COMDIAL®

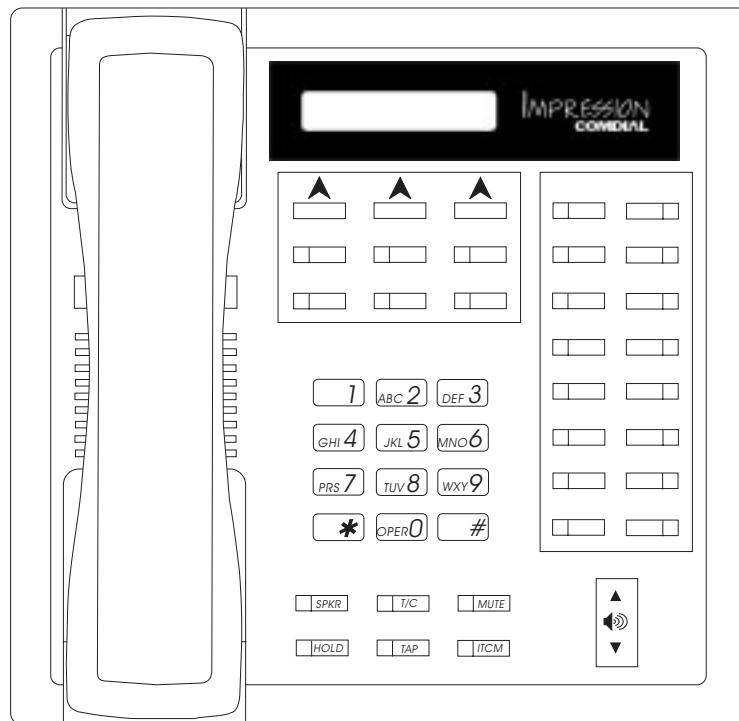## Digital Telephone System

IMPRESSION

LCD Speakerphone
Station User's Guide

unisyn05.cdr

This user's guide applies to the Impression model 2022S–✳✳ LCD speakerpohone (when used on Comdial Gxxxx common equipment with Ixxxx or Sxxxx software cartridge Revision 18A and later).
If you need more information, than this guide provides, please consult your <u>System User's Guide</u>

Introducing Your Impression LCD Speakerphone

Congratulations and thank you for using an Impression LCD Speakerphone! This manual serves as a helpful guide for using all of the various functions of your new telephone and as a quick reference guide as well. If you should need more information about a particular function or on a function that is not listed in this guide, consult the System User's Guide, GCA 70–332, (your system attendant or whomever runs your main telephone system should have several copies).

Using the Speakerphone

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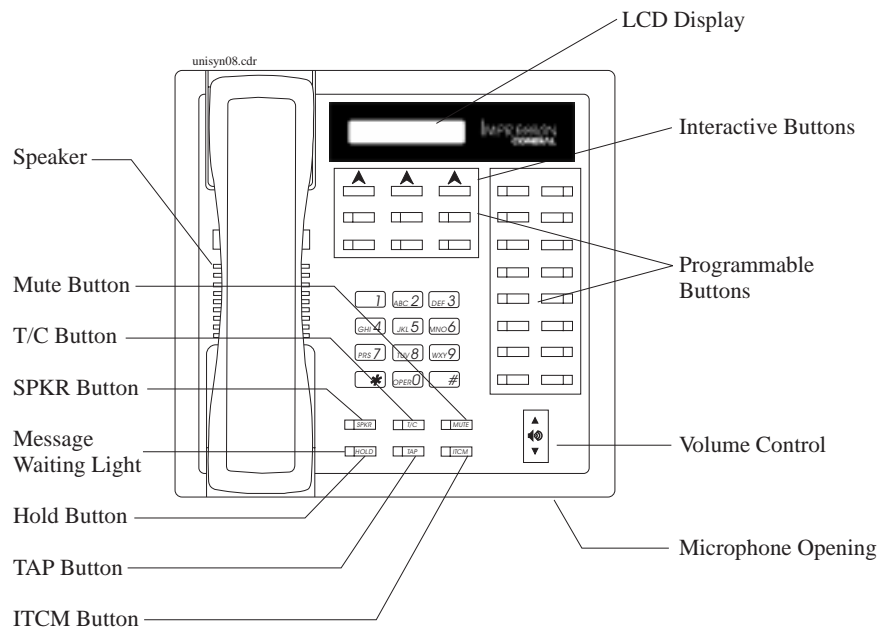
Understanding What the Lights Mean

