COMDIAL®

Industry Standard Telephone (IST)
Station User's Guide
DXP, DXP Plus, and FX Digital Telephone Systems

This user's guide applies to industry standard single-line telephones such as the model 2500-** when used with the DXIST-** or FXIST*-** industry standard telephone interface circuit board.

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

Contents

1. INTRODUCTION

This manual serves as a helpful guide for using all the functions of your new telephone and as a quick reference guide.

You may have your telephone programmed to provide an intercom dial tone when you lift the handset. This arrangement is known as "prime intercom." You may, however, have your telephone programmed to provide outside line dial tone instead. This arrangement is known as "prime line automatic" or "idle line preference." Unless otherwise noted, the following instructions are for telephones with prime intercom, which means that you can dial system feature codes as soon as you lift the handset. If your telephone has a different arrangement, you must obtain intercom dial tone before you can dial the various feature codes. To do this, press and release the hookswitch after you hear the outside line dial tone. This action places the outside line on hold and causes intercom dial tone to return to your telephone.

2. FLASHING THE HOOKSWITCH

Pressing and releasing the hookswitch is commonly known as "flashing" the hookswitch or performing a FLASH. If your telephone has a TAP button, we recommend that you press TAP instead of flashing the hookswitch, since you can inadvertently disconnect the line by pressing and releasing the hookswitch.

If your system has the internal flash feature enabled, you can obtain intercom dial tone while on an outside line by flashing the hookswitch. However, to generate a hookflash signal on the outside line, you must flash for intercom and dial ✸ 08. With the internal flash feature disabled, you can flash the hookswitch while on an outside line to generate a flash on an outside line. However, you cannot flash the hookswitch to obtain intercom dial tone.

3. ANSWERING CALLS

3.1 Answering A Call

- To answer a call that is ringing at your telephone,
  –lift handset.

3.2 Using Call Pickup

- **To answer a call that is ringing at another station in your group**

1. Lift handset.
2. Dial # 4. (you must have the ringing station programmed into your call pickup group).

- **To answer a call that is ringing at any station**

1. Lift handset.
2. Dial * 4 plus station number of ringing telephone

3.3 Using Night Mode

- **To answer a call that is ringing the night bell or night transfer station (LAFAS-Line Answer From Any Station)**

1. Lift handset.
2. Dial zone code 65–68 to select the ringing zone (1–4) at the location of the bell, or dial zone code 69 to answer any ringing zone.
3. Answer call.

4. MAKING CALLS

4.1 Using Prime Line Preference

The following instructions apply to telephones programmed for prime line automatic or idle line preference.

- **To make a call**

1. Lift handset and listen for outside dial tone.
2. Dial the outside number.

- **To access an intercom line**

1. Lift handset.
2. FLASH the hookswitch.
3. Listen for intercom dial tone.
4. Dial station number or intercom feature code.
5. Complete intercom call.
6. Hang up handset.

4.2 Using Prime Intercom

The following instructions apply to telephones programmed for prime intercom.

- **To make a call**

1. Lift handset and listen for intercom dial tone.
2. Dial station number or intercom feature code, or use the redial or speed dial feature.

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

1. Lift handset and listen for intercom dial tone.
2. Dial the line group access code:

Line Group Access Codes

9 = line group 1,
80–89 = line groups 2 through 11,
60–64 = line groups 12 through 16,

3. Listen for outside dial tone.
4. Dial number or use the redial or speed dial feature.

- **To queue for a busy line group**

1. Lift handset and listen for intercom dial tone.
2. Dial line group access code (9, 80–89, 60–64).
3. Hear busy tone.
4. Dial * 6.
5. Hang up.

- **To answer queuing ring-back**

 —Lift handset and hear dial tone for outside line.

- **To cancel queuing**

1. Lift handset and hear dial tone.
2. Dial # 6.
3. Hang up.

4.3 Using Last Number Redial

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

1. Lift handset and listen for intercom dial tone.
2. FLASH the hookswitch and press #. The system makes the call over the last line that you used.

