

**★AMERICOM**

**LCD Speakerphone  
System User's Guide**

**COMDIAL**  
Made right in the USA

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

**System Models:**

D0408, software cartridge A0408 Rev. 11B and later

D0816, software cartridge A0816 Rev. 11B and later

D1632, software cartridge A1632 Rev. 11B and later

**Telephone Model:**

7010S-\*\* All Revs

7016S-\*\* All Revs

**Special Note:** This user's guide applies to users for whom an installer has performed special programming steps that enable interactive button function on the telephone.

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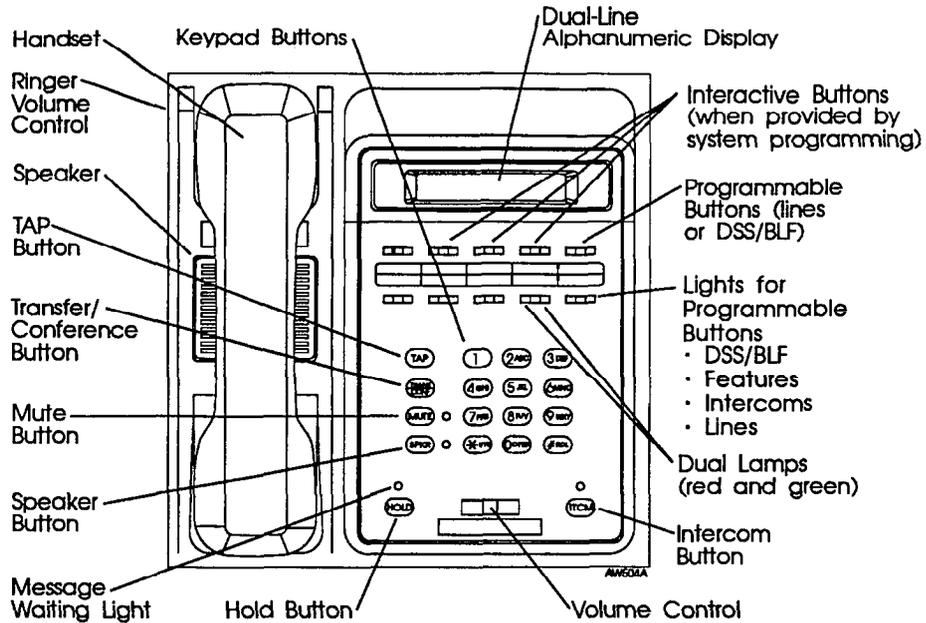
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## *LCD Display Abbreviations*

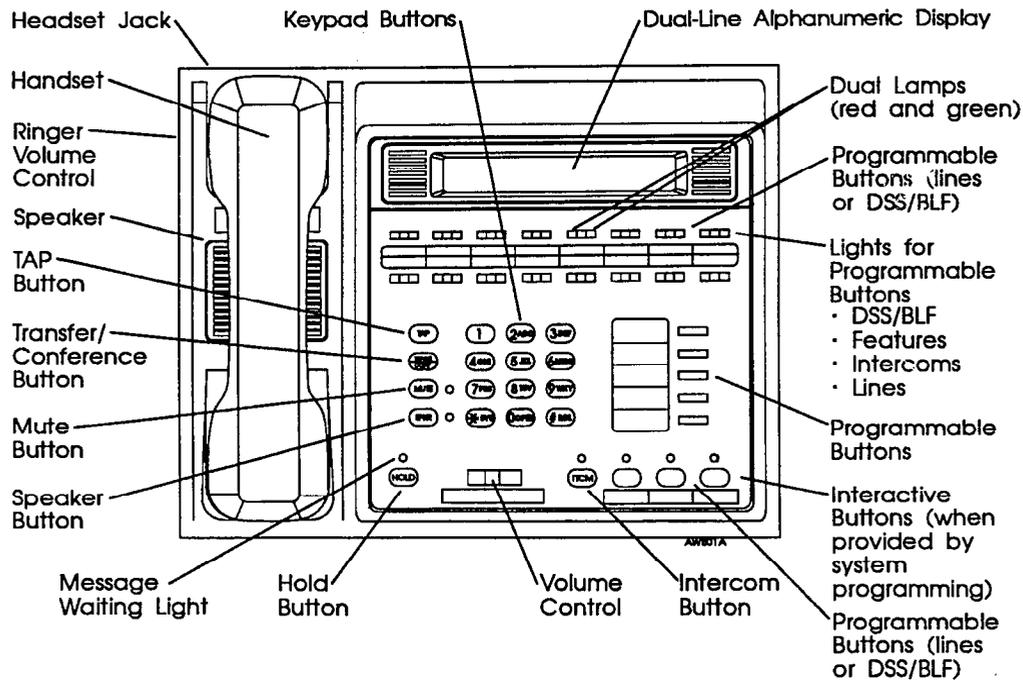
This chart identifies the abbreviations that appear in your LCD display.

<b>ADIAL</b>	Automatic Dial
<b>ALL</b>	All
<b>ANS</b>	Answer
<b>ARDL</b>	Automatic Redial
<b>BGM</b>	Background Music
<b>BKSP</b>	Back Space
<b>BLOCK</b>	Block
<b>CAMP</b>	Camp
<b>CFWD</b>	Call Forward
<b>CLBK</b>	Call Back
<b>CLEAR</b>	Clear
<b>CWAIT</b>	Call Waiting
<b>DARK</b>	Dark (Contrast)
<b>DISP</b>	Display
<b>DND</b>	Do Not Disturb
<b>DSS</b>	Direct Station Select
<b>EXIT</b>	Exit
<b>FEAT</b>	Feature
<b>FWD</b>	Forward
<b>G (followed by a number)</b>	Group
<b>HOLD</b>	Hold
<b>HVHLD</b>	Have Hold
<b>L (followed by a number)</b>	Line
<b>Last No Saved</b>	Last Number Saved
<b>LIGHT</b>	Light (Contrast)
<b>MSG</b>	Message
<b>NEXT</b>	Next Display
<b>OVER</b>	Override
<b>P (followed by a number)</b>	Port
<b>PERS</b>	Personal
<b>PREV</b>	Previous Display
<b>RECALL</b>	Recall
<b>RECON</b>	Reconnect
<b>RING</b>	Ring Tone
<b>S (followed by a number)</b>	Station
<b>SAVE</b>	Save Number
<b>SDIAL</b>	Speed Dial
<b>SEND</b>	Send Transfer
<b>SET</b>	Set
<b>SOHVA</b>	Secure Off-Hook Voice Announcement
<b>TIMER</b>	Timer
<b>TKMSG</b>	Take Message
<b>VAB</b>	Voice Announce Block
<b>Voice Ann. Block</b>	Voice Announce Block



10-Button LCD Speakerphone

10-Button LCD Speakerphone



16-Button LCD Speakerphone

## ***Using This Guide***

To help you use your telephone to its fullest capacity, this comprehensive user guide describes your telephone and tells you how to use it.

