

CONVERSip EP100 Digital Endpoint User Guide

This manual supports models EP100-12 and EP100-24.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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Revision History

Version	Changes	Date
01	Initial Release	9/01/04

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Introduction

This manual describes how to use the CONVERSip EP100 telephone, models EP100-12 and EP-100-24.

This manual is intended to provide:

- basic knowledge of the functions and features of the EP100 LCD user interface.
- step-by-step procedures for processing calls and controlling individual extension settings.

Audience Description

This manual is intended for persons who use CONVERSip EP100 telephones on a day-to-day basis.

You should:

- read this manual in normal reading sequence before first using the EP100 User Interface.
- refer to this manual as necessary while modifying your telephone settings.

Related Publications

This manual refers you to related publications, when appropriate, for additional information.

Conventions Used in this Manual

Many of the procedures require you to enter settings or to choose from a list of variables. To signify when you are to act upon an item, parameter, button, etc. we italicize the name of the item being acted upon. For example, the following sentences instruct you to press a specific key on your keyboard.

- Press *Enter*.
- Press *Esc*.

Introduction

- Press *Page Up* or *Page Down*.
- Press and hold the *Shift* and *Ctrl* keys simultaneously.

In contrast, the following sentence instructs you to type in a required response; notice the word “Enter” when used in this way is not italicized because you are not pushing a specific key name.

- Enter the value you want to use for this feature.

Similarly, when you select a button or LCD menu option, we italicize the name of the button/menu item because you are required to take the action of choosing it, even though the item may not appear in italics on the end-point or display.

- Use the arrow keys to highlight *Programming* and press *Enter*.

At other times in the manual, we discuss prompts that the system displays to you. In these cases, we enclose the exact wording of the prompt in quotation marks to signify that the system is, in essence, speaking to you.

- The system prompts, “Enter your password now.”

If the system is actually playing a recording aloud, we enclose the exact wording of the prompt in quotation marks and italics to signify that the system is in actually speaking to you.

- The system says, “*You have no more new messages.*”

Italics and quotes are also of course used in their normal contexts, that is, for emphasis and to identify what words are spoken.

- This is called a *hot transfer*, that is, the system transfers the call without ringing the extension.

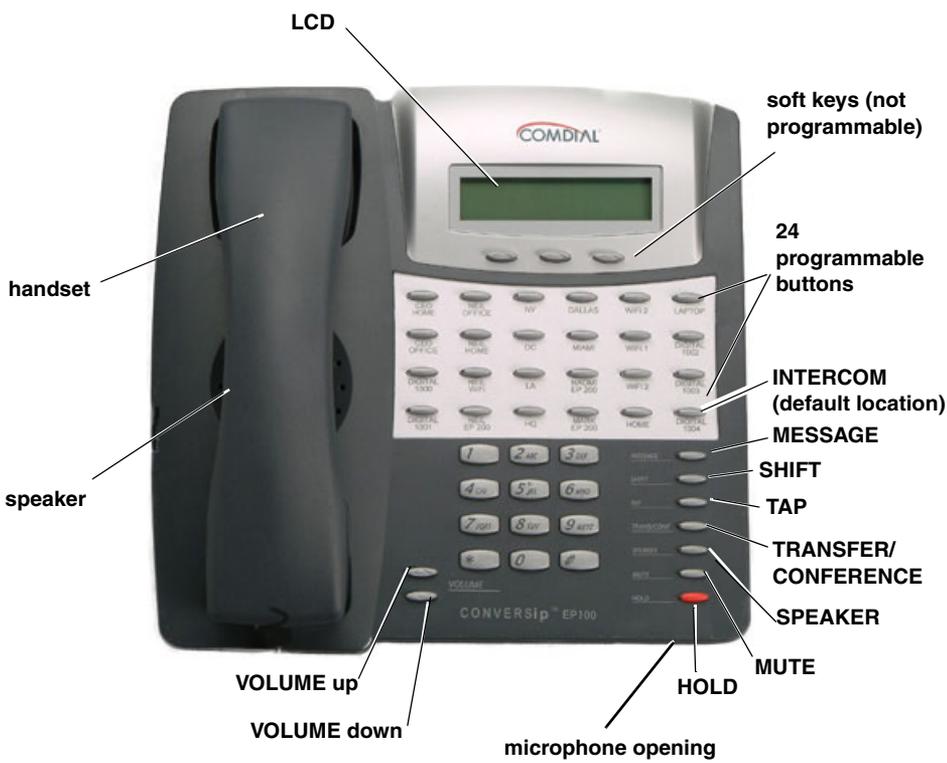
There are times when this manual will instruct you to enter a number from within a range of numbers. In this instance, we use the “~” character to indicate the range. For example, *05-01-1~3-001~100* tells you to enter:

- 05
- 01
- a 1, 2, or 3,
- a three-digit number that falls in the 001 to 100 range.

1. OVERVIEW

Before you start using your CONVERSip EP100 digital endpoint, take a quick look at its layout. The EP100 has three soft keys, 12 or 24 programmable buttons, seven fixed function buttons, volume up and down buttons, an LCD, and a standard dial pad.

Figure 1-1 EP100-24



Overview

The EP100-24 and EP100-12 models are identical except for the number of programmable buttons available.

Figure 1-2 EP100-12



1.1 Understanding the Basic Functions

Your EP100 provides many versatile features for your use. These features are explained in terms of what they allow you to do.

Feature	What it Does
Alphanumeric Display (Liquid Crystal Display—LCD)	<ul style="list-style-type: none">• Displays time, day, date, and active call information• Keeps you apprised of the status of your telephone• Provides programming prompts
Auxiliary Jack	<ul style="list-style-type: none">• Your EP100 may be equipped with an auxiliary jack that provides an interface for a headset, a tape recorder, an external ringer, or an external pager.
Message-Waiting Light	<ul style="list-style-type: none">• Indicates that a message awaits pick up
Microphone Opening	<ul style="list-style-type: none">• Allows hands-free operation of speakerphone (speak clearly toward microphone opening)
Speaker	<ul style="list-style-type: none">• Sounds distant party's voice• Sounds ringing and call-in-progress tones

1.1.1 YOUR EP100'S BUTTONS

Button	What it Does
Soft Keys	<ul style="list-style-type: none">• Provide quick and easy access to system features• Provide straightforward button programming without dialing codes (the soft keys themselves, however, are not programmable)
INTERCOM	<ul style="list-style-type: none">• Selects an intercom line, and allows you to initiate many of the telephone's features• Your installer programs INTERCOM on a programmable button. The default location is the lower right-most programmable button.
HOLD	<ul style="list-style-type: none">• Places a line or intercom call on hold• Stores pauses in number sequences during programming• If available, scrolls through LCD response messages• If multiple held calls feature is available, scans or scrolls through calls placed on hold (when hold light is flashing)
MUTE	<ul style="list-style-type: none">• Keeps the person on the line from hearing your conversation• Allows reply to a Subdued Off-Hook Voice Announcement (SOHVA).
Direct Station Select/Busy Lamp Field (DSS/BLF) Programmable Buttons	<p>Allows you to store numbers for automatic dialing functions.</p> <ul style="list-style-type: none">• Allows you to store telephone extension numbers for Direct Station Selection (DSS)• May be programmed as a feature button• May be designated a line button by your system installer

Button	What it Does
SHIFT	<ul style="list-style-type: none">• Allows you to enter a second tier for storing and/or automatically dialing speed dial numbers. (That is, you can store two speed dial numbers at every programmable button location—one in the regular tier and one in the second tier). You activate the shift function by pressing this button and turning the shift light on before storing or automatically dialing a speed dial number from the second tier.
SPEAKER	<ul style="list-style-type: none">• Turns your speaker on or off• Disconnects a call when you are on a hands free call• Ends or cancels programming
TAP	<ul style="list-style-type: none">• Recalls dial tone or generates a hook flash• Retrieves held calls or last call placed on hold
TRNS/CONF (Transfer/ Conference)	<ul style="list-style-type: none">• Transfers calls• Sets up conference calls
VOLUME Up or VOLUME Down	<ul style="list-style-type: none">• Regulates the volume of the ringer, speaker, handset, headset, background music, and group listening mode

1.1.2 EP100 DISPLAY LIGHTS

The lights (LEDs) on your EP100 indicate the status of lines, features, and intercoms.

Busy Lamp Field (BLF) Lights DSS/BLF programmable button	Condition
Line Button	<ul style="list-style-type: none">• Steady red = station is in use.• Flashing red = station is receiving a call.• Winking/Fluttering red = message-waiting light set for you by station associated with that DSS button. <ul style="list-style-type: none">• Steady green = this is your line, either on-hook (in a hands free 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.• Flashing orange = this line is answered when you lift the handset.• Winking green = your line is on hold.• Winking red = the call has been placed on hold by another station.• Fluttering orange or green = your line has recalled from hold.• Fluttering red = the line put on hold by another station has recalled

<p>Busy Lamp Field (BLF) Lights</p> <p>Fixed Feature or Programmable Feature Button</p>	<p>Condition</p> <ul style="list-style-type: none"> • Steady red = the feature is on. • Steady off = the feature is off. <p><i>Note: You can find the programmable buttons that the installer designates feature buttons through programming in the same location as the DSS/BLF programmable buttons. Ensure that these buttons are labeled correctly to indicate their unique features.</i></p>
<p>MUTE button</p>	<ul style="list-style-type: none"> • On steady = called party cannot hear your conversation.
<p>INTERCOM button</p>	<ul style="list-style-type: none"> • Steady green or red = you are using your intercom. • Fluttering red = an LCD message is set on your telephone for others to receive when calling. • Flashing orange = someone is calling your extension or a call is being transferred to you.
<p>HOLD button</p>	<ul style="list-style-type: none"> • Winking green = a line is on hold at your station.
<p>MESSAGE button</p>	<ul style="list-style-type: none"> • Winking green = message awaits pick up.
<p>SPEAKER button</p>	<ul style="list-style-type: none"> • On steady (with the telephone on hook and busy) = speakerphone mode • On steady (with telephone on hook and idle) = background music is turned on.