- **To redial the last number that you dialed at your telephone (if the last line you have used is busy)**

1. Dial line group access code (9, 80–89, 60–64).
2. FLASH the hookswitch,
3. Dial * 01 #.

4.4 Using Speed Dialing

- **To program personal speed dial numbers**

1. Lift handset and listen for intercom dial tone.
2. Dial * * 1.
3. Dial memory location (1–0), then dial 00 for prime/last line -or- 01–16 for line groups 1–16.
4. Dial the number sequence you want to store (up to 16 digits that can include # and *).
5. If necessary, press and release the hookswitch to store a hook-flash.
6. Hang up the handset.
7. Repeat the above procedure for each speed dial number you wish to program.

)*To prevent the possibility of storing an incomplete speed dial number, hang up your handset and lift it again between each number you are programming. The dual tone multi frequency (DTMF) receiver times out in 20 seconds (default), or the installer can set it for any value between 5 and 45 seconds. Hanging up your handset between each programming entry causes the DTMF receiver timer to restart before you begin programming the next number.*

• **To dial personal speed dial numbers**

1. Lift handset and listen for intercom dial tone.
2. FLASH the hookswitch -or- dial * 01,
3. Press desired speed dial location (dial pad buttons 1–0).
   Call will dial automatically.

• **To dial personal speed dial numbers (if all lines in the line group used for the preselect are busy):**

1. Lift the handset and listen for dial tone.
2. Dial a different line group access code than the one used for the preselect and listen for outside dial tone.
3. Flash the hookswitch -and- dial *01
4. Press the desired speed dial location (dial pad buttons 1-0).
   The call will dial automatically over alternate line group.

• **To dial system speed dial numbers**

1. Lift handset and listen for intercom dial tone.
2. FLASH the hookswitch -or- dial * 01*.
3. Dial the desired system speed dial bin code. Depending on how your system is configured, the speed dial bin code can have the following range: Contact your system administrator to determine which range is active.

   a) For systems setup with 500 storage locations, the range is 100-599
   b) For systems setup with 1000 storage locations, the range is 000-999.
   c) For systems setup with 2000 storage locations, the range is 0000-1999.

- **To dial system speed dial numbers (if all lines in the line group used for the preselect are busy)**

1. Lift the handset and listen for intercom dial tone.
2. Dial a different line group access code than the one used for the preselect and listen for outside dial tone.
3. FLASH the hookswitch -and- dial *01*
4. Dial the desired speed dial bin. Depending on how your system is configured, the speed dial bin code can have the following range: Contact your system administrator to determine which range is active.

   d) For systems setup with 500 storage locations, the range is 100-599

   e) For systems setup with 1000 storage locations, the range is 000-999.

   f) For systems setup with 2000 storage locations, the range is 0000-1999.

- **To store an intercom number as a speed dial number**

1. Lift handset and listen for intercom dial tone.
2. Dial * * 1.
3. Press the button you want to program (1–0).
4. Press 8 to preselect intercom.
5. Dial the intercom number or feature code you want to store (up to 16 digits that can include # and *).
6. Hang up handset.
7. Repeat procedure for each speed dial number.

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

5. HOLDING CALLS

- **To place a call on hold that only you can retrieve**

1. FLASH the hookswitch.
2. Hang up handset.

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

1. Lift handset and FLASH the hookswitch, or lift handset, listen for dial tone, and dial # #.
2. Answer call.

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

1. FLASH the hookswitch.
2. Dial * 90.
3. Dial station number of telephone to receive the held call.
4. Hang up handset.

- **To retrieve a held call at another station**

1. Lift handset and listen for intercom dial tone.
2. Dial # 90.
3. Dial station number of station that has the held call.
4. FLASH the hookswitch.
5. Answer call.

- **To answer a call at the station receiving held call**

1. Lift handset and listen for hold confirmation tones.
2. FLASH the hookswitch.

• **Hold Recall Feature**

—After a preprogrammed length of time, a call that you have placed on hold will automatically ring back to your telephone.

1. Lift handset.
2. Answer the recalling line.

5.1 Using Call Park

• **To park a call**

1. FLASH the hookswitch.
2. Press *.
3. Dial park orbit access code (910–999 for orbit 10–99). If the first orbit is busy, dial another park orbit access code.
4. Hang up handset.
5. Use paging feature to announce call and park orbit access code if necessary.