The introductory sections help you become familiar with the controls and indicators on your telephone. They are titled as follows:

- Knowing Your Telephone
- Understanding What The Lights Mean

The operation sections define often-used features and provide instructions for their use. These sections and their contents are arranged with the more frequently used items provided before those less often used. The title of these sections are:

- Using Your Telephone To Answer Calls
- Using Your Telephone To Make Calls
- Using Your Telephone To Place Calls On Hold
- Using Your Telephone To Transfer Calls To Another Telephone
- Using Your Telephone For Conferencing Telephones Together

The special purpose features of the telephone are grouped alphabetically into one section:

- Using The Other Telephone Features

Your telephone provides several non-verbal ways to communicate using lights and indicators. The descriptions of these methods are provided in a separate section and are arranged with the more frequently used methods provided before those used less often. This section is titled

- Sending And Receiving Non-Verbal Messages

You can program many of the buttons on your telephone to enhance the unit's versatility and usability. These programming instructions are arranged alphabetically in the section titled

- Programming Your Telephone

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

## ***Knowing Your Telephone***

---

The 7010S-\*\* and 7016S-\*\* LCD speakerphones provide many versatile features for your use. These features are explained in terms of what they allow you to do.

---

- **Alphanumeric Display (Liquid Crystal Display - LCD)**
  - Displays time, day, and date
  - Keeps you apprised of the status of your telephone
  - Provides programming prompts
- **Headset Jack (used only with a 16-line speakerphone)**
  - Allows you to use your telephone privately and in a handsfree mode
  - Improves operation during heavy call traffic
- **Hold Button**
  - Places a line on hold
  - Stores pauses in number sequences during programming
  - Used for accessing second level automatic dialing numbers
- **Interactive Buttons**
  - Provide quick and easy access to system features
  - Provide straightforward button programming without dialing codes (the interactive buttons themselves, however, are not programmable)
- **Intercom Button (ITCM)**
  - Selects an intercom line
  - Initiates many of the telephone's features
- **Message Waiting Light (located above the Hold Button)**
  - Indicates that a message awaits pick up
- **Microphone Opening**
  - Allows handsfree operation of speakerphone (speak clearly toward microphone opening)
- **Mute Button**
  - Keeps the person on the line from hearing your conversation

- **Programmable Buttons**
  - Allow you to store numbers for automatic dialing functions
  - Allow you to store telephone extension numbers for Direct Station Selection (DSS)
  - Indicate which lines are either in use or on hold (green light)
- **Speaker**
  - Sounds distant party's voice
  - Sounds ringing and call progress tones
- **Speaker Button (SPKR)**
  - Turns your speaker on or off
  - Disconnects a call when you are on a handsfree call
  - Ends or cancels programming
- **TAP Button** (must be preprogrammed for only one of the following functions)
  - Recalls dial tone, or
  - Activates host system features
- **Transfer/Conference Button (TRANS/CONF)**
  - Transfers calls
  - Sets up conference calls
- **Volume Control**
  - Regulates the volume of the speaker, the handset, and the headset

## ***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 or station is calling you.

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

### **Next to a line button:**

Steady green = this is your line, either on-hook ( in a handsfree mode) or off-hook, when the line is active.

Steady red = another station is using this line.

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

Winking green = your line is on hold.

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

Fluttering green = your line has been recalled from hold.

Fluttering red = the line put on hold by another station has recalled.

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

Steady red = the feature is on.

Steady off = the feature is off.

### **Next to an intercom button:**

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

Fluttering red = auto redial is in use.

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

### **Above the HOLD button:**

Flashing = message awaits pick up.

**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.

**Above the MUTE button:**

On steady = called party cannot hear your conversation.

## ***Answering Outside Calls***

---

A call that rings on an outside line sounds long single tone bursts and lights the line status light. The light flashes red for any ringing line.

---

When you hear outside ringing (long single ring bursts) and observe a flashing light, answer the call as follows:

- press button of ringing line if flashing light is red,
- speak toward the telephone (lift handset if privacy is desired),



- lift handset if you have ringing line preference.

## ***Answering Intercom Calls***

---

An intercom call is one that is made from one system telephone to another. An intercom party can call you through your speaker instead of ringing your telephone or an intercom party can ring your telephone if they desire (intercom ringing sounds two short ring bursts). Voice calls can be blocked. See the discussion titled *Blocking Voice Announced Calls* for details if you wish to use this feature.

---

When you hear a short tone burst followed by a caller's voice,

- speak toward the telephone to answer. Lift handset if privacy is desired.

When you hear intercom ringing (two short ring bursts),

- press ITCM to talk. Lift handset if privacy is desired.

## ***Answering Calls At Monitored Stations***

---

Your system may provide a station monitoring feature, which allows you to monitor the status (idle, ringing, or busy) at other stations. If your telephone has this feature, a BLF light will flash whenever a DSS station is ringing. In this case, you can answer a call at a ringing DSS station by pressing the DSS button.

---

To answer a call at a monitored telephone, proceed as follows:

- note flashing BLF light,
- press DSS button,
- speak toward telephone to answer call. Lift handset if privacy is desired.

*NOTE: If you place the call on hold or if you transfer it to another telephone, the BLF light turns off. You can retrieve the call, if necessary, by pressing TAP.*

## ***Answering Night Transferred Calls***

---

The system attendant can take action that transfers incoming calls to a particular station or stations for off-hour ringing. After the attendant has set up this feature, you can answer an outside call when it rings anywhere in the system.

---

When you hear ringing,

- press ITCM,
- dial 8 0,
- speak toward telephone to answer call. Lift handset if privacy is desired.

## ***Making A Call Pick-Up***

---

Often, several telephones are arranged together in a user group by the system installer. If your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group. Also, you can answer a call that is ringing at any telephone in the system if you know the telephone's extension number.

---

To answer a call that is ringing within your group,

- press ITCM,
- dial # 4,
- speak toward telephone to answer call. Lift handset if privacy is desired.

To answer a call that is ringing at any telephone in the system,

- press ITCM,
- dial \* 4,
- dial extension number of ringing telephone,
- speak toward telephone to answer call. Lift handset if privacy is desired.

## ***Responding To A Secure Off-Hook Voice Announcement***

---

Your telephone can be set up to receive a Secure Off-Hook Voice Announcement (SOHVA). This feature allows an intercom caller to break into your call if you are using the handset. They do this by making an announcement through your handset receiver. This means that if you are on a speakerphone call, you cannot receive a SOHVA call; however, you will hear a ring burst and can go off-hook to receive a SOHVA call.

The Secure Off-Hook Voice Announcement consists of several short tone bursts and then a message that you hear in your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller.

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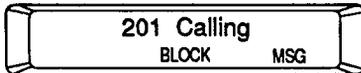
You can respond to a SOHVA call in one of two ways:

- **Verbally** : Press and hold **MUTE** button down and reply by speaking into handset. Distant party cannot hear response. Release button to return to distant party.
- **Non-verbally: (Response Messaging)**: If the announcing station has an LCD speakerphone, press **MSG** (message) then press **HVHLD** (have them hold), **TKMSG** (take a message), or **CLBK** (I will call back) to send the appropriate message. Autodial buttons can be programmed to use any of the 10 attendant-programmable LCD messages.

