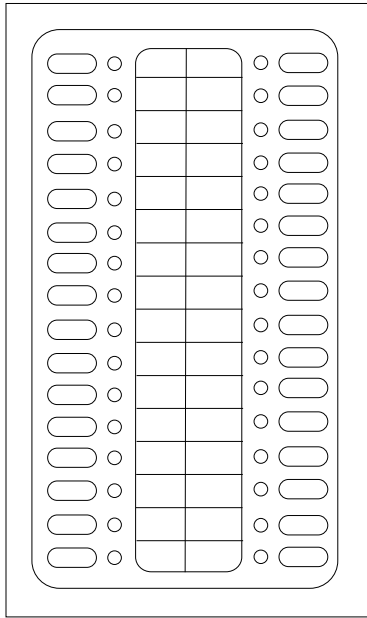
- **To turn the music off,**
 1. Press *OPTIONS*.
 2. Press *MUSIC*.
 3. Press *CLR*.
 4. Press *SPEAKER* to end (the *SPEAKER* light turns off when background music is off).

10**Operating Your Telephone
With A DSS/BLF Console****10.1 Operating Your Telephone
With A DSS/BLF Console**

The DU32X (Impression) or DD32X (DigiTech) DSS/BLF console has additional buttons and status lights that extend the memory button capability of an adjacent companion telephone. You can program the buttons for automatic dialing (speed dial) or direct station selection (DSS) with busy lamp field (BLF) using the instructions provided in this guide.

When the installer assigns a DSS/BLF console to a station port, the system recognizes it as such and automatically clears (blanks) the console buttons so that you can store numbers at the buttons as you need them.

**DU32X DSS/BLF Console**



DD32X DSS/BLF Console

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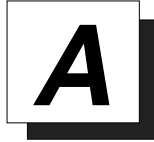
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Appendix A

Quick Reference Guide

This chart provides you with a Quick Reference Guide of the feature dialing codes. If you wish, you can detach these pages and keep them near your telephone to serve as a stand alone reference. Chapter 8, *Programming Your Telephone*, describes a method to program these codes on your telephone at unused programmable buttons. Also, the installer may store features at your telephone buttons and label the buttons with the feature's mnemonics.

Feature	Enable Code	Disable Code	Button Mnemonic
Account Code	INTERCOM * 04 + account code		ACCT
All Call	INTERCOM 70		PAGE 1
Attendant Calling	INTERCOM 0		
Authorization Code	INTERCOM # 08 + authorization code		AUTH
Automatic Callback and Call Waiting	INTERCOM * 6	INTERCOM # 6	CAMP
Automatic Redialing			ARD
Background Music	INTERCOM * 11 or 12	INTERCOM # 1	MUSIC 1 MUSIC 2
Call Divert Station	INTERCOM * 55 + extension number		
Call Forward, Personal	INTERCOM * 51 + extension number	INTERCOM # 5	FWD-P
Call Forward, All Calls	INTERCOM * 52 + extension number	INTERCOM # 5	FWD-A

Feature	Enable Code	Disable Code	Button Mnemonic
Call Forward, Ring-No Answer, All Calls	INTERCOM * 54 + extension number	INTERCOM # 5	FWDRA
Call Forward, Ring-No Answer, Personal Calls	INTERCOM * 53 + extension number	INTERCOM # 5	FWDRP
Call Park, Orbit 91-99	INTERCOM * (91-99)		PARK 1-9
Call Park, Pickup	INTERCOM # 91-99		PARK 1-9
Call Pickup, Directed	INTERCOM * 4 + extension number		DPKUP
Call Pickup, Group	INTERCOM # 4		GPKUP
Clear Major Alarm Ring	INTERCOM # 09		
DISA Access	Installer Assigned		
Do Not Disturb	INTERCOM # 01		DND
Do Not Disturb Override	extension number + * 03		EXOVR
DSS Programming	INTERCOM ** 3		
Executive Override	extension number + *03		EXOVR
Hold, Manual	HOLD		HOLD
Hold, Exclusive	HOLD + HOLD		HOLD
Hold, Directed	INTERCOM * 90		
Hold, Directed Pickup	INTERCOM # 90		
LCD Messaging	INTERCOM * 02 + message	INTERCOM # 02	LCDMS

Feature	Enable Code	Disable Code	Button Mnemonic
Line Group 1	INTERCOM 9		LNG01
Line Groups 2-11	INTERCOM 80-89		LNG02-11
Line Groups 12-16	INTERCOM 60-64		LNG 12-16
Line Pick Up From Any Station, Zones 1-4	INTERCOM 65-68		TAFS 1-4
Line Pick Up From Any Station, All Zones	INTERCOM 69		TAFS*
Meet-Me Answer Page	INTERCOM 78		MMEPG
Message Waiting	INTERCOM * 3 + extension number	INTERCOM * 3 + extension number	
Message Wait Retrieval	#00		
Night Transfer (Attendant Only)	INTERCOM * # 0* 0 3 1	INTERCOM * # 0* 0 3 1	NIGHT
Operator Access	INTERCOM 0		
Paging, All Call	INTERCOM 70		PAGE 1
Paging, Zones 2-8	INTERCOM 71-77		PAGE 2-8
Paging, Meet-Me	INTERCOM 78		MMEPG
Park Orbit Retrieve	INTERCOM #91-99		PARK 1-9
Park Orbit Send	INTERCOM *91-*99		PARK 1-9

Feature	Enable Code	Disable Code	Button Mnemonic
Personal Ringing Tones	INTERCOM ** 4 + tone code (1-8)		
Redial Last Dialed Number	#		
Remote Station Disable	INTERCOM * 05 + extension number	INTERCOM * 05 + extension number	
Response Message	INTERCOM ** 6 + button + 01-30		RSPnn (nn = 1-30, S)
Service Observing	INTERCOM # 03 + extension number		S-OBS
Speed Dial, Station	1-0		
Speed Dial, System	* 100 * 599		
Speed Dial, Programming	INTERCOM ** 1		
Station Lock	INTERCOM #04 + code		LOCK
Volume Save	INTERCOM ** 7		VOLSV
Voice-Announce Block	INTERCOM * 2	INTERCOM # 2	VABLK

NOTE: The dialing codes provided in this quick reference guide are default values. Your system installer has the ability to renumber these codes.

The following table details several unique dialing codes that are only applicable to single line proprietary and industry-standard telephones.

Feature	Enable Code
Pick Up Last Line	* 08
Broker's Call	* 07
Speed Dial Access Code	* 01
Saved Number Redial	* 06
Dial Saved Number	* 09
TAP Dialing Code	# #

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 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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