☞ *If no one retrieves the parked call within a preprogrammed time, it reverts back to your telephone as a held call. You can only place one call in an orbit at a time.*

• **To retrieve a parked call**

1. Hear announcement.
2. Lift handset.
3. Press #.
4. Dial park orbit access code (910–999).
5. Answer call.

6. TRANSFERRING OUTSIDE CALLS

6.1 Using Screened Transfer

• **To announce a call before transferring**

1. Answer outside call.
2. FLASH the hookswitch (this places the call on hold).
3. Dial intercom number of station.
4. Upon answer, announce the call.
5. Hang up the handset (this transfers the call).

• **To do a quick screened transfer to intercom or tie line**

☞ *Quick Transfer must be enabled in Class of Service programming for this feature to operate.*

1. Answer call.
2. Dial intercom number or tie line access code for transfer location.
3. When party at transfer station answers, announce call.
4. Hang up handset.

• **If station is busy or user does not answer**

—FLASH the hookswitch and return to outside call.

6.2 Using Unscreened Transfer

• **To transfer a call without first announcing it**

1. Answer outside call.
2. FLASH the hookswitch (this places the call on hold).

3. Dial intercom number of station.
4. Hang up handset.

To do a quick unscreened transfer to intercom or tie line

☞ *Quick Transfer must be enabled in Class of Service Programming for this feature to operate.*

1. Answer call,
2. Dial intercom number for transfer location,
3. Hang up handset.

☞ *If no one answers the transferred call within a preprogrammed time, it will re-ring your telephone.*

• **If station is busy or the user does not answer**

—FLASH the hookswitch and return to outside call.

7. CONFERENCING STATIONS

- **To conference between yourself, one outside party, and one intercom party, or between yourself and two intercom parties**

1. Answer or make a call.
2. FLASH the hookswitch (this places the call on hold),
3. Dial intercom number of station.
4. When the party answers, have a conversation with that party (consultation hold), or announce that you are forming a conference with the first party (three-way conference).
5. FLASH the hookswitch once to establish the three-way connection,

 —OR—

 FLASH the hookswitch twice to drop the consulting party and return to the first party to complete conversation.
6. Hang up handset to end calls.

- **To conference between yourself and two outside parties:**

1. Answer or make a call on an outside line.
2. FLASH the hookswitch (this places the call on hold),
3. Make a second outside line call.
4. When the party answers, have a conversation with that party (consultation hold), or announce that you are forming a conference with the first party (three-way conference).
5. FLASH the hookswitch once to establish the three-way connection.
6. Hang up the handset to end the calls.

 ☞ *Flashing the hookswitch during a line-to-line conference is not allowed once the conference is established.*

7.1 Using Broker's Call

- **To establish two simultaneous calls and alternate between them**

1. Answer or make a call.
2. FLASH the hookswitch (this places the call on hold),
3. dial * 07.
4. Dial number of second party.
5. FLASH the hookswitch (this places the second call on hold).
6. FLASH the hookswitch when you want to alternate between calls.
7. Hang up the handset to end the current call
8. FLASH the hookswitch to return to the other party.
9. Hang up the handset to end the call.

8. USING THE MESSAGING FEATURE

• **Using Message Waiting Control**

☞*Only the person who sent the message and the person receiving the message can turn off the message-waiting light.*

• **To turn on the message-waiting light and broken dial tone at a telephone**

☞ *Message Wait Stutter Dial Tone must be enabled in Class of Service programming for the target station.*

1. Dial * 3.
2. Dial station number of the telephone you want to alert. The message-waiting light of that station will flash.

• **To turn off the message-waiting light and broken dial tone at a busy or idle station**

1. Dial # 3.
2. Dial station number of the telephone you alerted. The message-waiting light of that station will turn off.