The message appears in the display of the telephone making the SOHVA announcement and then that telephone is automatically disconnected from your telephone. *(If the telephone to which you attempt to send a non-verbal message is not an LCD telephone, that station is immediately disconnected from the call.)*

You can also block a SOHVA to your station by pressing **BLOCK** when the SOHVA is initiated. The SOHVA call is then disconnected.

**Display 1**



**Display 2**



## Dialing Manually

---

You can manually dial a number over a selected telephone line. Or, if your telephone was given a prime line or idle line preference feature when it was installed, it will automatically select a line for your use when you lift the handset.

---

To dial an outside number manually,

- press line button to select line (remember: selecting a line is not necessary if a prime line or idle line preference feature has been assigned to your telephone and if you lift the handset to begin the call),
- listen for dial tone,
- dial number.

## Dialing Automatically

---

This feature provides one- or two-button autodialing using programmable buttons at which you have previously stored numbers. Two levels of number storage are available at each storage location. You can use one or both levels as needed. Further, a line choice is usually stored as part of an autodial number so that line selection is automatic with autodialing. Actual button programming is discussed in a separate section of this user's guide. Refer to it when you are ready to store numbers at the programmable buttons.

Speed dialing is autodialing using the keypad buttons. There are two types of speed dial numbers: (1) numbers that you store for your own use (personal speed dial numbers), and (2) numbers that are stored by the system attendant for everyone's use (system speed dial numbers).

---

To automatically dial a number (while telephone is on-hook),

- press preprogrammed button (line selection is usually a part of the stored autodial or speed dial number),  
**or**
- press **HOLD** then press preprogrammed button (to choose number stored as a second choice at that button).

To automatically dial a personal speed dial number from an idle telephone (while telephone is on-hook),

- dial speed dial number (0 - 9).

To automatically dial a system speed dial number from an idle telephone,

- Press \* and then dial system speed dial number (01 - 99).

*NOTE: If you are already on a line, press HOLD before dialing speed dial number.*

## ***Redialing***

---

If the last number you have called is busy or is not answering, you have several options for automatically redialing it. You can redial it once, initiate a repeated redialing of it, or save it for later redial using a preprogrammed saved number redial button. Refer to the procedures given in the programming section of this user's guide to preprogram a saved number redial button.

---

To automatically redial the last dialed number one time,

- press SPKR (or hang up handset) to disconnect current ringing or busy tone,
- while telephone is on-hook, press #,
- listen for ringing or busy tone over the monitor speaker:

- Ringing tone: When party answers, pick up handset.

- Busy tone: Press SPKR to disconnect.

To automatically redial the number once a minute for 10 minutes,

- press ARDL button.

The number will be dialed once a minute for 10 minutes (ITCM light flashes). Listen for ringing or busy tone over the monitor speaker.

You can cancel this automatic redial action (ITCM light turns off) with any of the following actions:

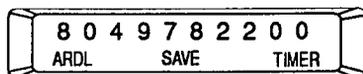
- lift and replace handset,

**or**

- use the telephone for some other function.

The system will save the first 16 digits of the last manually dialed number so that it can be redialed later; however, subsequent dialing activity overwrites any number the system has temporarily saved. If you wish, you can permanently store one 16-digit number at a time in this manner:

- to store the number, press **SAVE**;
- to dial the stored number, press **HOLD** and then press the **SAVED NUMBER REDIAL** button that was preprogrammed for this purpose.



## Using Line Groups

---

Some systems have telephone lines arranged into line groups that are made available at the telephone instead of individual lines. Your system administrator can tell you how your system is arranged. When line groups are available, you may access them for outside calling instead of pressing a line button to select a line for use.

---

If your system has line groups, access them as follows:

- press **ITCM**,
- dial desired line group access code:
  - 9 = line group 1
  - 81 = line group 2
  - 82 = line group 3
  - 83 = line group 4
- listen for outside dial tone,
- dial desired number.

## ***Waiting For A Line (Queuing)***

---

If all the lines in a line group are busy, you can place your telephone in a queue to await an idle line in the line group. When you share a line with another telephone and the line is busy, you can place your telephone in a queue to await the idle line.

---

To queue for a line group,

- press ITCM,
- dial the line group access code (**9, 81, 82, 83**),
- hear busy tone,
- dial \* **8** and hang up.

When line group is free, your telephone sounds several short tone bursts. When you hear this,

- lift handset, hear dial tone, and place call.

To cancel line group queuing,

- press ITCM, dial # **8** and hang up.

To queue for a line that appears on your telephone,

- press **HOLD**,
- press line button of busy line,
- hear short tone.

When the line is free, your telephone sounds five short tone bursts telling you that you can use your line. Lift handset to answer or ignore the tone burst if you no longer need the line.

## ***Making Intercom Calls***

---

You can dial an intercom call manually from the keypad or automatically using a direct station select (DSS) button that you have previously programmed. There are two methods for making an intercom call. One causes your voice to sound out at the called telephone. The other causes the called telephone to ring. Your system programmer can set the system to deliver either tone-first or voice-first calling, although all systems have tone-first as the default condition.

Keep in mind that whatever the system setting is, a called party can set a voice announce block condition at his or her telephone to prevent all voice announce calls.

---

*(The following instructions assume a tone-first default setting. Any user can change a call to voice signalling for that call simply by pressing the ITCM button again after dialing the extension number or by pressing the DSS button again.)*

To manually cause the other telephone to ring (tone calling),

- press ITCM,
- dial extension number (called telephone will ring).

To tone call automatically,

- press DSS button (called telephone will ring).

*(The following instructions assume a voice-first default setting. Any user can change a call to a tone signalling for that call simply by pressing the ITCM button again after dialing the extension number or by pressing the DSS button again.)*

To voice call manually,

- press ITCM,
- dial extension number,
- speak your announcement.

To voice call automatically,

- press DSS button,
- speak your announcement.

## ***Camping At Another Telephone And Waiting For An Automatic Callback***

---

If the telephone you have called on the intercom line is busy or rings with no answer, you can have the system ring your telephone when the called station becomes idle (if it was busy) or when there is any activity initiated at that telephone (if it rang with no answer before).

---

To camp on at a busy station,

- press **CAMP**.

Your telephone immediately hangs up. When the telephone you called becomes idle, your telephone will ring with five short tone bursts. When you hear this,

- press **ITCM**. The other telephone will start ringing.

If you do not press **ITCM** within the set time limit, the callback is canceled at that time; however, you can cancel automatic callback at any time before your telephone sounds the tone bursts. To do this,

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

To camp on at a station for which you hear ringing but receive no answer,

- dial \* 6. Callback will occur after any activity is initiated at dialed station. You may cancel the camp-on condition at any time by pressing **ITCM** and dialing # 6.

*NOTE: If you make a call in the voice-announce mode and receive no answer at the called station, press **ITCM** before dialing \* 6 in order to camp on at that station.*

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

- press **CAMP**. A callback will occur when called station is no longer set in the Do Not Disturb mode.



## ***Camping At Another Telephone and Waiting For An Answer (Call Waiting)***

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

To do this when you hear a busy signal,

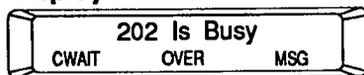
- press NEXT, then press CWAIT,
- remain on line awaiting a reply.

Called party will hear a short tone burst. They can either place their current call on hold or hang it up and then answer your call.