:

1.2 Positioning Your EP100

When your new EP100 arrives, the system installer unpacks the phone and connects the line cord to a system jack. The following sections describe a few initial adjustments that allow you to quickly begin making and answering calls.

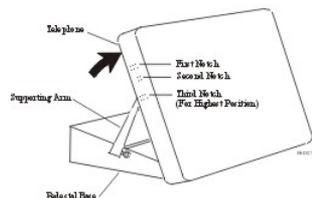
You should adjust the position of the EP100 on your desk or table to suit your individual needs and maximize the performance of the sound activated features. When using your EP100, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

- For the microphone to best detect your voice, speak within three feet of it and face the speakerphone.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100 where it will detect sounds from keyboards, printers, paging systems, typewriters, or other equipment.
- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone.

Your telephone has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the telephone, the pedestal is in its lowest position—flush against the pedestal.

To adjust the pedestal,

1. Grasp the rear of the pedestal base firmly with one hand and lift the rear portion of the telephone upward with your other hand.



Adjusting the Pedestal

2. Lift the telephone upward with one hand and raise the telephone supporting arms upward with your other hand. (Notice there are three sets of notches under the telephone corresponding to the three positions available.)
3. When the telephone is at the desired height, select the closest pair of notches and insert the supporting arms in the notches. Press down slightly on the telephone until you feel the supporting arms snap into place.

Also remember, as with any piece of electronic equipment, your telephone may be damaged by contact with liquids. Please try to place the telephone in an area that is free from the danger of spills.

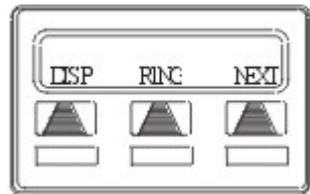
Note: For more tips and information on speakerphone use see Section 1.7, Speakerphone Usage Guidelines.

1.3 Setting Display Contrast

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

To adjust the display contrast,

1. Select OPTIONS.
2. Select NEXT until the DISP option appears.
3. Select DISP. Your display reads CONTRAST LEVEL
4. Select LIGHT or DARK once for each degree of change desired.
5. Press SPEAKER to end.



Select Display



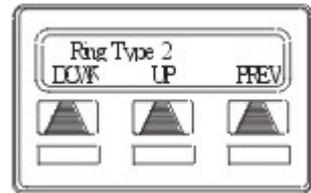
Setting the Contrast Level

1.4 Setting a Personal Ringing Tone

You can choose one of many different ring tones for your telephone. 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:

1. Select OPTIONS.
2. Select NEXT until the RING option appears.
3. Select RING.
4. Select UP or DOWN to choose ring tone in display (a new tone sounds each time you press the button).
5. Press SPEAKER to end.



Selecting the Ring Tone

1.5 Setting Volume Levels

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, and the handset.

To set the **ringer** loudness level, while your telephone is on-hook and idle, press the VOLUME Up or VOLUME Down button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.

Note: If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station.

To set the **speaker and handset** loudness levels,

1. Press INTERCOM button.
2. Press the VOLUME Up or VOLUME Down button once for each change in speaker volume that you desire.

3. Lift handset.
4. Press the VOLUME Up or VOLUME Down button once for each change in handset volume that you desire.

Note: When a call ends, the system resets the speaker and handset volume of all future calls to the default setting. For instructions in setting your EP100's default volume settings, see Section 7.9, Volume Control.

1.6 Answering and Making Calls

Your EP100 is now properly configured to answer and make calls to both stations within your system (intercom calls) and outside lines. Remember that when dialing an outside number, you must first select a line to connect your system to the local exchange.

When you hear outside ringing (long bursts),

1. Press flashing line button.
2. Speak toward telephone or lift handset if privacy is desired.

When you hear intercom ringing (two short bursts),

1. Press INTERCOM.
2. Speak toward telephone or lift handset if privacy is desired.

To dial an outside number manually,

1. Press INTERCOM.
2. Dial 9 or press other line button to select line (see Section 7.2, *Line Groups* for more information on selecting an outside line).
3. Listen for dial tone.
4. Dial number.
5. Lift handset if privacy is desired.

To dial an intercom number manually,

1. Press INTERCOM.

2. Dial extension number (called telephone rings or tone is heard).
3. Speak toward telephone or lift handset if privacy is desired.

1.7 Speakerphone Usage Guidelines

When using your EP100, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened.

When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates a ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

- Both parties can not talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100 where it will detect sounds from keyboards, printers, paging systems, typewriters, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the telephone.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your telephone to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the system takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.

- Place the telephone on a hard surface and away from table edges. Do not place the telephone in corners or enclosures. Do not let obstructions come between you and the microphone. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant telephone's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.
- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

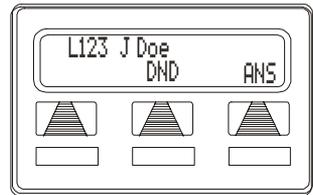
2. ANSWERING CALLS

2.1 Answering Outside Calls

When an outside call rings at your station, the LCD screen displays the system line number of the incoming call (e.g., L123) and any caller ID information that your station is programmed to receive. In addition to simply lifting the handset, your other options for answering the call are displayed above the soft keys.

When you hear outside ringing (two long bursts) and observe an orange flashing light,

1. For speakerphone, press flashing line button or select ANS and speak toward telephone.
2. For privacy, LIFT handset.
3. Select DND if you do not wish to answer the call at this time.



Outside Call on Line 123

When you hear outside ringing (two long bursts) and observe a red flashing light,

1. Press flashing line button or select ANS.
2. Speak toward telephone or lift handset if privacy is desired.
3. Select DND if you do not wish to answer the call at this time.

Note: For more information on setting DND at your station, see Section 7.3, *Do Not Disturb Condition*.

2.2 Answering Intercom Calls

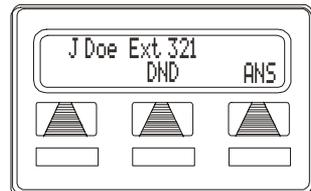
Your station receives intercom calls in one of two ways depending upon system programming. In a *voice-first* setting, a short tone is followed by the caller's voice heard on the speaker. With a *tone-first* setting, the telephone rings in a distinctive pattern and the user of the receiving station must take action to answer.

As with an outside call, your LCD screen displays the extension number of the incoming call (e.g., Ext 321) and any caller ID information that your station is programmed to receive.

When you hear an intercom tone followed by a caller's voice, speak toward the telephone to answer, or lift handset if privacy is desired.

When you hear intercom ringing (two short bursts),

1. Press *INTERCOM* or select ANS.
2. Speak toward telephone or lift handset if privacy is desired.
3. Select DND if you do not wish to answer the call at this time.



Intercom Call from J Doe

Note: For more information on setting *DND* at your station, see Section 7.3, *Do Not Disturb Condition*.

2.3 Night-Transferred Calls - Line Access From Any Station

The system attendant can transfer incoming calls to a particular station or stations for off-hour ringing.

If your telephone rings,

1. Press line button with flashing light.
2. Lift handset to talk.

When you hear loud ringing anywhere in the system,

1. Lift handset.
2. Press *INTERCOM*.
3. Choose ringing zone:
 - Dial 65 through 68 to select ringing zone (1-4).
 - Dial 69 to answer for any zone.

2.4 Holding Calls

You can place a call on hold and retrieve it later. With a regular hold, you can pick up the held call at your telephone or another user can pick the call up at a telephone sharing the held call line appearance.

To place a call on hold, press *HOLD* (station button) or select *HOLD* (soft key). The light above your *HOLD* button begins to blink.

To retrieve a held call,

1. Press line button of the held call (with winking green light), or press *TAP*.
2. Speak toward telephone or lift handset if privacy is desired.

With an exclusive hold condition, you must pick up the held call at your telephone; no other telephone has access to the call.

To place a call on exclusive hold, press *HOLD* twice.

Answering Calls

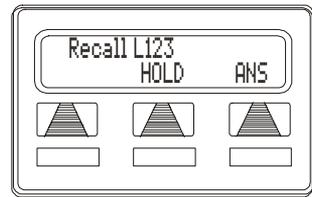
To retrieve exclusive hold,

1. Press line button of held call (with winking green light), or press *TAP*.
2. Speak toward telephone or lift handset if privacy is desired.

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

If a held line is recalling, choose one of the following.

1. Select **HOLD** to place the call on hold at your station and restart hold timer.
2. Lift handset, press line button (with flashing orange light) or select **ANS** to retrieve the call.



A Recalling Held Line

The installer can add a directed station hold feature to your telephone. With this feature, you can place a call on hold at another station. You can also pick up the held call that has been waiting the longest length of time at another telephone.

To place a call on directed station hold,

1. Answer call.
2. Press *INTERCOM* or *TRNS/CNF* if intercom call.
3. Dial *90.
4. Dial extension number of station to receive held call.
5. Hang up.

To retrieve a held call at another station,

1. Press *INTERCOM*.
2. Dial #90.

3. Dial extension number of station where call is currently on hold.
4. Press *DSS/BLF* button or *TAP* to answer call.

Often, you will have more than one call on hold at your station. You know you can retrieve the last call placed on hold simply by pressing *TAP*; however, if you do not have line appearance for a line on which another call is holding, the system provides a way for you to access that call before servicing the last call you placed on hold.

To scan your held calls and retrieve a specific one:

1. Repeatedly press *HOLD* to scan held call list.
2. Press *TAP* to retrieve call.

2.5 Call Pickup

The EP100 offers three distinct methods to answer incoming calls that are ringing at other stations.

2.5.1 GROUP CALL PICKUP

The installer often arranges several telephones together in a user group. If your telephone is so arranged, you can answer calls that are ringing at other stations within your particular group.

To answer a call that is ringing within your group,

1. Press *INTERCOM*.
2. Dial #4.
3. Speak toward telephone, or lift handset if privacy is desired.

2.5.2 DIRECTED CALL PICKUP

Also, you can answer a call that is ringing at any telephone in the system if you know the ringing telephone's extension number.