• **To retrieve a message at an alerted station**

1. Observe flashing message waiting light or hear broken dial tone.
2. Lift handset.
3. Dial # 00.

☞*Due to differences in system programming, you may have to retrieve messages by obtaining intercom dial tone and dialing the operator's station number.*

8.1 Using LCD Messaging

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

- **To turn LCD messaging on**

1. Lift handset.
2. Dial * 02.
3. Dial message code number (01–30), then press #.

- **To turn LCD messaging off**

1. Lift handset.
2. Dial # 02.

9. USING RECALL/FLASH

The reaction of your telephone depends on how it was programmed by the installer. When you access an outside line using the line group feature and then flash the telephone hookswitch, your telephone will react in one of the following ways.

- **Obtain intercom dial tone**

- **Recall outside line dial tone**

- **Access outside features.**

If the installer programmed the telephone to recall outside line dial tone or to flash for outside features, you cannot obtain intercom dial tone while on an outside line.

If the installer programmed the telephone to obtain intercom dial tone, you can either recall outside dial tone or flash for outside features (depending on system programming) by performing the following step:

—while on an outside line, FLASH the hookswitch and dial * 08.

10. MAKING A PAGING ANNOUNCEMENT

10.1 Using External Paging

- **To page over an external public address system**

1. Lift handset and listen for intercom dial tone.
2. Dial preprogrammed page zone number (71–77 or 70).
3. Make announcement.

10.2 Using All-Call and Zone Paging

- **To page**

1. Lift handset and listen for intercom dial tone.
2. Dial zone number (71–77 or 70 for all-call).
3. Make announcement.
4. Remain on line if awaiting a reply (meet-me page),

    – OR –

    hang up handset.

10.3 Using Meet-Me Page

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 and listen for intercom dial tone.
2. Dial 78.
3. Meet paging party on line.

11. FORWARDING CALLS

- **To forward just your prime line and intercom calls to another telephone as soon as they ring your telephone**

1. Lift handset and listen for intercom dial tone.
2. Dial * 51.
3. Dial station number of telephone to which you want to forward calls.

- **To forward just your prime line and intercom calls to another telephone after they ring at your telephone a few times or when you are busy on your telephone**

1. Lift handset and listen for intercom dial tone.
2. Dial * 53.
3. Dial station number of telephone to which you want to forward calls.

- **To forward all of your calls to another telephone as soon as they ring at your telephone**

1. Lift handset and listen for intercom dial tone.
2. Dial * 52.
3. Dial station number of telephone to which you want to forward calls.

- **To forward all of your calls to another telephone after they ring at your telephone a few times or whenever you are busy on your telephone**

1. Lift handset and listen for intercom dial tone.
2. Dial * 54.
3. Dial station number of telephone to which you want to forward calls.

- **To cancel call forwarding**

1. Lift handset and listen for intercom dial tone.
2. Dial # 5.
3. Hang up.

11.1 Call Forward Outside System (CFOS)

The Call Forward Outside System feature allows you to forward intercom and incoming and transferred line calls to telephone numbers outside the system. This feature requires various levels of system programming to be activated by the installer before this feature is operational.

- **To activate CFOS for an IST telephone**

1. Lift the handset and listen for intercom dial tone.
2. Dial *56
3. Choose CFOS type:
    g) Dial 1 for intercom calls only
    h) Dial 2 for line calls only
    i) Dial 3 for both intercom and line calls
    j) Dial 4 for Ring-No-Answer intercom calls only

    k) Dial 5 for Ring-No-Answer line calls only

    l) Dial 6 for Ring-No Answer intercom and line calls

4. Press # once. This sets the CFOS type.

5. Dial the code for line pre-select

    a) Dial 00 for Prime/Last line -OR-

    b) Dial 01~16 for line groups 1-16

6. Dial the outside number you wish the calls to be forwarded to.

7. Hang-up the handset.

• **To De-Activate CFOS**

1. Lift the handset

2. Dial *56

3. Hang up

> *** Comdial has taken reasonable steps in the design of all product features, including CFOS, which protect against unauthorized or fraudulent access to, or use of, a system, or which protect against unauthorized, fraudulent or unaccounted-for access to, or use of, long distance lines. However, no system is entirely invulnerable or immune from unauthorized or fraudulent access or use, or unaccounted-for access or use, and therefore Comdial disclaims any and all liability, and makes no warranty, express or implied, relating to unauthorized or fraudulent access or use, or unaccounted-for access or use.**

12. USING THE TRACKER PAGING SYSTEM

The Tracker Pager System option allows you to send call back and parked call messages to Tracker pagers assigned to station numbers.