**Display 1**



**Display 2**



## Overriding A Call

If the telephone you have called is busy, you can break into the conversation at that telephone if the installer-programmer has enabled the executive override feature at your telephone.

You can also override a Do Not Disturb condition at another telephone if the installer-programmer has enabled the DND override feature at your telephone.

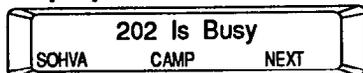
To perform an executive override,

- make call and hear a busy signal,
- press **NEXT**, then press **OVER** (several short tone bursts will be heard by all parties),
- join in-progress call.

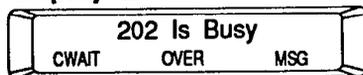
To override a Do Not Disturb condition at another station,

- press **OVER** to disable the Do Not Disturb condition at the called station,
- speak your announcement (if in voice-first mode) or hear ring-back tone (if in tone-first mode).

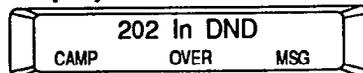
### Display 1



### Display 2



### Display 3



## **Making A Secure Off-Hook Voice Announcement (SOHVA)**

---

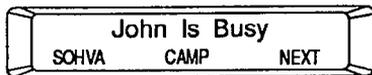
You can make a voice announcement to another station that is off-hook and busy on a call if the system is arranged to provide this feature. Your telephone provides a SOHVA button for your use. It will allow you to decide whether to deliver a SOHVA message or hang up when you hear an intercom busy tone.

---

Make a SOHVA announcement using the SOHVA button as follows:

- make intercom call and hear busy tone,
- decide whether to interrupt or not,
- if you decide not to interrupt the called party, hang up,  
    **or**
- to interrupt, press SOHVA button and hear several quick tone bursts,
- make announcement (busy tone means that the called telephone is in speakerphone mode and you cannot make announcement, that your SOHVA has been denied through system programming, or that the called party has voice announce block enabled),
- wait on line for reply (called telephone may send non-verbal reply to your display and then disconnect from your telephone).

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



## ***Holding Calls***

---

You can place a call on hold and pick it back up a short time later. With a regular hold, you can pick up the held call or another user can pick it up at another telephone if that telephone shares the held call line with your telephone. With an exclusive hold condition, you must pick the held call up at your telephone as no other telephone has access to it.

You can also answer and place on hold a call that is on a line that does not appear at your telephone (calls that are parked or transferred to you, for instance). You can even place a call on hold at another telephone or on hold in the system so that anyone can answer it.

After a call has been on hold for the period of time (set by the installer of your system), the system will cause three short tone bursts to sound at your telephone and the flash rate of the line button becomes faster. If the call is on exclusive hold, it will revert to manual hold after the hold recall time period.

---

To place a call on hold,

- press **HOLD**.

To retrieve a held call,

- press line button of the held call (with flashing light).

To retrieve a call that you answered and placed on hold but for which you have no line appearance (for instance, a call that was transferred to you),

- press **TAP**.

To place a call on exclusive hold,

- press **HOLD** twice.

To retrieve exclusive hold,

- press line button of held call (with flashing light),

**or**

- press **TAP** (if station does not have line appearance).

To place a call on hold at another telephone (directed hold),

- while on line, press **ITCM**,
- dial **\* 9 0**,
- dial extension number of telephone to receive held call.

You can pick this call back up if you need to. To do this,

- dial **\* 4**,
- dial extension number of that telephone,
- service call as desired or press **SPKR** to hang up.

To pick up a call that was placed on hold at your telephone by a user at another telephone,

- press **ITCM** and dial **# 9 0**.

To place a call on hold within the system where it can be answered at any telephone in the system (parking a call in orbit),

- while on the call, press **ITCM \***,
- dial code for park location (orbit) (**91 - 99** for orbit 1-9),
- remember the code for later use or make it known to those who need to know in order to retrieve the call.

To retrieve a call that was placed on hold in the system (parked),

- from any station, press **ITCM #**,
- dial code for orbit 1 - 9 (**91 - 99**).

## ***Handling Recalled Hold Calls***

---

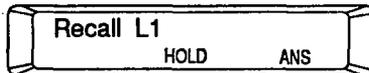
After a call has been on hold for the period of time (set by the installer of your system), the system will cause three short tone bursts to sound at your telephone and the flash rate of the line button becomes faster.

If the call is on exclusive hold, it will revert to manual hold after the hold recall time period. If the call is parked on hold, either at another phone or in orbit within the system, it will also revert to manual hold after the hold recall time period. When calls on exclusive hold or calls parked on hold revert to manual hold, you will hear three short tone bursts. Calls that revert to manual hold can be picked up from any phone in your line group.

---

If a line was placed on manual hold, exclusive hold, directed hold or park orbit and that line is recalling,

- press **HOLD** to place the call on hold at your station and restart HOLD timer,
- **or**
- press **ANS** to retrieve the call.



## ***Transferring Calls***

---

Transferring calls is the process whereby you answer a call at your telephone and transfer it to another telephone. You can do this in one of two ways. If you first identify the caller to the party to receive the transfer, thus giving that user the opportunity to prepare for the call, you have made a screened transfer. If you transfer the call without first announcing it, you have made an unscreened transfer.

If the telephone to which you are transferring the call is busy, you must recover the call yourself or take one of several options that may be available at your telephone. Also, if a transferred call is not answered after a certain length of time (as set by the system) it recalls to your telephone. Again, there are several options that you have available for servicing the returning call.

---

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

- answer call,
- press **TRANS/CONF** (call is automatically placed on hold),
- dial extension number of telephone to receive transfer or press **DSS** button for that extension,
- when intercom party answers, announce call,
- press **SPKR** to disconnect, or hang up. Intercom party then has the call.

If the intercom party is busy, take one of the following steps (if made available at your telephone by installer programming):

- press **RECON** to return to the call yourself,
- press **SOHVA** to allow you to tell the intercom party that a call awaits,
- press **CAMP** to camp-on the call at another station,
- press **OVER** to allow you to join the intercom party's current conversation.

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

- answer call,
- press **TRANS/CONF** (call is automatically placed on hold),
- dial extension number of telephone to receive transfer or press **DSS** for that extension,
- press **SPKR** to disconnect, or hang up. Intercom party then has the call.

*NOTE: Unscreened transfers camp-on at busy telephones and wait to be answered. Each call automatically rings the telephone as soon as it becomes idle.*

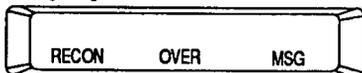
If a transferred call is not answered and then returns to your telephone, you can take one of the following steps:

- press **SEND** to re-transfer the call,
- press **HOLD** to place the call on hold at your telephone,
- press **ANS** to return to the call.

**Display 1**



**Display 2**



**Recall Display**



## ***Conferencing Telephones Together***

---

When your telephone is joined together with several other telephones on the same call, the effect is called conferencing. You can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties. For example, you can conference three outside lines and two intercom parties or four outside lines and one intercom party or five intercom parties - the combinations are up to you.

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call.

---

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

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

- make first call,
- press **TRANS/CONF** (call is placed on hold automatically) and dial extension or number,
- make next call,
- press **TRANS/CONF** to establish conference,
- repeat the last three procedures to add up to two more parties, establishing a 5-party conference (including yourself).