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

1. Press *INTERCOM*.
2. Dial *4.
3. Dial extension number of ringing telephone.
4. Speak toward telephone, or lift handset if privacy is desired.

2.5.3 PICKUP FOR MONITORED STATIONS

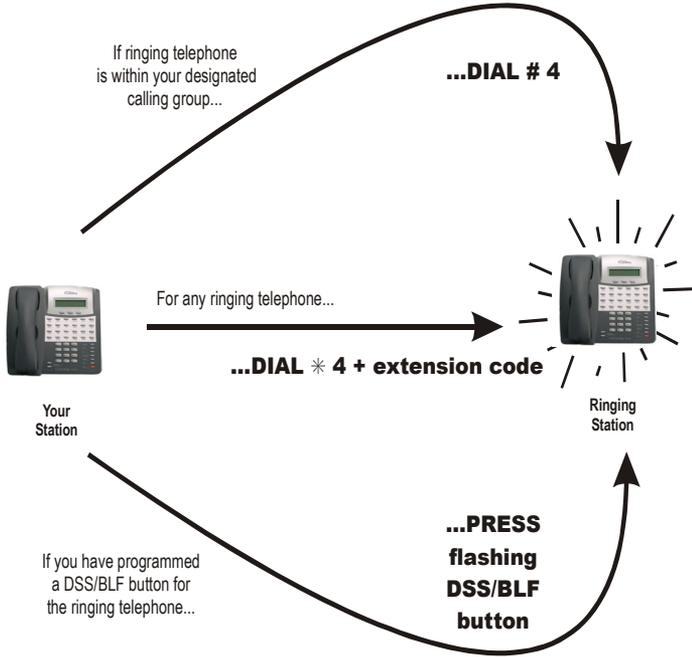
Your telephone may have the personal intercom number of another telephone appearing at a programmable button location. You can use the light associated with this button to monitor the status of that telephone, and you can press the button to make a call to that telephone if you wish.

To monitor another telephone,

1. Observe the BLF light indications next to the Direct Station Select (*DSS/BLF*) button:
 - Off = Station is idle
 - Flashing (if enabled) = Station has an incoming call
 - On = Station is busy

To call an idle monitored station or to answer one that is ringing,

1. Note the BLF light condition.
2. Press assigned *DSS/BLF* button.
3. Speak toward telephone, or lift handset if privacy is desired.



Answering Calls for Other Stations

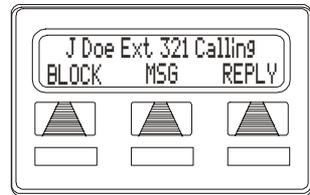
2.6 Receiving Subdued Off-Hook Voice Announcements (SOHVA)

This feature allows an intercom caller to break into your call by making an announcement through your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller.

Answering Calls

To respond to a SOHVA verbally,

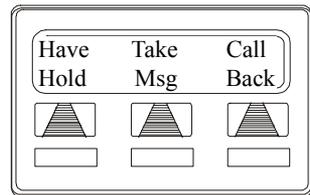
1. Select and hold REPLY or press *MUTE*.
2. Speak into handset. Distant party cannot hear your response.
3. Release REPLY or *MUTE* after response is complete to return to distant party.



Incoming SOHVA

To respond to a SOHVA nonverbally through Response Messaging,

1. Select MSG.
2. Select HAVE HOLD or TAKE MSG. (Message appears in the display of the telephone making the SOHVA).
3. Continue your current call with distant party. (SOHVA caller is automatically disconnected from your telephone).



Message Response

To respond to a SOHVA by blocking, select BLOCK when you hear SOHVA tone. (SOHVA call is disconnected). See Section 2.6.1, *Voice Announce Blocking* for more details.

Note: A station that is currently active in speakerphone mode or has Voice Announce Block set CANNOT receive a SOHVA.

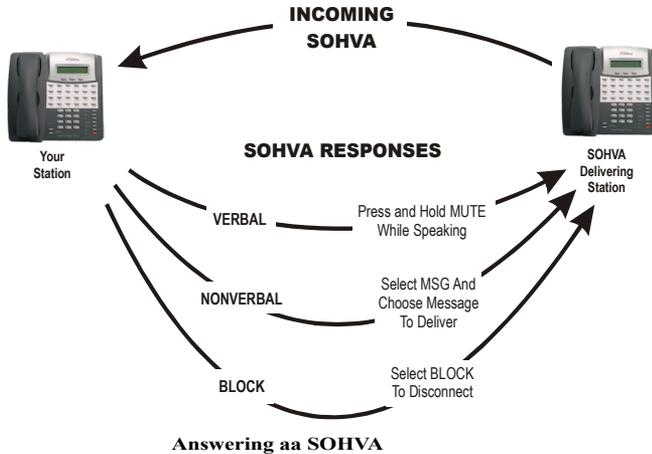
2.6.1 VOICE ANNOUNCE BLOCKING

If your system installer makes this feature available, you can prevent voice announcements from sounding over your telephone speaker if you wish. This feature also blocks Subdued Off-Hook Voice Announcements (SOHVA) and will refuse any attempted SOHVAs.

To block (unblock) all voice-announced calls,

1. Select OPTIONS.

2. Select NEXT until VAB appears.
3. Select VAB.
4. Select ON to block (or OFF to unblock).
5. Press *SPEAKER* to end.



2.7 Caller ID (Automatic Number Identification)

When installed by system programming, the Caller ID feature allows you to view incoming call numbers before you answer them. Incoming call numbers flash in the lower half of the LCD. If you answer the call, the number appears in the upper half of the LCD.

The system also stores numbers that ring on your line but receive no answer. If the call has been returned by someone else, selecting the **S** key reveals who returned the call. Everyone sharing your line can scroll through the stored numbers and choose which calls to return.

To scroll through ring-no answer numbers stored on your system (CID light is flashing),

Answering Calls

1. Select the programmed CALLER ID button on your telephone. Your LCD will display the calling number, date, and time the call came in. The most recent call appears first in the list.
2. Select the programmed CALLER ID button each time you wish to display the next most recent ring-no answer call to your line.
3. To dial one of the numbers in the redial queue, select the programmed SAVED NUMBER REDIAL button. The system will automatically dial the number.

Depending on your system programming, when a call is returned it might remain in the ring-no answer queue or the system might delete it from the ring-no answer queue. Your system installer can tell you how the feature is programmed. If the system is programmed to leave a returned number in the redial queue, the display shows an “S” next to numbers that have been returned.

To determine who viewed the number and returned the call, dial *.

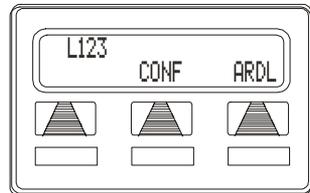
3. MAKING CALLS

3.1 Making Outside Calls

You can manually dial a number over any telephone line you select. Or, if the installer assigned a prime line or the idle line preference feature to your EP100, the system automatically selects a line for use when you lift the handset or press the speaker button.

To dial an outside number manually,

1. Press INTERCOM.
2. Dial 9 or other line button to select line (see Section 7.2, *Line Groups* for more details).
3. Listen for dial tone.
4. Dial number.
5. Lift handset if privacy is desired.



Outside Dialing Display

If your station has an assigned prime line, you will not have to select a line before dialing outside your system.

To dial an outside number using your prime line,

1. Press SPEAKER or lift handset if privacy is desired. Outside line is automatically selected.
2. Listen for dial tone.
3. Dial number.

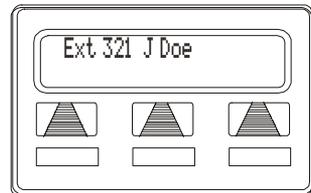
3.2 Making Intercom Calls

There are two methods for making an intercom call. One causes the called telephone to ring (tone-first). The other causes your voice to sound out at the called telephone (voice-first). Your installer can set the system to deliver either tone-first or voice-first calling.

Note: The following instructions assume a tone-first setting. You can change a call to voice announce signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS/BLF button again.

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

1. Press INTERCOM.
2. Dial extension number (called telephone will ring).



Press Intercom to Display Extension Number

To tone call automatically, press DSS/BLF button (called telephone will ring).

Note: The following instructions assume a voice-first default setting. Any user can change a call to a tone signaling for that call simply by pressing the INTERCOM button again after dialing the extension number or by pressing the DSS/BLF button again.

To voice announce manually,

1. Press INTERCOM.
2. Dial extension number.
3. Speak your announcement.

To voice announce automatically,

1. Press DSS/BLF button.
2. Speak your announcement.



Ringling Intercom

3.3 Automatic Dialing

This feature provides one- or two-button speed dialing using programmable buttons at which you have previously stored numbers. There are two types of speed dial numbers:

- numbers that you store for your own use (personal speed dial numbers), and
- numbers that the system attendant stores for everyone's use (system speed dial numbers).

To automatically dial a number stored at one of the programmable buttons on your station, choose one of the following:

1. Press a programmed speed dial button (line selection is usually a part of the stored speed dial number).
2. Press SHIFT and a programmed speed dial button (to choose number stored as second choice at that button).

To speed dial a personal speed dial number while on hook, dial the speed dial number on dial pad (0 to 9).

To speed dial a system speed dial number, while on hook, dial * and the system speed dial number.



Speed Dialing Options

3.4 Redialing

For instruction on using your system's Automatic Redial feature, see Section 7.4, *Automatic Redial*.

3.4.1 REDIAL - LAST-DIALED NUMBER

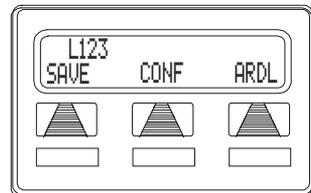
To redial the last-dialed number,

1. Press SPEAKER or hang up handset to disconnect current ringing or busy tone.
2. Dial #.
3. Listen for ringing or busy tone over the telephone speaker:

3.4.2 REDIAL PROGRAMMING (STORING NUMBERS)

To permanently store a number you've just dialed, choose one of these methods:

1. Select SAVE and press unused programmable button OR,
2. Press programmed SAVED NUMBER REDIAL button (see Section 6.4, *LCD Feature Buttons* for set up details).