If you have a Tracker pager assigned to your personal intercom number, you can receive messages that someone else sends you. The system automatically installs the Tracker pager for your use; however, you can disable it when you do not wish to receive paged messages and when you leave at the end of your day. If you do disable your Tracker pager at the end of your day, be sure to enable it at the beginning of your next day.

- **To track a called party after receiving a ring-no answer**

  1. Make an intercom call to someone and receive no answer.
  2. Dial * 8.
  3. Hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted).
  4. Hang up handset.

- **To track a called party without first calling them**

  1. Lift handset and listen for intercom dial tone.
  2. Dial * 8.
  3. Dial station number.
  4. Hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted).
  5. Hang up handset.

- **To use Tracker to transfer a call to a park orbit for retrieval and transmit the call's park orbit code and caller ID information (if available)**

1. Answer a call.
2. FLASH the hookswitch.
3. Dial station number of station that is to receive the call.
4. If the user at the called station does not answer or the station is busy, dial * 8.
5. Hear confirmation beep (Tracker page accepted) or busy tone (Tracker page not accepted).
6. Hang up handset.

☞ *Tracker parked calls will re-ring your station if the called party does not respond within a preprogrammed time. You can either replace the call into another Tracker page orbit or retrieve the call for servicing.*

- **To retrieve a call that you parked using the Tracker option**

 —Lift handset and FLASH the hookswitch,

 – OR –

 —Lift handset, listen for dial tone, and dial # #.

12.1 Responding To Tracker Pager Calls

- **If you receive a parked call message on your Tracker pager**

1. Go to any system station.
2. Lift handset and listen for intercom dial tone.
3. Dial the orbit code (#800–#899) displayed on your pager.
4. Retrieve call.

• **To disable or enable a Tracker pager at your station**

1. Lift handset and listen for intercom dial tone.
2. Dial # 06 to disable,

   – OR –

   Dial # 07 to enable,
3. Hang up handset.

13. CAMPING ON AT A STATION

When an intercom call is made to a phone that is not answered or is busy, the caller has the ability to Camp On to that station. This action causes the callers phone to automatically ring when the station is available.

☞ *You can camp on at only one station at a time.*

13.1 Camping On To An Idle Station

If you call another station and hear ringing but receive no answer, you can dial a feature code 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. Make intercom call and receive no answer.
2. Dial * 6.
3. Hang up handset. Callback will occur when the user at the called station initiates any telephone activity, then becomes idle.

- **To cancel the camp-on activity at any time**

1. Lift handset and listen for intercom dial tone.
2. Dial # 6.
3. Hang up handset.

13.2 Camping On To a Busy Station

If you call another station and receive a busy signal or a Do Not Disturb tone, you can dial a feature code that will cause the system to ring your telephone when the station is available.

- **To camp on at any busy station**

1. Make intercom call and hear busy signal.
2. Dial * 6.
3. Hang up. Callback will occur when the called station becomes idle.

- **To answer callback ring**

  —Lift handset and called station will ring. If you do not lift the handset, you will cancel the callback.

- **To cancel automatic callback before camp recall occurs**

1. Lift handset and listen for intercom dial tone.
2. Dial # 6.
3. Hang up.

- **To camp on at a station with a Do Not Disturb condition set**

1. Make intercom call and hear busy tone.
2. Dial * 6.
3. Hang up. A callback will occur when the user at the called station disables the Do Not Disturb mode.

- **To override a call or a Do Not Disturb condition at another telephone (Executive Override)**

1. Make intercom call and hear a busy signal.
2. Dial * 03 (all parties will hear several tone bursts).
3. Speak your announcement.

☞ *If the called station is in DND mode and busy, the IST phone can dial *03 once to override DND and *03 again to Executive Override, provided the installer has enabled both capabilities.*

13.3 Initiate Call Waiting At A Busy Station

If the telephone you have called is busy, you can send a call-waiting tone to the telephone and wait on line for an answer.