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

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

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

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

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

—**Next to a line button:**

Steady green = line is in use at your station.

Steady red = line is in use at another station.

Flashing red = your line is ringing.

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

Winking green = line is on hold at your station.

Winking red = line is on hold at another station

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

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

—**Next to a fixed feature or programmable feature button:**

Steady red = the feature is on.

Steady off = the feature is off.

—**Next to the ITCM button:**

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

Fluttering red = auto redial is in use, or system is in Night Mode
  (at station 10).

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

Flashing red = another station is calling you.

—**Above the HOLD button:**

Flashing red = message awaits pick up.

Fluttering red = automatic station relocation has been set.
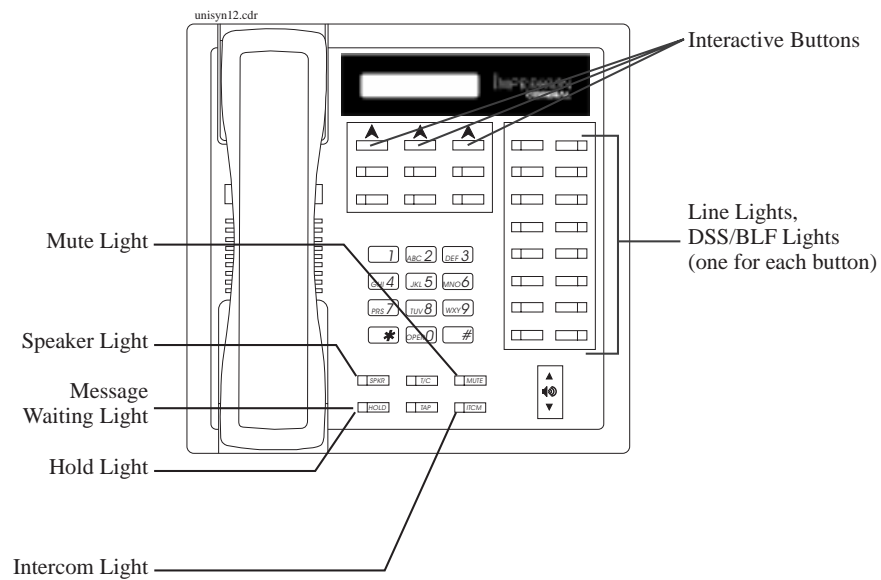
—**Above the SPKR button:**

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

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

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

—**Above the MUTE button:**

On steady = called party cannot hear your conversation.

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 your system manual, GCA70–332.

Abbreviation	Feature	Definition
ADIAL	Auto Dial	Allows you to program a number as an autodial for one-button dialing.
ALL	All Call Forward	Using Call Forward, you can forward all calls or just personal calls.
ANS	Answer	When an unanswered transfer returns to your station, you can press the ANS button to retrieve the call.
ARDL	Auto Redial	Redials a busy call once a minute for ten minutes.
BLOCK	SOHVA block	Blocks SOHVA calls
BKSP	Back Space	When you are programming an autodial or speed dial, BKSP allows you to erase an incorrect digit.
CAMP	Camp	If you intercom-call a station that is busy, does not answer, or is in DND, CAMP causes the system to ring your station when the called station is available.
CFWD	Call Forward	You can forward calls that normally ring at your station to another station.