To continue conversation on remaining line after other outside lines have dropped out of conference,

- press the line button of the remaining party.

To retrieve a line from hold and bring that party back into the conference,

- press **TRANS/CONF**,
- press line button,
- press **TRANS/CONF**.

## Using Your Telephone For Conference Calls

***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.*

To drop out of a conference call between you and two outside lines (creating an unsupervised conference),

- dial # and hang up (lines remain lighted/in use until one or both outside parties disconnect).

To rejoin an unsupervised conference between two outside lines,

- press one of the lighted buttons where conference is taking place.

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

## *Adjusting The Display Contrast*

---

You can adjust the contrast of the display to darken or lighten it for best viewing.

---

To adjust the display contrast,

- press **OPTIONS**,
- press **NEXT** two times,
- press **DISP** (display reads "contrast level"),
- press **LIGHT** or **DARK** to change contrast level accordingly (press button once for each degree of change desired),
- press **SPKR** to save the last level and end.

**Display 1**



**Display 4**



**Display 5**



## Blocking Voice Announce Calls

You can prevent voice announcements from sounding over your telephone speaker if you wish. This feature also blocks secure off-hook voice announcements as well.

To block voice-announced calls,

- press **OPTIONS**,
- press **VAB**,
- press **ON**,
- press **SPKR** to end.

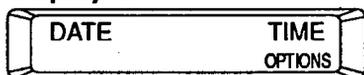
To un-block voice-announced calls,

- press **OPTIONS**,
- press **VAB**,
- press **OFF**,
- press **SPKR** to end.

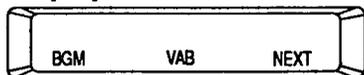
To block a SOHVA while you are on a call,

- press **BLOCK**.

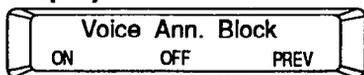
**Display 1**



**Display 2**



**Display 3**



## *Entering Account Codes*

---

If your system is arranged for account code entry\* to enhance the SMDA reports, you may be told to enter an account code before calling a number or after answering one. Code entry is voluntary. If you do not enter a code, the call will still go through.

\*System must be activated through installer programming to accept account codes.

---

*NOTE: You can program a button on your telephone that will make the account code entry process quicker if you wish. Refer to the programming section of this user's guide for details.*

To enter account code on an incoming call,

- press ITCM, then dial \* 0 4 (call is automatically placed on hold),
- or**
- press preprogrammed ACCOUNT CODE button (call is not automatically placed on hold),
- dial account code.

To enter account code on an outgoing call,

- press line button (the display will prompt for "Account Code" if programmed to do so),
- press ITCM, then dial \* 0 4 (call is automatically placed on hold),
- or**
- press preprogrammed ACCOUNT CODE button (call is not automatically placed on hold),
- dial account code,
- listen for dial tone and dial number you are calling.

*NOTE: If you hear an error tone after you have dialed your account code, check the number for validity.*

## Forwarding Calls

---

You can forward calls that normally ring at your telephone to another telephone for answering. You can forward just your prime line and intercom calls or you can forward any calls that ring at your telephone.

---

*NOTE: You can program a special call forward button if you need quick access to the feature. See the programming section of this user's guide for details.*

To forward your calls,

- press **OPTIONS**,
- press **NEXT**,
- press **CFWD**,
- press **PERS** for prime line and intercom calls,  
**or**
  - press **ALL** for all calls,
  - press **SET** to enable call forwarding,
  - dial extension number of telephone to receive your forwarded calls,
  - press **SPKR** to end.

*NOTE: Your telephone will ring a short ring burst each time a call is forwarded to remind you that this is happening.*

To cancel call forwarding,

- press **OPTIONS**,
- press **NEXT**,
- press **CFWD**,
- press **PERS** for prime line and intercom calls,  
**or**
  - press **ALL** for all calls,
  - press **CLEAR** to disable call forwarding,
  - press **SPKR** to end.

**Display 1**



**Display 3**



**Display 4**



**Display 5**



### ***Identifying Your Telephone With The Automatic Set Relocation Feature***

---

If your system is equipped with this feature, you can move your telephone to another location and be given a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location. Respond to the prompt according to your need.

---

### ***Making A Call Non-Private***

---

You can make a call non-private using a feature button that you have programmed. Actual button programming is discussed in a separate section of this user's guide. When a call is non-private, other telephones in the line group can join the call. Privacy returns when the call is completed.

---

To do this while on a call,

- press preprogrammed **PRIVACY RELEASE** button.

## ***Monitoring A Conversation Between Two Telephones (Service Observing)***

---

If your telephone provides the installer-programmed service observing feature, you can use it to monitor an on-going conversation at another telephone in an undetected manner. You can use this feature on-hook or off-hook.

You may also make a SOHVA call to a station you are actively monitoring, enabling you to assist the station user while listening to the distant party. For this feature, the called station must be programmed to be "observable," and your telephone must have a pre-programmed SOHVA button.

---

To monitor an in-progress call,

- press **ITCM**,
- dial **# 0 3**,
- dial extension number of telephone to be monitored,
- press **SPKR** to end monitoring.

To initiate a SOHVA while monitoring a call at another station,

- press pre-programmed **SOHVA** button,
- make announcement (distant party will not hear the announcement; party receiving SOHVA can press **MUTE** button to respond to your call).

*NOTE: The station you are observing may not allow a SOHVA call if it is in speakerphone mode. However, the voice announce block feature, if enabled at the monitored station, will not block a SOHVA from a monitoring station.*

## ***Muting Your Telephone***

---

By using the **MUTE** button, you can block transmission of your voice to the distant party. For example, if someone comes into your office to talk to you and you do not want to interrupt the distant party, press the **MUTE** button. The **MUTE** button turns on when you press it and turns off when you press it again.

---

To mute your telephone,

- press and engage **MUTE** (**MUTE** light turns on).

To return to the distant party,

- press and disengage **MUTE** (**MUTE** light turns off).

## ***Operating Your Telephone As A Departmental Station***

---

If your telephone is within a departmental group of telephones, you can place your station in either an off-duty or a wrap-up mode.

The **off-duty mode** is when you leave your telephone for lunch or for an extended time period and want another department telephone to receive your calls.

The **wrap-up mode** is when you need time after a call to complete related paperwork and want another department telephone to receive your calls. To use the wrap-up mode, you must program a Do Not Disturb feature button (refer to the programming section of this user's guide for details).

---

To place your telephone in an off-duty mode,

- press **OPTIONS**,
- press **NEXT**,
- press **DND**,
- press **ON**,
- press **SPKR** to end. Calls will ring at another departmental telephone.

To return to on-duty mode, repeat the above procedure but press **OFF** instead of **ON**.

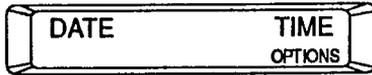
*NOTE: When you are in the Do Not Disturb mode and a call comes in from another station, your ITCM light will flash and your LCD will display the station attempting the call. You may choose to pick up the call; when you hang up, your telephone returns to the Do Not Disturb mode until you turn it off.*

To place station in wrap-up mode,

- press **HOLD**,
- press **DND** feature button (preprogrammed). Calls will ring at another departmental telephone.