- **To activate call waiting when you hear a busy signal**

1. Make intercom call and receive busy signal.
2. Dial * 6 (called party hears tone).
3. Wait on line for an answer or hang up and wait for a callback when the called telephone becomes idle.

The called party can place the current call on hold or disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue current conversation.

- **To cancel call waiting**

1. Lift handset and listen for intercom dial tone.
2. Dial # 6.

- **To answer a call-waiting tone**

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.

13.4 Line Call Waiting

If you have the telephone company provided call waiting feature, the installer may arrange your telephone so that you can answer the external waiting call without ending your current call. You can answer an external waiting call as follows

1. Hear short tone burst in your handset receiver while on a call.
2. FLASH the hookswitch to receive waiting call and place current call on hold.
3. FLASH the hookswitch when you want to alternate between original call and waiting call.
4. Hang up handset to end the current call
5. FLASH the hookswitch to return to the other line
6. Hang up to end the call.

NOTES:

14. QUICK REFERENCE GUIDE

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach this sheet and keep it near your telephone to serve as a stand alone reference. All access codes are entered from the intercom mode of operation.

Feature	Enable Code	Disable Code
Account Code	*04 + Account Number	
All Call	70	
Attendant Calling	0	
Authorization Code	#08	
Automatic Callback and Call Waiting	*6	#6
Broker's Call	*07	
Call Divert Station	*55 + Station Number	
Call Forward Personal	*51 + Station Number	# 5
Call Forward All Calls	*52 + Station Number	
Call Forward, Ring-No-Answer, All Calls	*54 + Station Number	
Call Forward, Ring-No-Answer, Personal Calls	*53 + Station Number	
Call Park Orbit 910-999	* (910-999)	
Call Park Pickup	# (910-999)	
Call Pickup-Directed	*4 + Station Number	
Call Pickup-Group	#4	
Dial Saved Number	*09	
Do Not Disturb	#01	#01 (repeat)
Do Not Disturb Override	Station Number + *03	
LCD Messaging	* 02 + message number	
Line Group 1	9	
Line Group 2-11	80-89	
Line Group 12-16	60-64	

Feature (Continued)	Enable Code	Disable Code
Line Answer From Any Station Zones 1-4	65-68	
Line Answer From Any Station All Zones	69	
Meet-Me Answer Page	78	
Message Waiting	*3 + Station Number	#3 + Station Number
Message Wait Retrieval	#00	
Operator Access	0	
Paging, All Call	70	
Paging, Zones 2-8	71-77	
Park Orbit Retrieve	#910-#999	
Park Orbit Send	*910-*999	
Pick Up Last Line	*08	
Redial Last Dialed Number	#	
Saved Number Redial	*06	
Speed Dial Access Code	*01	
Speed Dial, Station	1-0	
Speed Dial, System	*100-*599	
Speed Dial, Programming	**1	
TAP Dialing Code	##	
Tracker, Call	*8	
Tracker, Message Retrieve	#800-#899	
Tracker Pager	#07	#06

☞The dialing codes provided in this quick reference guide are default values. Your system installer has the ability to re-number these codes.

15. GLOSSARY

A

Account Code

A group of numbers, up to 16 digits in length, entered by station users during incoming or outgoing calls; the system uses account codes to identify the calls by category, or special grouping, for call accounting purposes.

All-Call Paging

Paging through the intercoms of all stations in the system.

Attendant

Also known as the operator; typically, the first person to answer incoming calls and responsible for directing calls to the proper person or department.

Automatic Callback

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

Automatic Redialing

Turning on a program that automatically redials the last number dialed.

Automatic Route Selection (ARS)

ARS allows the system to automatically select the least costly line group available to a station to route a call. The system modifies the dialed number, if needed, to match the selected line group. ARS makes routing decisions based entirely upon the programming of the system.

B

Broker's Call

A feature that allows two simultaneous calls and the ability to alternate between them.

C

Call Forward

Designating another telephone to receive intercom calls normally directed to the user's telephone

Call Forward Outside System (CFOS)

Allows station users to forward incoming or transferred line calls to telephone numbers outside the system.

Call Park

Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call Pick-Up

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.