CLBK	Call Back	One non-verbal response to a SOHVA is CLBK, which means the station receiving the SOHVA will call back the originating party.
CLEAR	Clear	If your system is set for Call Forward, the CLEAR button cancels the call-forward condition.
CWAIT	Call Waiting	You can send a call-waiting tone to a busy station and await a reply.
DARK	Dark	When adjusting the contrast on your LCD, DARK makes the background of the screen darker.
DIAL	Dial By Name	Dials a number corresponding to a displayed name.
DISP	Display	You can adjust the contrast on your LCD screen.
DND	Do Not Disturb	With DND enabled, your station appears busy to calling stations.
DSS	Direct Station Select	Allows you to store a number as a DSS for one button dialing.
EXIT	Exit	Ends your current programming function.
EXT	External	Chooses speed dial list for dial by name feature.
FEAT	Feature	Accesses several miscellaneous features, such as DND button or Account Code button.
FWD	Forward	If you have set your telephone with call forwarding, FWD displays on your screen along with the name or extension of the station to which your calls will be forwarded.

G(followed by number)	Group	Tells you which line group you are currently using.
HOLD	Hold	Functions just as your fixed HOLD button.
HVHLD	Have them hold	One non-verbal response to a SOHVA, HVHLD tells the calling station to "Have them hold."
INT	Internal	Chooses intercom number list for dial by name.
L (followed by number)	Line	Tells you which line you are currently using.
Last No. Saved	Last Number Saved	Displayed when SAVE button is pressed and the last dialed number is saved.
LIGHT	Light	When adjusting the contrast on your LCD, LIGHT makes the background of the screen lighter.
MUSIC	Music	You can turn on the background music to play through your speaker.
NEXT	Next	Moves you to the next LCD programming display
OVER	Override	Overrides either a do-not-disturb call or a busy call, depending upon how your station is programmed.
P (followed by number)	Port	Denotes port number of your station.
PERS	Personal	Using Call Forwarding, you can forward all calls or just personal calls.
PREV	Previous	Returns you to the previous LCD display.
RECALL	Recall	Recalls line from hold

RECON	Reconnect	Lets you reconnect to a transferred call if the station is busy.
RING	Ring	You can select a variety of ring tones for your station.
S (followed by number)	Station	denotes your station number.
SAVE	Save	Permanently saves the telephone number of your current call.
SDIAL	Speed Dial	Allows you to program a number as a speed dial for one-button dialing.
SEND	Send	If a transferred call is not answered and recalls to your station, SEND re-transfers the call.
SET	Set	Enables Call Forwarding.
SOHVA	Subdued Off Hook Voice Announce	Sends a subdued message to a busy station.
TIMER	Timer	Displays the running time of the current call.
TKMSG	Take A Message	One non-verbal response to a SOHVA, TKMSG tells the calling station to "Take a message."
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA or voice announced intercom call.

Answering Calls

- **To answer a call that is ringing at your telephone,**

  1. if the light is flashing orange, lift handset;
  2. if the light is red, press the flashing line and lift handset.

- **To answer a call using the speakerphone,**

  press flashing line or **ITCM** button.

- **To answer a call that is ringing at any telephone,**

  1. lift handset,
  2. press **ITCM** and dial ✳ **4** plus extension number of ringing telephone.

- **To answer a call that is ringing at a particular telephone in your group,**

  1. hear ringing
  2. lift handset,
  3. press **ITCM** and dial **# 4** (ringing station must be programmed in your call pickup group).

- **To answer a call that is ringing the loud ringer or night transfer station,**

  1. hear ringing ,
  2. lift handset,
  3. press **ITCM** and dial **80**,
  4. answer call.

Answering Subdued-Off Hook Voice Announcements (SOHVA) Calls

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

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

- **To respond verbally,**

    1. press and hold **MUTE,**
    2. speak into handset.

- **To respond non-verbally,**

    1. press **MSG,**
    2. press **HVLD** (have hold), **TKMSG** (Take Message), or **CLBK** (Call Back) depending upon which message you want to leave.