To return to on-duty mode, repeat the above procedure.

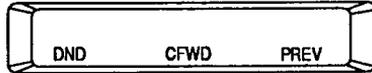
**Display 1**



**Display 2**



**Display 3**



**Display 4**



## *Sending A Paging Announcement*

---

There are several ways to make a public announcement to all or a portion of your location. Your system might be arranged with an external paging unit that you access by pressing a line button or by dialing a special code. This unit sounds the announcement over an external speaker unit.

Your system may provide an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds the announcement through the telephone speakers. All-call sounds the announcement through all telephones while zone paging sounds it only through those telephones located in a specific area. Check with your system administrator to determine the type of paging that you should use and the method that you should use to access it.

---

*NOTE: You can program a special all-call/zone paging button if you need it for quick access to the feature. See the programming section of this user's guide for details.*

If your system provides an external paging unit,

- lift handset,
- press paging button,
- **or**
- dial ITCM 89 for special paging port,
- make announcement,
- hang up to end.

If your system provides all-call or zone paging,

- lift handset,
- press ITCM,
- dial 87 for all-call,
- **or**
- dial 84, 85, or 86 for zone 1, 2 or 3,
- make announcement,
- stay on line if awaiting a reply (known as "meet-me" page),

---

**or**

- hang up to end.

*NOTE: If you have programmed paging buttons, use them instead of the dialing codes shown above.*

To make a reply to a "meet-me" page,

- lift handset of nearest telephone,
- press ITCM,
- dial **88**,
- meet paging party on line.

## ***Setting A Do Not Disturb Condition At Your Telephone***

---

This feature keeps calls from ringing at your telephone and makes it appear to be busy to intercom calls. If your telephone has this feature, you can enable it as needed.

Generally, this feature cannot be overridden by the caller. The caller hears two quick tone bursts every three seconds when he or she calls a telephone with this feature enabled. Some telephones, however, do have the ability to override a do not disturb condition set at another telephone.

---

*NOTE: You can program a special do not disturb button if you need it for quick access to the feature. See the programming section of this user's guide for details.*

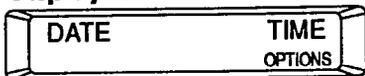
To enable do not disturb, proceed as follows:

- press **OPTIONS**,
- press **NEXT**,
- press **DND**,
- press **ON**,
- press **SPKR** to end.

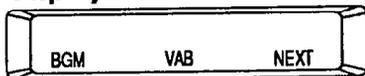
To disable the do not disturb condition, repeat the above procedure, but press **OFF** instead of **ON**.

To override a do not disturb condition at another telephone, refer to the discussion titled *Overriding Calls* for details.

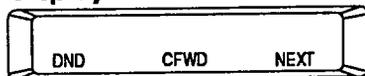
**Display 1**



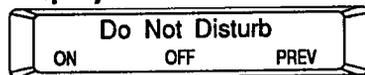
**Display 2**



**Display 3**



**Display 4**



## ***Setting Your Personal Ringing Tones***

---

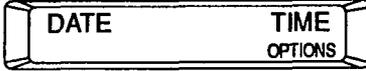
You can choose one of six different ring tones for your telephone when it rings. Often, when several telephones are located close together, each user chooses a different personal ring tone.

---

To select one of the ring tones, proceed as follows:

- press **OPTIONS**,
- press **NEXT** two times,
- press **RING**,
- press **UP** or **DOWN** to choose ring tone in display (a new tone will sound at each up or down press),
- press **SPKR** to end. The next time your telephone rings, you will hear the new ring tone.

**Display 1**



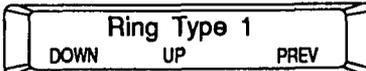
**Display 2**



**Display 4**



**Display 5**



## ***Switching The Dialing Mode Between Pulse And Tone***

---

If your local telephone service is pulse (rotary dialing), your telephone is arranged to dial in this manner (when programmed to do so by the installer). If you need to send tones during a dialing sequence (e.g.; to send bank-by-phone tones, etc), you can convert to tone while dialing. The system will switch back to pulse dialing when you end your call. You can store a # as part of an automatic dialing number to effect pulse-to-tone switching where needed.

---

To convert to tone dialing at any time during dialing or while on an active call,

- press #.

## *Using Background Music*

---

If background music is supplied by the telephone system, you can turn it on at your telephone speaker. Background music automatically turns off during calls and voice announcements.

---

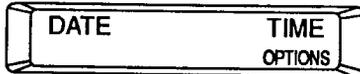
To turn the music on,

- press **OPTIONS**,
- press **BGM**,
- press **ON**,
- press **SPKR** to end (the **SPKR** light turns on when background music is on),
- adjust the loudness of the music with the speaker volume control.

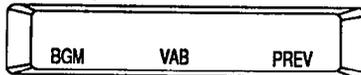
To turn the music off,

- press **OPTIONS**,
- press **BGM**,
- press **OFF**,
- press **SPKR** to end (the **SPKR** light turns off when background music is off).

**Display 1**



**Display 2**



**Display 3**



---

## *Message Waiting Light and Messaging*

---

If your telephone is designated as a central message desk by the system or has message wait originate ability, you can turn on the message waiting light (above HOLD) of any other telephone. This lets that telephone user know that you have a message for him.

---

You can also turn on the message waiting light at another station when that station is busy, using the LCD feature buttons.

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

- hear the busy tone and remain on the line,
- press **NEXT**,
- press **MSG**,
- hang up to send message. The message-waiting light at the called station will flash.

To turn on the message waiting light at an idle telephone,

- press **ITCM**,
- dial \* 3,
- dial extension number of station to be alerted. The message waiting light of called station will flash.

To turn off the message waiting light at a busy or idle station,

- press **ITCM**,
- dial # 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**.

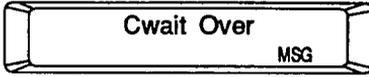
To receive a message at an alerted station,

- observe flashing message waiting light,
- press **ITCM**, then **HOLD**. Connection to station that left message is automatic.

**Display 1**



**Display 2**



## LCD Messaging

You can set system-supplied messages to be received or displayed by a calling LCD speakerphone. These messages give information on your telephone status. Get a list of the available messages from the attendant and write them on the blank listing chart on the next page.

To turn message on,

- press ITCM,
- dial \* 0 2,
- dial the desired code number from your message list. The default messages of "Back At" and "Call" may be used:

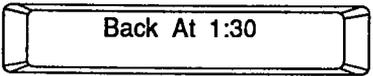
For default message 1, which is "Back At," dial time in twelve-hour format using the # as a colon

For default message 2, which is "Call," dial telephone number of where you will be

- press SPKR to end message. Intercom light flashes steadily.

To turn off message and your intercom light,

- press ITCM,
- dial # 0 2.



**LCD MESSAGE LIST**

**(Write Attendant-Provided Messages Here)**

0	
1	Back At
2	Call
4	
5	
6	
7	
8	
9	

***Assist Button Messaging***

If you have preprogrammed an ASSIST button on your telephone, you can use it to send a message to your supervisor, asking for assistance while you are on a call. Your message shows in the supervisor's telephone display.