Saving a Dialed Number

To store a number while you are on a call (if available),

1. Press programmed SAVE NUMBER REDIAL button twice (the display prompts you to dial a number).
2. Dial the number that you wish to save (the system immediately saves the number for later redial; it does not dial it over the line you are on now).

To redial the saved number,

1. Press line button to select a line.

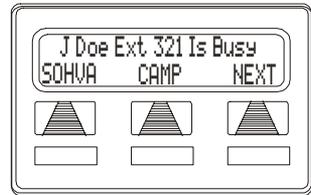
2. Press programmed SAVE NUMBER REDIAL button (system automatically dials the number that you saved earlier).

3.5 Camping On - Busy Station, Automatic Callback

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

To camp on at any busy station,

1. Select CAMP.
2. Your telephone immediately hangs up. When the station you called becomes available, your telephone rings with five short tone bursts.



Camping On Selection

When you hear five short tone bursts, press INTERCOM or select ANS. The other telephone starts ringing.

Note: If you do not press INTERCOM after the ring back tones within the time limit set by the installer, the call back is canceled.

To cancel the call back before your telephone sounds the tone bursts, press INTERCOM and dial #6.

To camp on at a station with a Do Not Disturb condition set, select CAMP. A call back occurs when the called station is no longer set in the Do Not Disturb mode.

3.6 Advanced Camping On Options

3.6.1 CAMPING ON - IDLE STATION, AUTOMATIC CALLBACK

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

To camp on at a station for which you hear ringing but receive no answer, select CALLBK. Callback occurs after any activity is initiated at dialed station.

To cancel the camp-on condition,

1. Press INTERCOM and dial #6.
2. Hang up or press SPEAKER to end.

3.6.2 CAMPING ON - BUSY STATION, WAIT FOR AN ANSWER (CALL WAITING)

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

To activate call waiting when you hear a busy signal,

1. Dial *6 (called party hears tone).
2. Wait on line for a reply.
3. The called party can place the current call on hold, disconnect from the call to answer your call-waiting tone, or choose to ignore your call-waiting tone and continue the current conversation.

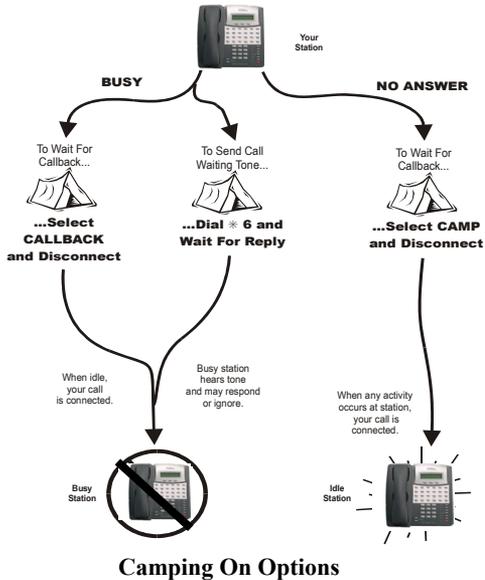
To cancel call waiting,

1. Press INTERCOM and dial #6.
2. Hang up or press SPEAKER to end.

To answer a call-waiting tone if you receive one while on a call,

1. Hear short tone burst in receiver.
2. Place current call on hold, OR complete call and hang up (waiting call rings at your telephone).

3. Lift handset to answer call.

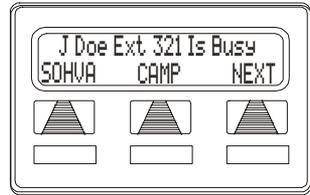


3.7 Sending Subdued Off-Hook Voice Announcements (SOHVA)

You can make a private voice announcement to another station that is off-hook and busy on a call if the installer has arranged the system to provide this feature.

Make a SOHVA announcement using the SOHVA button as follows.

1. Make intercom call and hear busy tone. If called station is on an outside line, ring-back tone is heard, but SOHVA is still available.
2. Select SOHVA and hear several quick tone bursts.
3. Make announcement.
4. Wait on line for reply (either verbal or LCD reply). If your station returns to idle, the called party has blocked your SOHVA.



Making a SOHVA

Note: If the called station is currently in speakerphone mode or if the SOHVA has been denied by system programming, soft key selection for SOHVA is not available.

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4. ADVANCED CALL HANDLING

4.1 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.

To queue for a line group,

1. Press INTERCOM.
2. Dial the line group access code (see Section 7.2, *Line Groups* for your system's codes).
3. Hear busy tone.
4. Dial *6.

If you have line appearance for a particular line and wish to queue for it,

1. Observe the busy status light (LED).
2. Press INTERCOM.
3. Dial *6.
4. Press line button.
5. 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 queuing or line group queuing,

1. Press INTERCOM.
2. Dial #6.

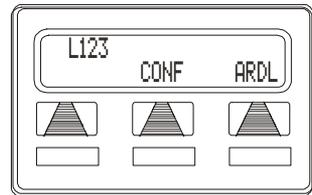
4.2 Conferencing

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 seven parties, including you as the originating party, in any combination of outside lines and intercom parties.

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 any combination of outside lines and intercom parties,

1. Make first call.
2. Select CONF. Call is placed on hold automatically.
3. Select next line and make next call.
4. Select CONF to establish conference.
5. Press *TRNS/CNF* button to add more parties.



Establishing a Conference

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

1. Press *HOLD*.
2. Press the line button of the remaining party.

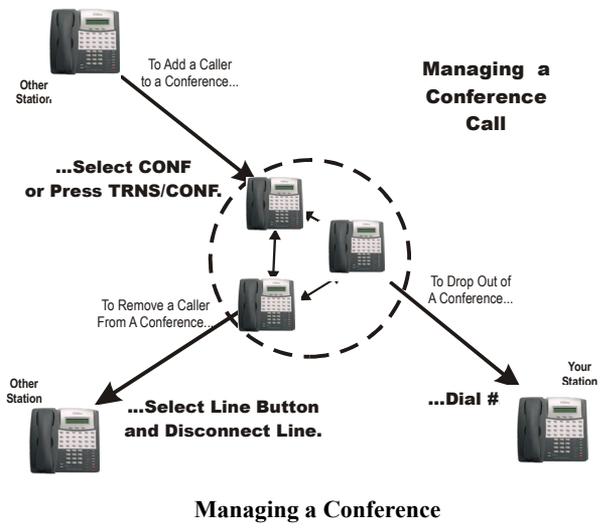
To retrieve a line from hold and bring that party back into the conference,

1. Press *TRNS/CNF*.
2. Press line button.
3. Press *TRNS/CNF*.

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.

To drop out of a conference call you initiated involving outside lines (creating an unsupervised conference), dial #. The lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until he hangs up or the line is answered.

To rejoin an unsupervised conference between two outside lines, press *TAP* or *DSS/BLF* button of one of the conferencing stations.



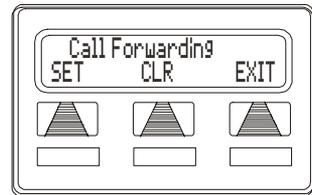
4.3 Call Forwarding

4.3.1 FORWARDING A CALL

You can forward the calls that normally ring at your telephone to another telephone. To remind you that your calls are being forwarded, your telephone will sound a short ring burst each time the system forwards a call.

To forward your calls,

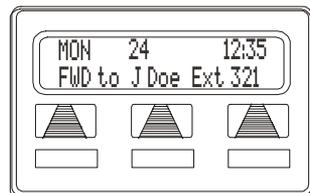
1. Select OPTIONS.
2. Select NEXT until the CFWD option appears.
3. Select CFWD.
4. Select SET.
5. Choose one of the following call forwarding options:
 - Select PERS to forward prime line and intercom calls.
 - Select ALL to forward all calls.
- Select NEXT and No ANS to forward calls that ring at your station but receive no answer after a pre-programmed number of rings. Then press PERS to forward your prime line and intercom calls, or press ALL to forward all calls that ring with no answer at your telephone.



Selecting Call Forwarding



Call Forwarding Options



Call Forwarding Active

6. Dial extension number of telephone to receive your forwarded calls.
7. Press SPEAKER to end. Display shows FWD.

To cancel call forwarding, select the right soft key.



Call Forwarding Options

4.3.2 DIVERTING ALL INCOMING CALLS TO ANOTHER STATION

Call diverting permits you to send an incoming call to another station that you have previously designated. You can divert an incoming call to the designated station whether you are busy or idle.

To identify the station to receive diverted calls,

1. Press INTERCOM.
2. Dial *55.
3. Dial extension number of station to receive diverted call.

To divert calls to the designated station,

1. Hear ringing and/or see flashing line status light.
2. Press programmed CALL FORWARD button (system immediately forwards ringing call to station you designated). See Section A, *Feature Access Codes* for programming instructions.

4.4 Call Forward Outside System (CFOS)

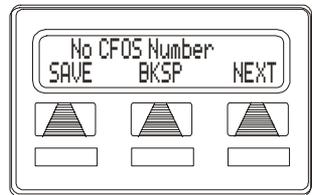
If enabled by your installer, the Call Forward Outside System (CFOS)* feature allows you to forward incoming or transferred line calls to telephone numbers outside the system.

To activate CFOS with your EP100,

1. Select OPTIONS.
2. Select NEXT until CFWD appears.
3. Select CFWD.
4. Select SET.
5. Select NEXT until CFOS appears.
6. Select CFOS.
7. Choose a type of CFOS and select the desired soft key (to switch the type of CFOS you wish to select, press TGL):
 - Select Itcm for intercom calls
 - Select Line for prime line calls
 - Select Itcm/Ln for all calls
 - Select RNA Itcm for ring-no-answer intercom calls
 - Select RNA Line for ring-no-answer prime line calls
 - Select RNA Itcm/Ln for all ring-no answer calls.



Selecting CFOS



Set Forward Destination

8. Select outbound line (press line button, dial appropriate code, or do nothing and let previously selected line remain in effect). If you want to change the destination, you must enter something for the outbound line. (See Section 7.2, *Line Groups* for line access codes.)
9. Select forward destination (dial number, press speed dial button, or do nothing and let previously selected destination remain in effect).
10. Press SPEAKER to end (display shows CFOS and type of forwarding).