Caller ID

Allows station users to view the originating line number of incoming calls before they are answered.

Camp On

Process that allows a user to wait for a busy or idle line to become available and immediately be called back by the system; also allows users to send a tone to busy telephone to notify the station that a call is waiting.

Class of Service (COS) Programming

Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Direct Inward System Access (DISA)

An enhancement option that allows outside callers to directly call a station or access certain internal system features, including all line groups and ARS. To prevent fraudulent access and unauthorized use, the caller must use an authorization code and system access code to gain access to outside lines as well as many of the advanced telephone features.

Direct Inward Dialing (DID)

This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Do-Not-Disturb

A mode that disables incoming call ringing and intercom caling.

Dual Tone Multiple Frequency (DTMF)

The tones made by your telephone when you dial.

E

Executive Override

Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Hookflash

Action that occurs when the TAP button is pressed or when momentarily depressing and releasing the hookswitch in a specified period of time (typically 600 milliseconds).

Hookswitch

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

I

Industry Standard Telephone (IST)

Analog telephone with on a basic 12 button keypad and no advanced features. Some instruments may also include TAP buttons and/or message lamps.

Intercom

An internal communication system that allows you to dial another station at your office or location without connecting to the outside telephone system.

K

Keypad

Buttons on the telephone (0-9, #, and *) used for dialing.

L

Last Number Redialing

Automatically dialing the last number dialed.

Line Groups

Programmers assemble and program outside lines into distinct line groups which must be accessed by using specific dialing codes.

Line Queuing

When several telephones share a line and that line is busy, a user can dial a code and hang up to wait for the line to become idle. When the line becomes idle, the user's telephone will ring.

M

Meet-Me Answer Page

Any user can dial a code in response to an all-call or zone page and be connected to the paging party in a private conversation.

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 you status.

N

Night Transfer

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

O

Operator Station

Also known as the attendant station, this system station is programmed to ring when users dial the operator; usually considered the central message desk of the system although multiple attendant stations are possible.

P

Paging

This feature allows station users to dial-up customer provided loudspeaker paging equipment and page over externally placed loudspeakers and determines what paging zones, if any, a station can page over.

Prime Line

A line designated to a particular telephone and automatically selected when the handset is lifted.

Privacy

Line feature, assigned by the programmer, to allow any one station to access a line at any time; no other station has access to the line unless the user makes it available through conferencing.

Pulse/Tone Switching

Changing from pulse/rotary dial signals to tone/DTMF signals.

Q

Queue

Method by which a station user waits for an available line by dialing a code and waiting for the system to call back.

R

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

Screened Call Transfer

Allows users to first announce and then transfer both line and intercom calls from on station or group to another.

Service Observing

Class of Service programming option allows users to enter an in-progress call in an unannounced muted mode to monitor the call.

Speed Dialing

Autodialing performed by the system. Speed dial numbers are stored in bins and accessed by dialing the bin number. Speed dialing bins can be personal, where access is only by one specific user, or system, where access is by anyone in the system.

Station

A single system telephone with an individual identity and feature set assigned by the programmer.

Station Message Detail Accounting (SMDA)

Station message detail accounting provides a record of the incoming and outgoing calls handled by the system on selected lines. This record provides information for accounting and traffic analysis studies.

System Speed Dial

System speed dialing provides system users with a repertory of up to 500 numbers that they can dial from any telephone in the system. The installer or the attendant is responsible for storing the system speed dial numbers.

T

TAP (Flash/Recall)

Depending on your system's programming, this button gives you a fresh dial tone or activates a hookflash.

Toll Restriction

Class of service feature by which the system allows or denies outgoing calls to selected numbers over selected lines.

Tracker Pager

The Tracker optional pager system allows you to send and receive messages to Tracker pagers assigned to station extension numbers.

U

Unscreened Call Transfer

Allows users to transfer line or intercom calls from one station or group to another without first announcing them.

Unsupervised Conference

After establishing a conference between two outside parties, the originator drops out leaving a line to line unsupervised connection with the remaining parties.

Z

Zone Paging

Each station is assigned a paging zone in system programming. By dialing the access code for the zone, paging is restricted to only those stations in the selected zone.

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