NOTE: *Announcing station must have LCD speakerphone.*

- **To Block SOHVA,**

    press **BLOCK** when **SOHVA** is initiated.

Making Calls

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

- **To make a call,**

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

- **To dial autodial number,**

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

- **To dial personal or system speed dial number,**

  1. dial desired code:
     1–0 = personal speed dial number,
     ✳01–✳99 = system speed dial number,
     if you select a line, press **HOLD** then dial code,
  2. when called party answers, lift handset.

- **To redial the last number that you dialed at your telephone,**

  1. dial #,if you select a line, press **HOLD** then dial #,
  2. when called party answers, lift handset.

- **To access outside line using line group feature,**

  1. press **ITCM**, then dial line group access code:
     9 = group 1,
     81 = group 2,
     82 = group 3,
     83 = group 4,
  2. listen for outside dial tone,
  3. dial number, and lift handset when party answers.

- **To queue for a line group if all lines are busy,**

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

- **To answer queuing ring-back,**

    lift handset and hear dial tone for line.

- **To cancel queuing before it causes ring-back at your telephone,**

    1. lift handset,
    2. press **ITCM** and dial **# 8**,
    3. hang up handset.

- **If you are required to enter an account code when making outside calls,**

    1. select line,
    2. press **ITCM** and dial ✳ **04**,
    3. dial your account, hear outside dial tone, and dial outside number,
    4. when called party has answered, lift handset.

- **To use Toll Restriction Override at a station,**

    1. press **ITCM**,
    2. dial ✳✳**6**,
    3. dial your station extension number,
    4. dial your TRO code number (TRO code is not displayed—instead an ✳ is shown),
    5. within 15 second timeout period, dial desired outgoing line number.
    6. hang up handset or press **SPKR** to end call. You will have 15 seconds in which you can make another call without re-entering your TRO code.

- **To clear the Toll Restriction Override code,**

    1. press **ITCM**,
    2. dial ✳✳**6**,
    3. press **SPKR**.

Camping On At A Station

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

- **To arrange for the system to call back when a busy station becomes idle or rings with no answer,**

  1. make intercom call and hear busy signal or ring-back tone,
  2. press **CAMP**,
  3. hang up. (When called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).

- **To answer call-back ring,**

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

- **To cancel automatic call back,**

  press **ITCM** and dial **# 6**.

Waiting for An Answer (Using Call Waiting)

- **To activate call waiting,**

  1. make intercom call and hear busy signal,
  2. press **NEXT**,
  3. press **CWAIT**.

- **To cancel call waiting,**

  hang up handset.

- **To answer a call-waiting tone at your telephone,**

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

Dialing By Name

- **To use dial by name,**

  1. press **OPTION** to enter the *dial by name* menu,
  2. from the *dial by name* menu,
     –press **INT** button for intercom calling.,
        or
     –press **EXT** for speed dial calling,
  3. dial three digits for the first three letters of the name that you want to locate (for example, dial 266 for Comdial).

1 = QZ	2 = ABC	3 = DEF
4 = GHI	5 = JKL	6 = MNO
7 = PRS	8 = TUV	9 = WXY

     The displays shows the first existing name match to the dialed digits or shows a *No Match* message if the system can not find a match.
  4. repeatedly press **NEXT** to display the subsequent names in the index until you reach the name you need,
  5. press **DIAL** to call the displayed location,
  6. if the display says *No Match*, press **PREV** or enter three new digits to select a new name.

Holding Calls

- **To place a call on hold,**

    1. press **HOLD**,
    2. hang up handset.

- **To return to a call that is on hold,**

    lift handset and press line button with flashing green light.

- **To place a call on exclusive hold,**

    press **HOLD** twice and hang up handset.

- **To place a call on hold at another telephone,**

    1. while on line, press **ITCM** (system places call on hold),
    2. dial ✳ **90**, then dial extension number of telephone to receive held call,
    3. hang up handset.

- **To answer a call at the extension receiving held call,**

    1. lift handset,
    2. press **ITCM** and dial **# 90**.