To deactivate CFOS, choose one of the following:

1. Press INTERCOM and dial *56 OR,
2. Select OPTIONS.
3. Select NEXT until CFWD appears.
4. Select CFWD.
5. Select CLR.

To join an active CFOS call from the CFOS-enabled station, note flashing HOLD light indicating active CFOS call, and press TAP. Join CFOS-forwarded party and CFOS destination in a conference call.

** 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.*

4.5 Call Parking

4.5.1 PARKING A CALL

You can place an intercom or outside call on hold in the system so that it can be answered from any station, even though it may not have a line appearance for the call. You accomplish this by placing the call in one of many park orbits, where the call remains until it is answered.

To park a call in orbit,

1. While on the call, press INTERCOM or press TRNS/CNF if intercom call.
2. Dial *.
3. Dial code for park orbit (910 to 999 for orbit 10–99).
4. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.

To park a call using a programmed PARK button, while on the call, press the programmed PARK button (the system places the call in a preselected park orbit and lights the PARK light).

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

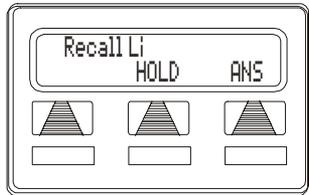
1. Press INTERCOM.
2. Dial #.
3. Dial code for orbit (910 to 999 for orbit 10–99), OR press programmed PARK button.

4.5.2 HANDLING PARK RECALLS

When a parked call times out of the system, it returns to your telephone in the form of a park recall (you hear four short tone bursts at 12-second intervals).

To answer a park recall, select ANS.
The call then connects to your station.

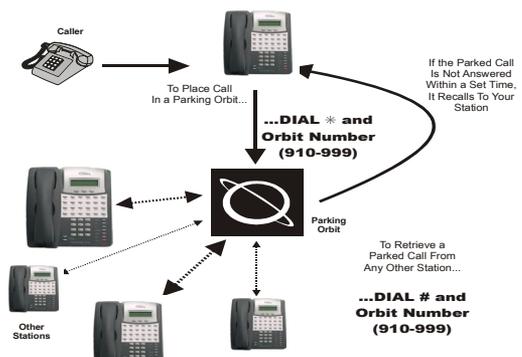
To place a park recall on hold at your station, select HOLD. After the call remains on hold for a period of time, it rings back to your telephone as a hold recall.



A Park Recall

To re-park a park recall and restart the park timer,

1. ANSWER/RETRIEVE call.
2. Select PARK (the system places the call back in its original park orbit where it remains until it is answered or recalls again).



Parking Calls

4.6 Call Transferring

4.6.1 SCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a screened transfer.

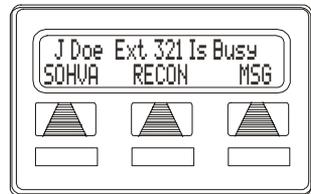
To screen and transfer a call to another telephone in the system,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, or press DSS/BLF button for that extension.
4. Announce call when intercom party answers.
5. Press SPEAKER to disconnect (if in speakerphone mode), or hang up.

The intercom party then has the call (if he or she answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone rings with the transferred call after you hang up.

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

1. Select RECON to reconnect the call to your station.
2. Select SOHVA to interrupt the call and tell the intercom party that a call awaits.
3. Select MSG to leave a message-waiting indication at the called station.



Attempting a Transfer

If the intercom party does not answer their telephone when ringing, take one of the following steps:

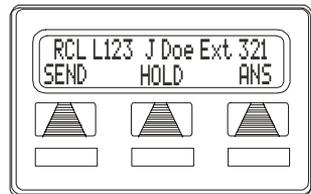
1. Select RECON to reconnect the call to your station.
2. Select MSG to leave a message-waiting indication at the station.

4.6.2 UNSCREENED CALL TRANSFERS

You can answer a call at your EP100 and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

To transfer an unscreened call to another system telephone,

1. Answer call.
2. Press TRNS/CNF (call is automatically placed on hold).
3. Dial extension number of telephone to receive transfer, OR press DSS/BLF button for that extension.
4. Press SPEAKER to disconnect (if in speakerphone mode), or hang up. The transfer rings at the called telephone.



**Attempted Transfer of Line
123 to J Doe is Recalling**

If an unscreened transfer call is not answered and recalls to your telephone, you can take one of the following steps:

1. Press HOLD to place the call on hold at your telephone.
2. Select ANS to return to the call.
3. Select SEND to retry the transfer.

4.7 Other Call Transferring Options

4.7.1 HOT TRANSFER

A hot transfer is a type of screened transfer. This feature is useful for transferring calls to people who need to work in a hands free mode. Once you announce the call and the system completes the transfer, the person receiving the transfer can simply begin speaking toward his or her speakerphone to answer the call.

To make a hot transfer to another telephone in the system,

1. Answer call.
2. Press TRNS/CNF (the system automatically places the call on hold).
3. dial extension number of telephone to receive the transfer or press DSS/BLF button for that extension.
4. Announce call.
5. Press TRNS/CNF.
6. If necessary, press SPEAKER to disconnect (if in speakerphone mode) or hang up. The person receiving the transfer then has the call.

4.7.2 QUICK TRANSFER

When the installer programs the quick transfer method on your telephone, you can deliver an automatic transfer of an incoming line call without pressing the TRNS/CNF button.

To do a quick screened transfer,

1. Answer call.
2. Dial intercom number for transfer location.
3. When party at transfer location answers, announce call.
4. Hang up, select RELEASE, or press SPEAKER button.

To do a quick unscreened transfer,

1. Answer call.
2. Dial intercom number for transfer location.
3. Hang up, select RELEASE, or press SPEAKER button.

Advanced Call Handling

Call Transferring Summary			
Transfer option	What are the sender's actions after answering original call?	How is the transferred call delivered to the receiver?	Best suited for:
Screened Transfer	<ol style="list-style-type: none"> 1. Press TRNS/CNF 2. Dial extension 3. Announce call 4. Disconnect 	Normal intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer	Normal transfers that require introduction.
Unscreened Transfer	<ol style="list-style-type: none"> 1. Press TRNS/CNF 2. Dial extension 3. Disconnect 	Normal intercom ringing (two short bursts)	Expected transfers that need no introduction.
Hot Transfer	<ol style="list-style-type: none"> 1. Press TRNS/CNF 2. Dial extension 3. Announce call 4. Press TRNS/CNF 5. Disconnect 	Transfer introduction followed directly by the incoming call	Personnel who must receive speakerphone calls in a hands-free mode.

Call Transferring Summary (Continued)			
Transfer option	What are the sender's actions after answering original call?	How is the transferred call delivered to the receiver?	Best suited for:
Quick Transfer (with intro)	<ol style="list-style-type: none"> 1. Dial extension 2. Announce call 3. Disconnect 	Intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing will also follow the transfer	Normal transfers from attendants and operators who handle a large number of incoming calls which require transfer.
Quick Transfer (without intro)	<ol style="list-style-type: none"> 1. Dial extension 2. Disconnect 	Normal intercom ringing (two short bursts)	Expected transfers from attendants and operators who handle a large number of incoming calls which require transfer.

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5. NONVERBAL MESSAGING

5.1 LCD Message Delivery

You can set system-supplied messages at your station to be received and displayed by a calling LCD speakerphone.

To turn on a message from your telephone,

1. Press INTERCOM and dial *02.
2. Dial the desired code number from your message list (01–30) on the next page, or press HOLD button to scroll through the available messages and dial # to select
 - For a “Back At” message, dial the code for time numbers and colon from dialing codes table.
(For example, DIAL # 00 01 29 04 05 for the time 01:45).
 - For a “Call” message, dial code for telephone number of your new location.
(For example, dial # 09 07 08 15 02 02 00 00 for the number 978–2200).
3. Dial # and press SPEAKER to end message.

Dialing Code Table			
Character	Dialing Code	Character	Dialing Code
1	01	8	08
2	02	9	09
3	03	0	00
4	04	space	12
5	05	–	15
6	06	:	29
7	07		

Nonverbal Messaging

To turn off the message and your intercom light, press INTERCOM and dial #02.

LCD MESSAGE LIST (Write the attendant supplied messages here.)	
Dial Code	Message
01	Back at (default message 1)
02	Call (default message 2)
03	Ask them to hold (default message 3)
04	Take a message (default message 4)
05	I will call back (default message 5)
06	
07	
08	
09	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	
25	
26	

LCD MESSAGE LIST (Write the attendant supplied messages here.)	
Dial Code	Message
27	
28	
29	
30	

5.2 Message Waiting Light and Messaging

If the system installer designates your EP100 to have message-wait originate ability, you can turn on the message-waiting light of any other telephone.

To turn on the message-waiting light (and a broken dial tone, if installer programmed) at another station that is idle or busy,

1. Press INTERCOM.
2. Dial *3.
3. Dial extension number or press DSS/BLF button of station to be alerted. The message-waiting light of called station flashes.

You can also turn on the message-waiting light and broken dial tone at another station when that station is busy,

1. Hear the busy tone and remain on the line.
2. Select MSG.
3. Hang up.



Leaving a LCD Message

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

1. Press INTERCOM.
2. Dial #3.

Nonverbal Messaging

3. Dial extension number or press DSS/BLF button of station that was alerted. The message-waiting light of called station turns off.

To turn off the message-waiting light during message-delivering conversation, press INTERCOM once if off-hook, twice if on-hook.

To receive a message at an alerted station,

1. Observe flashing message waiting light and the LCD message indicating who called for you.
2. Select CALL to dial the messaging station automatically.
3. Select CLEAR to clear the message from your station.



Receiving a Message

5.3 Response Message Delivery

By programming one or more RESPONSE MESSAGE buttons on your EP100, you can respond with a variety of messages to many calling situations. A scrolling RESPONSE MESSAGE button allows the sender to select from several different messages which have been programmed by the system attendant. A fixed RESPONSE MESSAGE button sends the same message you previously select each time it is pressed. (See Section 6.4, *LCD Feature Buttons* for instructions on programming a dedicated RESPONSE MESSAGE button.)