To send a message for assistance,

- press ASSIST button that you have preprogrammed,
- press DSS or dial extension of the telephone user you need help from. (This is not necessary when the desired extension number was stored along with the ASSIST button programming.)

If the assisting telephone is idle, a ring burst sounds and a message appears in its display. If it is busy, the message appears when it becomes idle.

---

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

---

When you call another telephone and no one answers, you may leave a reminder that you have called. Do this by turning on the BLF light at the called telephone. To allow this to take place, your telephone must have previously been stored as a DSS/BLF button at the called telephone. If your telephone is not stored as a DSS at the called telephone, your messaging call goes to the central message desk, if one is programmed. The central message desk (usually the system attendant) takes your message and turns on the message waiting light of the telephone that you originally called.

---

To turn on message light,

- make intercom call and receive no answer,
- dial \* 7 (BLF light at called station flutters).

To turn off message light,

- press ITCM,
- dial # 7,
- dial extension number of telephone. DSS/BLF light turns off.

If you are the recipient of a station-to-station message reminder (a BLF light is fluttering), answer it as follows:

- press DSS button associated with lighted BLF light.

## ***Programming For Automatic Dialing***

---

Automatic dialing is a feature that lets you:

- dial lengthy numbers using one or two buttons,
- store frequently used feature codes,
- store intercom extension numbers of frequently called telephones.

You can store numbers for automatic dialing at the following locations:

- at any programmable button that is *not now assigned as a line button or other feature* by the system administrator or installer,
- on a secondary level under a DSS button (however, you cannot store a number in place of a DSS stored there),
- at the keypad numbers 0-9.

The outside numbers and feature codes are commonly referred to as autodial numbers when they are stored at the programmable button locations; however, they are referred to as personal speed dial numbers when they are stored at the 10 keypad number locations. The intercom extension numbers are referred to as direct station selection (DSS) numbers. Plus, the light associated with the DSS button is referred to as the busy lamp field (BLF) light.

Before you begin programming, write down:

- ITCM or outside line you will use to access the number,
- the telephone number, extension number, or feature code you are storing.

As you program numbers, fill in the identification strips on your telephone. Write first and second level numbers on the ID strips, and write second level numbers and/or speed dial numbers on the index pullout directory in the front of your telephone.

You can fill out the charts on the next page, if you wish, for a personal record of your stored numbers.

*Note: The telephone system allows only one autodial number at a programmable button; however, you can store an autodial number or feature code at a second level of a location where a DSS is already stored; just repeat the programming procedure.*

**Autodial Numbers**

---

<b>1</b>	<b>13</b>
<b>2</b>	<b>14</b>
<b>3</b>	<b>15</b>
<b>4</b>	<b>16</b>
<b>5</b>	<b>17</b>
<b>6</b>	<b>18</b>
<b>7</b>	<b>19</b>
<b>8</b>	<b>20</b>
<b>9</b>	<b>21</b>
<b>10</b>	<b>22</b>
<b>11</b>	<b>23</b>
<b>12</b>	<b>24</b>

---

**Personal Speed Dial Number (Keypad Buttons)**

---

<b>0</b>	<b>5</b>
<b>1</b>	<b>6</b>
<b>2</b>	<b>7</b>
<b>3</b>	<b>8</b>
<b>4</b>	<b>9</b>

---

## *Storing Autodial And Speed Dial Numbers*

---

To store an outside number or a feature code as an autodial or speed dial number, follow the display prompts and proceed as follows:

- press **OPTIONS**,
  - press **NEXT** three times,
  - press **ADIAL** or **SDIAL** to choose autodial or speed dial programming,
  - press programmable button or keypad button to choose storage location,
  - press line button to dial out on or press **ITCM**,
- or**
- if your system provides line groups, dial **1, 2, 3, or 4** for line group 1, 2, 3, or 4, or dial **0** to have the system automatically choose line for you,
  - dial any number (up to 16 digits long - include \* and # if needed),

*NOTE: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your attendant about this). To store a pause, press **HOLD**, then continue dialing. If your system is behind a host system that needs a hookflash to access a feature, press **TAP** to store a hookflash, then continue dialing. Also, you may need to erase the typed digits appearing in your display to correct them. If you do, press **BKSP** once for each digit to be removed.*

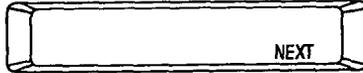
- press **SAVE** to store number,
  - press next location button and store next number,
  - repeat previous step until all numbers are stored,
- or**
- press **SPKR** to end.

To store a system feature access code instead of an outside number, follow the above procedure except do not make a line selection before dialing the number. Instead, dial the access code for the feature after selecting the button location. For example, to program a group call pick up button, press the programmable button, press **ITCM**, dial # **4** then press **SAVE**.

**Display 1**



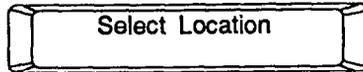
**Display 2**



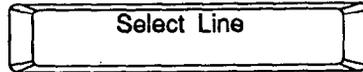
**Display 5**



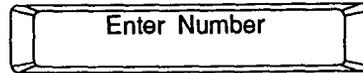
**Display 6**



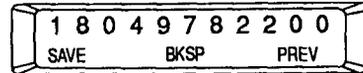
**Display 7**



**Display 8**



**Display 9**



### *Storing A DSS Number*

To store an intercom extension number as a DSS number, proceed as follows:

- press **OPTIONS**,
- press **NEXT** four times,
- press **DSS**,
- press programmable button to choose location,
- dial extension number,
- press next location button and store next DSS number,
- repeat the previous step until all DSS numbers are stored,

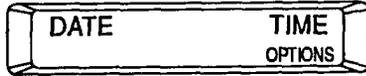
**or**

- press **SPKR** to end.

***CAUTION:** Do not attempt to program interactive buttons; doing so can cause features to be made unavailable. If interactive buttons are inadvertently programmed, you can retrieve their functions by pressing **ITCM \* \* 1**; then press the interactive button and dial 91, 92, or 93 (from left to right).*

***NOTE:** You cannot store more than one DSS number at a programmable button location; however, you can store a feature code or autodial number at a second level for a button location that already has a programmed DSS.*

**Display 1**



**Display 2**



**Display 6**



**Display 7**



**Display 8**



## ***Storing The Feature Buttons***

---

If you find that you are using certain miscellaneous features often, access buttons may make operation easier. Create access buttons as you need them.

**Account Code Button** - allows you to enter an account code for call record purposes.

**Automatic Call-Back (Camp On) Button** - arranges the system to ring your and another's telephones as soon as their telephone becomes idle.