- **To cancel directed call hold and retrieve the call,**

    1. lift handset,
    2. press **ITCM**, dial ✳ **4**, then dial the extension number of the telephone to which you directed the call, and retrieve the call.

- **To answer a call that someone placed on hold at your telephone,**

    1. lift handset,
    2. press **ITCM**, and dial **# 90**.

- **To park a call,**

  1. press **ITCM**,
  2. dial ✳, then dial park orbit access code **91** through **99**
     (if chosen orbit is busy, dial alternative orbit number),
  3. hang up handset,
  4. use paging feature to announce call and park orbit access code
     if necessary.

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

- **To retrieve parked call,**

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

Transferring Outside Calls

- **To announce a call before transferring it,**

    1. answer outside call,
    2. press **T/C** (call is placed on hold),
    3. dial station number,
    4. upon answer, announce the call,
    5. hang up the handset (call is transferred).

- **To transfer a call without first announcing it,**

    1. answer outside call,
    2. press **T/C** (call is placed on hold),
    3. dial station number,
    4. hang up handset. Call will re-ring your telephone if it is not answered within a preprogrammed time.

- **If you hear a busy signal or receive no answer,**

    take appropriate action from the following list:
    – press **RECON** to return to call,
    – press **SOHVA** to tell intercom party that a call awaits,
    – press **CAMP** to camp on at that station,
    – press **OVER** to join intercom party's
      current conversation.

Conferencing Stations Together

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

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

1. make first call,
2. press **T/C** (call is placed on hold automatically),
3. make next call,
4. press **T/C** to establish conference,
5. repeat steps 2–4 to add up to two more parties, establishing a 5-party conference (including yourself).

- **To continue conversation with last conferee after outside lines have dropped out of conference,**

  press the line button of the remaining party.

- **To drop outside lines from the conference,**

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

- **To retrieve lines from hold and bring them back into the conference,**

1. press line button,
2. press **T/C**,
3. press line button,
4. press **T/C**,
5. repeat steps three and 4 until all desired lines are back in the conference.

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

Choosing Between Pulse and Tone

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

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

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

Forwarding Calls

- **To forward calls to another telephone,**

  1. press **OPTIONS,**
  2. press **NEXT two times,**
  3. press **CFWD**,
  4. press **PERS,** for personal, or **ALL**, to forward all calls,
  5. press **SET,**
  6. dial extension number of station to which calls are to be forwarded,
  7. press **SPEAKER** to end.

- **To cancel call forward,**

  1. press **OPTIONS,**
  2. press **NEXT** two times,
  3. press **CFWD,**
  4. press **PERS** or **ALL,**
  5. press **CLEAR**,
  6. press **SPKR** to end.

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

Relocating Your Telephone
(Engaging Automatic Set Relocation)

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

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

- **To accept automatic relocation,**

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

- **To reject the automatic relocation,**

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

Sending A Paging Announcement

- **To page through an external paging amplifier (if your system provides this feature),**

    1. lift handset,
    2. press paging line select button and dial page access code (see your attendant for code)—if paging is connected to a dedicated paging port, dial **ITCM 89**,
    3. make announcement.

- **To page through system telephones (all-call and zone paging),**

    1. lift handset,
    2. press **ITCM** and dial all-call or zone number:
        84, 85, or **86** = zones 1, 2, or 3
        87 = all-call,
    3. make announcement,
    4. hang up handset or wait for an answer.

- **To answer telephone paging from any station,**

    1. lift handset,
    2. press **ITCM**, dial **88,** and meet paging party on line.

- **To enable the Tracker Pager at your station,**

    1. press **ITCM**,
    2. dial ✶ **06**.

- **To disable the Tracker Pager at your station,**

    1. press **ITCM**,
    2. dial # **06**.