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

1. While still on the call, press the appropriate RESPONSE MESSAGE button to send a preselected message to the other telephone,

2. If a scrolling Response Messaging was programmed, continue to press RESPONSE MESSAGE button and dial # when your display shows the message you wish to send.

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

1. Hear the SOHVA tone or voice announcement in your handset or headset.
2. Press the appropriate fixed RESPONSE MESSAGE button to send a preselected message to the calling telephone,
3. If a scrolling Response Messaging was programmed, continue to press RESPONSE MESSAGE button and dial # when your display shows the message you wish to send.

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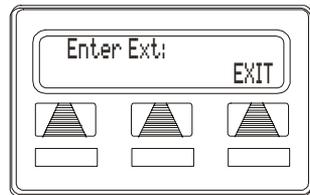
6. PROGRAMMING

6.1 DSS Numbers

Storing another station extension number at a DSS/BLF programmable location allows you to monitor that station, dial with the press of one button, or pick up or hold calls at that station quickly and conveniently. *Note: Storing DSS numbers at button locations overwrites any previously stored numbers.*

To store an intercom number as a DSS number,

1. Select OPTIONS.
2. Select NEXT until the DSS option appears.
3. Select DSS.
4. Press programmable button to choose DSS/BLF button location.
5. Dial extension number.
6. Repeat the previous steps, or select EXIT.
7. Press SPEAKER to end.



Designating an Extension

CAUTION



Do not attempt to program soft keys; doing so can cause the system to make features unavailable. If you inadvertently program soft keys, you can retrieve their functions in the following manner:

1. Press INTERCOM **1
2. Press the soft key to be reprogrammed
3. Dial 91, 92, or 93 (for buttons from left to right).



6.2 Speed Dial Numbers

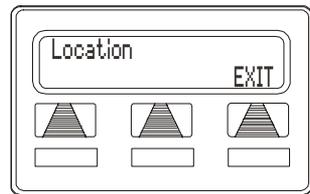
Speed dialing is a feature that lets you store and dial frequently called numbers using one or two buttons. You can store numbers for speed dialing at any programmable button that is not now assigned as a line button or other feature by the system administrator or installer or at the keypad numbers.

Note: The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:

- 1. Remain on the line and briefly explain to the dispatcher the reason for the call;*
- 2. Perform such activities in the off-peak hours, such as early morning or late evening.*

To store an outside number as a speed dial number, follow the display prompts and proceed as follows.

1. Select OPTIONS.
2. Select NEXT until SDIAL option appears.
3. Select SDIAL to choose speed dial programming.



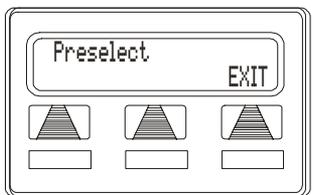
Choosing a Button

- 4. Press programmable button or dial pad button (0–9) to choose storage location (remember, to access second level storage at a programmable button, press SHIFT first).



Speed Dialing Options

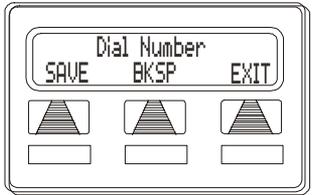
- 5. Choose your speed dial route from the following list:
 - Press line button to select outside line,
 - Dial 00 to select prime line or last line used,
 - Dial 01 to 16 to select line group,
 - Press INTERCOM button or dial 8 to select intercom.



Selecting Line or Intercom

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 hook flash to access a feature, press TAP to store a hook flash, then continue dialing.

- 6. Dial number (up to 16 digits long).
- 7. Select SAVE to store the number.
- 8. Repeat previous steps until all numbers are stored, or select EXIT.
- 9. Press SPEAKER to end.



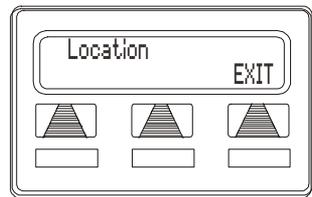
Dialing a Speed Number

6.3 Feature Access Codes

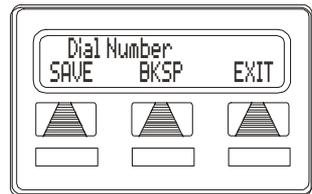
In addition to the system features which may be programmed using the soft keys, several other features may be programmed by using their access codes. The feature codes are programmed like speed dial numbers and can occupy the same programmable buttons on your telephone. Access codes are listed in Appendix A, *Feature Access Codes*.

To store a system feature access code,

1. Select OPTIONS.
2. Select NEXT until SDIAL option appears.
3. Select SDIAL to choose speed dial programming.
4. Press programmable button or dial pad button (0–9) to choose storage location (remember, to access second level storage at a programmable button, press SHIFT first).
5. Press INTERCOM when prompted to preselect line.
6. Dial access code associated with feature.
7. Select SAVE to store the number.
8. Repeat previous steps until all numbers are stored, or select EXIT.
9. Press SPEAKER to end.



Choose a Location



Dial the Access Code

To manually store an access code,

1. Press INTERCOM.
2. Dial **3.
3. Press programmable button.
4. Dial access code for feature.
5. Press SPEAKER to end.

6. Label button location.

As you program numbers, fill in the identification strips on your telephone as well as these tables.

Speed Dial Numbers, Features or DSS Locations (Programmable Buttons)			
1		13	
2		14	
3		15	
4		16	
5		17	
6		18	
7		19	
8		20	
9		21	
10		22	
11		23	
12		24	

Personal Speed Dial Numbers (Keypad Buttons)			
1		6	
2		7	
3		8	
4		9	
5		0	

6.4 LCD Feature Buttons

You can create feature access buttons to make operation easier. To do this, use the soft keys to select the feature you want to store, and then store it on a programmable button.

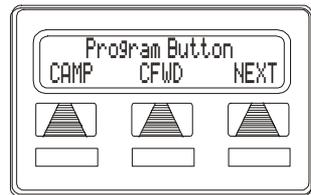
- **Account Code Button (ACCT)**—allows you to enter an account code for call record purposes.
- **Auxiliary Pager (APAGE)**—selects external pager operation through the auxiliary jack.
- **Auxiliary Recorder (ARECD)**—selects tape recorder operation through the auxiliary jack.
- **Auxiliary Ringer (ARING)**—selects auxiliary ringer operation through the auxiliary jack.
- **Call Forward Button (CFWD)**—allows you to forward all of your calls to another telephone.
- **Camp-On With Automatic Call Back (CAMP)**—allows you to camp on to a station. The system calls you back as soon as the called station becomes idle or occupied.
- **Camp-On (Call Waiting) (CAMP)**—when calling a busy station, this feature allows you to send a call waiting tone to the station and to wait on-line for a reply.
- **Clear Features (CLEAR)**—clears a currently active or engaged feature.
- **Do Not Disturb Button (DND)**—prevents other telephones from ringing your telephone.
- **Group Listen Button (GPLSN)**—allows others to hear a conversation over the telephone speaker while you use the handset or headset; the distant party can hear only the conversation transmitted through the handset or headset microphone.
- **Headset (HDSET)**—enables headset operation through the auxiliary jack.

- **Music Button (MUSIC)**—allows you to enable or disable background music; also allows you to choose from two pre-programmed music sources.
- **Page Button (PAGE)**—provides one-button access to paging.
- **Park Button (PARK)**—parks calls in preselected park orbit.
- **Pick-Up Button (PCKUP)**—allows you to pick up a call ringing elsewhere in your system.
- **Privacy Release Button (PRIV)**—allows other telephones which share a line appearance for current call to join.
- **Saved Number Redial Button (SAVE)**—redials the last number saved
- **Voice-Announce Block Button (VAB)**—blocks voice announcements.

Programming of the feature access buttons may require several selections involving many LCD screens. If an abbreviation used is not familiar to you, see Appendix B, *Display Abbreviations*.

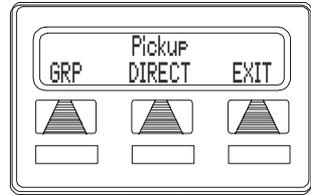
To create a feature access button,

1. Select OPTIONS.
2. Select NEXT until the FEAT option appears.
3. Select FEAT.
4. Select NEXT repeatedly until desired feature choice is displayed.
5. Select one of the buttons below the current display to choose desired selection.



Selecting a Feature

6. Respond to any menu prompts associated with feature (see example for Pickup).
7. Press programmable button for storage location.
8. Repeat steps 3 through 7 for other features, or select EXIT to end programming.



Responding to Prompts to Program a Pickup Button

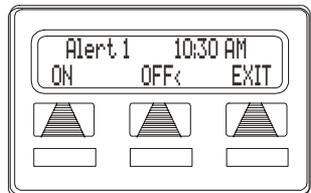
To clear a feature button assignment, repeat the above procedure, but select CLEAR before selecting the storage location button.

6.5 Reminder Alert

You can set up to two reminder alerts to sound at your EP100 so that you will remember important regular events or occasional events.

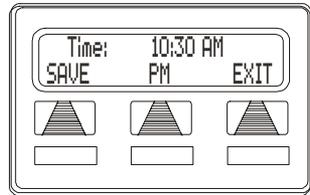
To set a reminder alert at your telephone,

1. Select OPTIONS.
2. Select NEXT until the ALERT option appears.
3. Select ALERT.
4. Select 1 OR 2 to select available alert designation; if you have already programmed an alert for 1, select 2 to set a second alert condition.
5. Select ON (select OFF to turn off an alert that has already been set).



Setting an Alert

6. Dial reminder time using the numbers on the dial pad (remember to dial a zero before single digit times: 01 for one o'clock, 02 for 2 o'clock, etc.).
7. Set AM or PM.
8. Select SAVE.
9. Press SPEAKER to quit.