**Call Forward Button** - provides one-button forwarding of all of your calls to another telephone.

**Call Park Orbit Button** - places a call in a system hold for pick up.

**Do Not Disturb Button** - prevents other telephones from ringing your telephone.

**Page Button** - provides one-button access to paging.

**Privacy Button** - releases privacy for current call.

**Saved Number Redial Button** - redials saved last-dialed number.

**Voice-Announce Block Button** - blocks voice announcements.

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To create these feature access buttons proceed as follows:

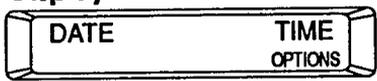
- press **OPTIONS**,
- press **NEXT** four times,
- press **FEAT**,
- press **NEXT** repeatedly until desired feature choice is displayed,
- press one of the buttons below currently displayed selections to choose desired selection,
- respond to any menu prompts associated with feature (such as all-call or zone 1 to 3 for **PAGE** or orbit 1 to 9 for **PARK**),
- press programmable button for storage location,
- press **PREV** or **NEXT** until next feature choice is displayed or until **EXIT** is displayed;
- repeat last two steps until all feature buttons are programmed,

or

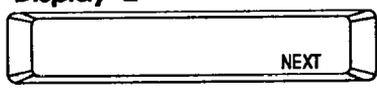
- press EXIT to end.

To clear a feature access button assignment, repeat the programming procedure but press CLEAR before pressing storage location button.

**Display 1**



**Display 2**



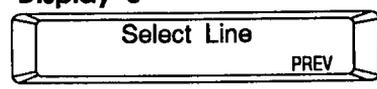
**Display 6**



**Display 7**



**Display 8**



**Display 9**



## *Storing The Special Purpose Feature Buttons*

---

In addition to the feature buttons discussed on the previous page, there are five special purpose buttons that you can arrange as needed. These buttons provide the following features:

**Assist Button** - sends a message to an LCD speakerphone that lets user know, with a tone and a station message display, that you need assistance.

**Automatic Redial Button** - causes the system to automatically dial (every minute for 10 minutes) the last number that you dialed and ring the number for approximately 30 seconds.

**Response Message Button** - makes a non-verbal response to a SOHVA call (appears in the display of the calling telephone).

**Transfer/Conference Autodial Button** - enables you to pre-select telephones to which calls are frequently transferred, allowing a single-key transfer of calls.

**Secure Off-Hook Voice Announce (SOHVA) Button** - allows you to deliver a SOHVA call. With this button you can decide, after hearing a busy signal, whether the called party should be interrupted in a SOHVA manner. If so, you can press the button and initiate a SOHVA call.

To select any of the special purpose buttons, proceed as follows:

- press ITCM,
- dial \* \* 1,
- press programmable button for button location,
- dial feature code for button,
  - 7 = ASSIST button, then dial 0-9 to choose pre-programmed message, or dial \* to choose ASSIST message
  - # = AUTOMATIC REDIAL button
  - 5 = RESPONSE MESSAGE button, then dial 0-9 to choose pre-programmed message
  - 6 = TRANS/CONF autodial button (then dial extension)
  - 8 = SOHVA button
- press Trans/Conf, then press another programmable button location and dial the next feature button storage code (keep repeating this step until desired buttons are programmed),
  - or
  - press SPKR to end,
- label button locations.

This quick reference guide provides you with a list of the feature dialing codes used on the Americom digital telephone system.

FEATURE	To turn on ...	To turn off ...
Account code	Programmable button	
Assist	Programmed button	
Attendant	ITCM 0	
Automatic Callback	ITCM Ext. * 6	ITCM # 6
Background Music	ITCM * 1	ITCM # 1
Call Forwarding: All Calls	ITCM * 5	ITCM # 5
Personal	ITCM * 05	ITCM # 05
Call Pickup: Directed	ITCM * 4 plus Ringing Ext.	
Group	ITCM # 4	
Call Waiting	ITCM Ext. * 01	Hang up
Executive Override	ITCM Ext. * 03	
LCD Messaging	ITCM * 02, 0-9, MNTR or SPKR	ITCM # 02
Line Group 1	ITCM 9	
Line Group 2	ITCM 81	
Line Group 3	ITCM 82	
Line Group 4	ITCM 83	
Line Group Queue	ITCM (grp. code) * 8	ITCM # 8
Message Waiting	ITCM * 3, Ext.	ITCM # 3, Ext.
Night Answer	ITCM 80	
Paging: Zone 1 paging	ITCM 84	
Zone 2 paging	ITCM 85	
Zone 3 paging	ITCM 86	
All-Call paging	ITCM 87	
Meet-me paging	ITCM 88	
External page	ITCM 89	
Personal Ring Tones	ITCM * * 4 + 1 (tone 1) ITCM * * 4 + 2 (tone 2) ITCM * * 4 + 3 (tone 3) ITCM * * 4 + 4 (tone 4)	
Response Messaging	Programmable button	
SOHVA Originate	Programmable button	
Station-to-Station Messaging	ITCM Ext. * 7	ITCM # 7, Ext.
System Speed Dialing	* 01-99	
Voice Announce Blocked	Programmed button or ITCM * 2	ITCM # 2

## Troubleshooting Your Telephone

Should your Americom telephone fail to operate properly, or if you do not understand why it is operating in a certain manner, review the following list of symptoms and causes for help.

SYMPTOM	POSSIBLE CAUSE
ITCM light flashing	Your messaging is set. Dial ITCM, then # 0 2 and hang up.
HOLD light flashing	Another telephone has activated your message waiting light. Press ITCM, and then press HOLD to retrieve message. This action will call party who activated light. Once you have received message, party who activated light (while still talking to you) must press ITCM to turn off the light.
MUTE light on	MUTE is activated. To cancel, press MUTE.
SPKR light on steady,	Background music feature activated even though you may not have background music provided. Dial ITCM, then # 1 and hang up to cancel.
Error Tone (three steady tones)	May occur when incorrect buttons are pressed during autodial or speed dial programming. For example, if a button has a line assigned to it, it is not available as a programmable button and an error tone sounds if it is pressed during programming.
If you cannot receive a voice announce call.	Voice announce block has been activated. To cancel (if desired), dial ITCM, then # 2.

---

## Glossary

### A

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

**Assist button:** A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

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

**Automatic dialing (or Autodialing):** Using programmable buttons to store numbers for one- or two-button dialing.

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

### C

**Call forward:** Designating another telephone to receive intercom calls normally directed to the user's telephone.

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

**Call pickup:** Answering a call at one telephone when it is ringing at another telephone.

**Call transfer:** Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

**Central message desk:** A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

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

### D

**Departmental station operation:** The operation of stations that are organized into departments.

**Direct Inward Station Dialing (DISD):** This feature allows an outside party to call an intercom station directly without an attendant's assistance.

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

---

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

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

**Dynamic line button:** System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

## E

**Exclusive hold:** Only the telephone placing the call on hold can retrieve it.

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

## H

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

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

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

## K

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

## L

**Last number redialing:** Automatically dialing the last number dialed.

## M

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

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

## N

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

## P

**Personal ringing tones:** A telephone can be arranged to ring in one of six distinctive tones.

---

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

**Programmable buttons:** Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

**Pulse/Tone switching:** Changing from pulse/rotary dial signals to tone/DTMF signals.

## R

**Response messaging:** Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

**Ringing line preference:** An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

## S

**Saved number redialing:** Saving a last manually dialed number for later autodialing.

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

**Speed dialing:** Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

## T

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

**Tone call:** A ringing intercom call.

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

## V

**Voice call:** A verbal intercom call.

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

## Z

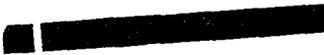
**Zone paging:** Paging through the intercoms of some stations or departments in the system.

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