- **To send a call back message to someone's Tracker Pager after receiving a ring-no-answer,**

    1. make an intercom call to someone and receive no answer,
    2. press preprogrammed **TRACK** button (or dial **#01**),
    3. after your station returns to idle hang up handset or press **SPKR** to end. The Tracker paging system will transmit your station extension number to called party's Tracker Pager display. (Some models will also display your station name if the system is programmed to include station names.)

- **To respond when your Tracker Pager displays park orbit dialing code,**

    1. from any system station, press **ITCM**,
    2. dial displayed orbit code (**# 91** through **# 99**),
    3. retrieve call.

- **To park a call and have Tracker Pager tell someone to retrieve the call,**

    1. answer call and press **T/C**,
    2. press **TRACK** (or dial **# 01**),
    3. your display shows park orbit (**91** through **99**) and then returns to idle,
    4. hang up handset or press **SPKR** to end. The Tracker paging system will transmit orbit dialing code and caller ID information, if available, to called party's Tracker Pager display. (Alpha/numeric models display #91 through #99 while numeric-only models display -91 through -99.)

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

Sending And Receiving Non-Verbal Messages

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

- **To turn LCD messaging on,**

    1. press **ITCM**,
    2. dial ✶ **02**,
    3. dial message code number (**0–9**)
    4. press **SPKR**.

- **To turn LCD messaging off,**

    1. press **ITCM**,
    2. dial **# 2.**

- **To turn on the message waiting light at another telephone when that station is busy,**

    1. hear the busy tone and remain on the line,
    2. press **NEXT**,
    3. press **MSG**,
    4. hang up.The message waiting light of called station will flash..

- **To turn on the message waiting light at another telephone when that station rings with no answer,**

    1. hear ringing,
    2. press **MSG**,
    3. hang up. The message waiting light of called station will flash.

- **To turn off the message waiting light at a busy or idle station before its user gets the message,**

    1. press **ITCM**,
    2. dial **# 3**,
    3. dial extension number of station that was alerted. The message waiting light of called station will turn off.

- **To turn off the message waiting light during message-delivering conversation,**

    press **ITCM.**

- **To retrieve a message,**

    1. observe flashing message-waiting light, (the HOLD light serves as the message waiting light),
    2. lift handset,
    3. press **ITCM**, then press **HOLD**; connection to message desk is automatic.

- **To activate station-to-station messaging (station must have BLF appearance at called station),**

    1. make intercom call and hear ring-back tone,
    2. dial ✶ **7**; your station's BLF light turns on at called station,
    3. hang up handset.

- **To cancel station-to-station messaging,**

    1. press **ITCM** and dial **# 7,**
    2. dial extension number of station where you left the call-back indication,
    3. press **SPKR**.

Programming Your Telephone

- **To store autodial or personal speed dial numbers,**

    1. press **OPTIONS,**
    2. press **NEXT** four times**,**
    3. press **ADIAL** or **SDIAL** to choose autodial or speed dial programming,
    4. press programmable button,
    5. press line button, or dial **1**, **2**, **3**, or **4**, to select line groups **1– 4**, or dial **0** for system to select line,
    6. dial number to be stored (16 digits maximum) to store hookflash in an autodial sequence, press **TAP;** press **HOLD** to store pause (only if needed),
    7. press **SAVE,** then press next programmable button, and dial another number to be stored,
    8. repeat previous step until finished then press **SPKR**.

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

- **To store extension numbers at DSS buttons,**

    1. press **OPTIONS**,
    2. press **NEXT** five times,
    3. press **DSS,**
    4. press programmable button,
    5. dial extension number,
    6. press next programmable button and dial another extension number,
    7. repeat previous step until finished then press **SPKR** to end.

- **To store special purpose feature buttons,**

    1. press **OPTIONS**,
    2. press **NEXT** five times,
    3. press **FEAT**,
    4. press **NEXT** until the feature you want is displayed,
    5. press desired feature button,
    3. press programmable button,
    7. press **NEXT** to program another feature or **EXIT** to quit.

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

Index

Personal Notes

Personal Notes

COMDIAL ®

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