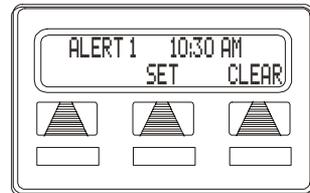


Setting the Alert Time

When an alert sounds at the set time, you hear four short tone bursts, which continues until acted upon. If you are not at your station to hear the alert when it sounds, your telephone's ring tone changes to the alert tone for every incoming call until you respond to the alert.

To respond to an alert after it sounds, choose one of the following:

1. Select CLEAR to turn off the alert.
2. Select SET to reset the alert for the same time the following day.



Responding to an Alert

6.6 Response Message Button

You may program a RESPONSE MESSAGE button, which allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD speakerphone. It also allows you to send an LCD message to another LCD speakerphone when you call and receive a busy signal or no answer.

To store a scrolling RESPONSE MESSAGE button, proceed as follows (user may press button repeatedly to choose from up to 30 system supplied messages),

1. Press INTERCOM.
2. Dial **6.

3. Press programmable button for RESPONSE MESSAGE button location.
4. Dial 00
5. Dial # to save programming.
6. Press SPEAKER to end.
7. Label the button location.

To store a fixed RESPONSE MESSAGE button (delivers the same message each time it is pressed),

1. Press INTERCOM.
2. Dial **6
3. Press programmable button for RESPONSE MESSAGE button location.
4. Dial message number (01-30) from list of messages. *Note: Programmed messages available for use are created by the system attendant. See Section 5.1, LCD Message Delivery for more details.*
5. Dial # to save programming.
6. Press SPEAKER to end.
7. Label the button location.

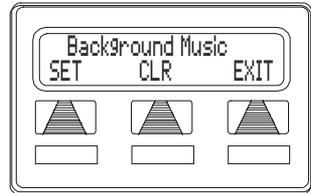
7. OTHER ADVANCED FEATURES

7.1 Background Music

If the telephone system supplies background music, you can turn it on at your EP100 while on-hook and idle. The system automatically turns background music off during calls and voice announcements.

To turn the music on,

1. Select OPTIONS.
2. Select NEXT until the MUSIC option appears.
3. Select MUSIC.
4. Select SET.
5. Select SRC 1 or SRC 2 for the music source.
6. Press SPEAKER to end (the speaker light turns on when background music is on).
7. Adjust music volume with the volume buttons.



Setting Background Music

To turn the music off,

1. Select OPTIONS.
2. Select NEXT until the MUSIC option appears.
3. Select MUSIC.
4. Select CLR.
5. Press SPEAKER to end (the speaker light turns off when background music is off).

7.2 Line Groups

Some systems have telephone lines arranged into line groups which may be accessed for outside calling instead of selecting an individual line button.

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

1. Press INTERCOM.
2. Dial desired line group access code,

Line Group Access Codes		
Line Group	Default Code	Active Code*
1	9	
2 through 11	80 through 89	
12 through 16	60 through 64	

** If your system attendant has reassigned your line group access codes, write them here for future reference.*

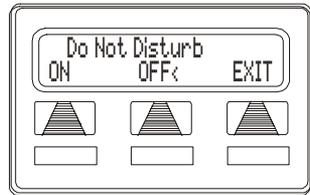
3. Listen for outside dial tone.
4. Dial desired number.
5. Lift handset to talk.

7.3 Do Not Disturb Condition

This feature keeps calls from ringing at your EP100 and makes your station appear to be busy to intercom calls. As a reminder, a station that is set in Do Not Disturb mode displays this information on the LCD.

To enable DND, proceed as follows.

1. Select OPTIONS.
2. Select NEXT until the DND option appears.
3. Select DND.
4. Select ON.
5. Select EXIT.
6. Press SPEAKER to end.



Setting Do Not Disturb

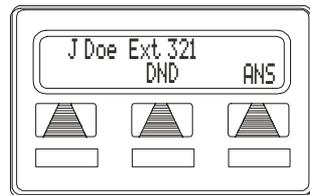
Note: Although it does not appear on your screen while Do Not Disturb is displayed, the right soft key activates the Options menu.

To disable the DND condition, proceed as follows.

1. Select OPTIONS.
2. Select NEXT until the DND option appears.
3. Select DND.
4. Select OFF.
5. Select EXIT.
6. Press SPEAKER to end.

To set a Do Not Disturb condition at your telephone when a call rings at your station,

1. Hear ringing and notice incoming call information in display.
2. Select DND. Ringing stops, and the caller hears the do not disturb tone. Your telephone remains in DND until you disable the feature.



Blocking Calls with DND

7.4 Automatic Redial

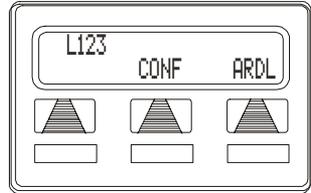
If your station has the multiple automatic redial feature enabled, you can place up to 10 numbers in your telephone's redial queue.

Other Advanced Features

Note: The AUTOMATIC REDIAL button described in the following steps must have already been programmed by your system installer or attendant. You cannot program this feature yourself.

To use the automatic redial feature to redial a busy or unanswered number,

1. While on the call, select ARDL or press the AUTOMATIC REDIAL button programmed by your installer.
2. The system repeatedly dials the number until you cancel the feature, or until the system has dialed the number a pre-programmed number of times (determined by your system installer).



Initiating Auto Redial

3. The AUTOMATIC REDIAL light flashes between redials and turns on steady during redialing.
4. If your installer has enabled answer supervision on your line, the system automatically cancels automatic redialing and turns the AUTOMATIC REDIAL light off.
5. If answer supervision is not enabled, select ARDL or the programmed AUTOMATIC REDIAL button while on the call to cancel automatic redialing.
6. If your system installer has enabled the redial multiple numbers feature, you can have up to 10 numbers in your redial queue. To add numbers to your redial queue, repeat step 1.

To scroll through numbers in your redial queue if your telephone is currently idle,

1. Select ARDL or the programmed AUTOMATIC REDIAL button. The display shows the last number dialed.
2. Choose one of the following:
 - Select REMOVE to remove the number from the redial queue.

- Select NEXT to scroll to the next number in the queue.
- Select EXIT to exit from the redial queue.

To interrupt the redialing procedure so that you can scroll through numbers in your redial queue,

1. While your telephone is in the process of dialing a number, select ARDL or the programmed AUTOMATIC REDIAL button twice. This treats the number as answered, cancels automatic redialing for that number, and puts the number back in the automatic redial queue. The display shows the last number dialed.
2. Choose from one of the following:
 - Select REMOVE to remove the number from the redial queue.
 - Select NEXT to scroll to the next number in the queue.
 - Select EXIT to exit from the redial queue.

To cancel the automatic redial feature, choose one of the following:

1. Perform any user activity at the station (go on-hook, select the speaker button, etc...),
2. Dial #72 to delete all numbers from the redial queue,
3. Select ARDL or the programmed AUTOMATIC REDIAL button while the number you wish to remove from the redial queue is ringing.

7.5 Tracker Paging System

When installed with your system, the Tracker Paging System option allows you to send call back and parked call messages to Tracker pagers assigned to station extension numbers. Along with the parked call message, the system parks the call in orbit for retrieval by the paged party. The type of message that the system delivers (either alphanumeric or numeric-only) is dependent upon the Tracker pager model in use at the station.

Other Advanced Features

When outside callers call into a system that has both a Tracker Paging option and a voice mail option installed, the system gives these callers the option of either leaving a message or tracking the person that they are calling.

To track a called party after receiving a ring—no answer,

1. Make an intercom call to someone and receive no answer.
2. Select **TRACK**.
3. Hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted).
4. Press **SPEAKER** to end.



Initiating a Tracker Page

To track a called party without first calling them,

1. Press **INTERCOM** and dial *8.
2. Dial extension number.
3. Hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted).
4. Press **SPEAKER** to end.

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 call and select **TRANS**.
2. Dial extension number.
3. If the called station does not answer or is busy, select **TRACK**.
4. Hear confirmation beep (Tracker page accepted) or hear busy tone (Tracker page not accepted).
5. Press **SPEAKER** button to end.

To retrieve a call that you parked using the Tracker option,

1. Press **HOLD** button to scroll your held calls, (display shows **PAGE** and extension number of each parked call).

2. Press TAP to retrieve the displayed parked call.

If you receive a parked call message on your Tracker pager,

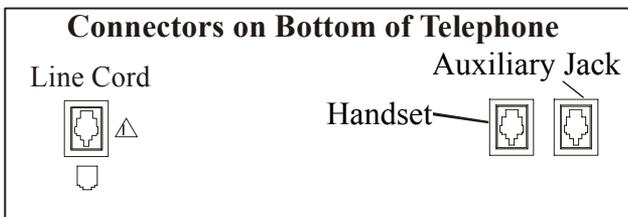
1. Go to any system station.
2. Press INTERCOM.
3. Dial Tracker pager orbit code (#800 to #899).
4. Retrieve call.

To enable or disable a Tracker pager at your station,

1. Press INTERCOM.
2. Dial #07 to enable, or dial #06 to disable.
3. Press SPEAKER to end.

7.6 Auxiliary Jack

Your EP100 may be equipped with an auxiliary jack that provides an interface for a headset, a tape recorder, an external ringer, or an external pager. If your EP100 is so equipped, you must set up one of its programmable buttons to serve as an enable/disable button for each auxiliary device you plan to connect. The system activates only the device that it identifies in the display, and activates only one device at any time.



Auxiliary Jack Location

The following modes are programmable with the auxiliary jack:

- The **headset mode** allows you to operate your telephone with a headset instead of as a speakerphone or with the handset.

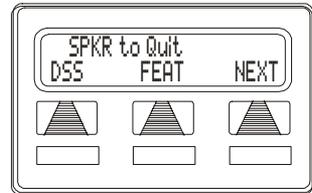
Other Advanced Features

- The **recorder mode** allows you to send your voice and that of the distant party to a tape recorder.
- The **ringer mode** allows an external speaker to sound the ringing of your telephone.
- The **pager mode** allows an external paging device to sound all voice announcements (all-call, zone paging, voice announced intercom calls) sent to your telephone.

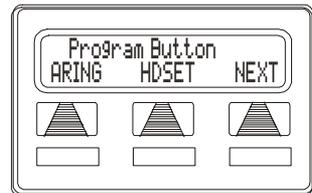
Note: The recorder, external ringer, or pager requires external power.

Program the enable/disable buttons (at any blank programmable button location) as follows:

1. Select OPTIONS.
2. Select NEXT until the FEAT option appears.
3. Select FEAT.
4. Select NEXT until the desired options appear.
5. Select desired auxiliary feature:
 - APAGE to choose pager
 - ARECD to choose recorder
 - ARING to choose external ringer
 - HDSET to choose headset
6. Press blank programmable button location to serve as enable/disable button for the feature you've selected.
7. Return to previous steps to add another device, or select SPEAKER to quit.



Programming Button



Selecting a Feature

To enable an auxiliary mode, select enable/disable button to enable mode. The light associated with button turns on and the display denotes feature.

To disable an auxiliary mode, select enable/disable button. The light associated with button turns off and the display no longer denotes the feature.

	CAUTION	
<p>With the exception of a headset microphone, do not connect the audio output of any external device to the auxiliary jack. Also, do not connect the tip and ring leads of a telephone line to the auxiliary jack. Do not connect any devices to the auxiliary jack other than those mentioned above.</p>		

7.7 Account Codes

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code after answering a call.

To enter account code on an incoming call,

1. If available, press programmed ACCOUNT CODE button (the call in progress is not interrupted).
2. If not available, press INTERCOM and dial *04 (call is automatically placed on hold).
3. Dial the account code. Your telephone automatically returns to the call after you've dialed the complete account code.

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code before dialing. Depending upon how the installer has programmed your system, these account codes may be “forced”(mandatory) for dialing outside numbers

To enter account code on an outgoing call,

1. Dial 9 or other line button (the display prompts for an account code if programmed to do so).

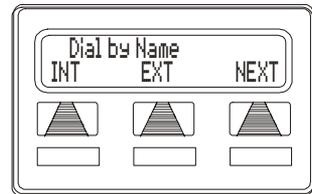
2. Press INTERCOM (call is automatically placed on hold).
3. Dial *04 and the account code, or press programmed ACCOUNT CODE button,.
4. Listen for dial tone and dial number you are calling.

Note: See Section 6.4, LCD Feature Buttons for instructions on programming a dedicated ACCOUNT CODE button.

7.8 Dial By Name

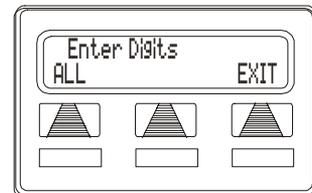
The Dial By Name feature provides an index of names for you to search through. When you select a name in the index, the system will automatically dial that person's extension number.

To use Dial By Name,



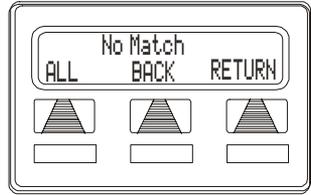
Selecting Dial By Name

1. Select OPTIONS to enter the dial by name menu.
2. Select INT button for intercom calling, or select EXT for speed dial calling.
3. Select ALL to view all entries or dial digits corresponding to the letters in the name you want to locate (for example, dial 266 for Comdial). There is no limit to the number of digits you can dial.
4. The display shows the first existing name match to the dialed digits or shows a NO MATCH message if the system can not find a match.



Entering Search

5. Select NEXT to display the subsequent names in the index until you reach the name you need.
6. Select DIAL to call the displayed location.
7. If the display says NO MATCH, select BACK to return to previous screen or enter new digits to search for a new name.



Finding No Match

7.9 Volume Control

7.9.1 SETTING CURRENT VOLUME LEVEL

The volume control on your telephone is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, the handset, the headset, background music, and the group listening mode.

There are four **ringer** loudness levels (plus an off position). While your telephone is on-hook and idle, press the **VOLUME Up** or **VOLUME Down** button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.



***Note:** If you set the ringer to the OFF position, your telephone sounds a short ring burst once for each call you receive at your station while the ringer is off.*

There are eight **speaker** loudness levels. While on a call and in speakerphone mode, press the **VOLUME Up** or **VOLUME Down** button once for each change in loudness that you desire.

There are at least eight **handset** loudness levels that you can set for the current call. While on a call and in handset mode, press the VOLUME Up or VOLUME Down button once for each change in loudness that you desire.

Note: When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your EP100's default volume, see the next section of this chapter.

There are eight **headset** loudness levels that you can set for the current call. While on a call and in headset mode, press the VOLUME Up or VOLUME Down button once for each change in loudness that you desire.

There are eight **group listening** loudness levels. While on a call and in the group listening mode, press VOLUME Up or VOLUME Down button once for each change in loudness you desire.

There are eight **background music** loudness levels. While background music is on at your station, press VOLUME Up or VOLUME Down button once for each change in loudness you desire. This level remains set for background music until you change it again, even if you turn off the feature and then reactivate it.

7.9.2 MUTING YOUR EP100

By using the *MUTE* button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker.

To mute your station, press MUTE (mute function and light turn on). You can still hear the distant party, but they cannot hear you.

To speak to the distant party, press MUTE again (mute function and light turn off).

7.10 Default Volume Control

You can set a permanent loudness level for any volume control setting. The level will remain at this volume (referred to as the default setting) until you change the setting.

To set a permanent speaker, headset, handset, or group listening loudness for all future calls,

1. Press INTERCOM.
2. Activate speaker, headset, handset, or group listen mode to be affected.
3. While in that mode, press VOLUME Up or VOLUME Down button to adjust loudness.
4. Dial **7 or press programmed SAVE button to hold the loudness at the last setting for all future calls (until you change the default again).
5. Repeat this procedure in each mode until you've set all default volume levels.

7.11 Programmed Button Display

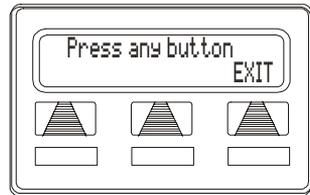
7.11.1 BUTTON FUNCTIONS DISPLAY (BUTTON QUERY)

You can cause the display to identify the function of each button on your telephone.

Other Advanced Features

To button query your telephone,

1. Select OPTIONS.
2. Select NEXT until the QUERY option appears.
3. Select QUERY.
4. Press the button in question.
5. Read the displayed information (display will hold for few seconds before the telephone returns to idle).



Button Query

7.11.2 STATUS OF BUSY LINES AND STATIONS (BUSY DSS/BLF BUTTON INQUIRY)

You can use this feature to identify the station that is busy on a line or the line on which a station is busy.

To identify the station that occupies a busy line,

1. Press DSS/BLF button for busy line.
2. Read your display for intercom number of station that is busy on line.

To identify the line that a busy station occupies,

1. Press DSS/BLF button for busy station.
2. Read your display for the busy station's line number.

7.12 Automatic Set Relocation

If your installer has equipped your system with automatic set relocation, when you move your telephone to a new location, the system gives you a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location.

To maintain the extension number and programming features from the old location,

1. Connect the telephone line cord to the new jack.
2. Observe the flashing HOLD light and press HOLD while the light is still flashing (your telephone immediately assumed the features from the previous location).

Note: If you do not select a button after installing the telephone, the system automatically defaults to the programming from the previous location.

To assume the extension number and programming features from the new location,

1. Connect the telephone line cord to the new jack.
2. Observe the flashing HOLD light and dial # while the light is still flashing (your telephone immediately assumes the features from the new location).

7.13 Paging

Your system provides an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the telephone speakers or through an external paging unit.

To send a paging announcement,

1. Lift handset.
2. Press INTERCOM.
3. Dial 70 through 77 for zones 1–8. *Note: Zone 1 (code 70) provides an all-call function in the default mode.*
4. Make announcement.
5. Remain on line if awaiting a reply (known as a Meet-Me page), or hang up handset.

Other Advanced Features

At times other telephone users may page you with instructions to meet them on line (a Meet-Me page). You can go to the nearest telephone, dial a code, and be in contact with the paging party.

To reply to a Meet-Me page,

1. Lift handset of nearest telephone.
2. Press INTERCOM.
3. Dial 78.
4. Meet paging party on line.

APPENDIX A FEATURE ACCESS CODES

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach these pages and keep them near your telephone to serve as a stand alone reference. Section 6.3, *Feature Access Codes* describes a method to program these codes on your telephone at unused programmable buttons.

Feature	Enable Code	Disable Code
Account Code	<i>INTERCOM</i> + *04 + account code	
All Call	<i>INTERCOM</i> + 70	
Attendant Calling	<i>INTERCOM</i> + 0	
Authorization Code	<i>INTERCOM</i> + #08 + authorization code	
Automatic Callback and Call Waiting	<i>INTERCOM</i> + *6	<i>INTERCOM</i> + #6
Background Music	<i>INTERCOM</i> + 11 or 12	<i>INTERCOM</i> + #1
Call Divert Station	<i>INTERCOM</i> + *55 + extension number	
Call Forward, Personal	<i>INTERCOM</i> + *51 + extension number	<i>INTERCOM</i> + #5
Call Forward, Ring- No Answer, All Calls	<i>INTERCOM</i> + *54 + extension number	<i>INTERCOM</i> + #5
Call Forward, Ring- No Answer, Personal Calls	<i>INTERCOM</i> + *53 + extension number	<i>INTERCOM</i> + #5
Call Forward, All Calls	<i>INTERCOM</i> + *52 + extension number	<i>INTERCOM</i> + #5
Call Park, Orbit 910- 990	<i>INTERCOM</i> + * + 910 to 999	

Feature Access Codes

Feature	Enable Code	Disable Code
Call Park, Pickup	<i>INTERCOM</i> + # + 910 to 999	
Call Pickup, Directed	<i>INTERCOM</i> + *4 + extension number	
Call Pickup, Group	<i>INTERCOM</i> + #4	
Clear Major Alarm Ring	<i>INTERCOM</i> + #09	
DISA Access	Installer Assigned	
Do Not Disturb	<i>INTERCOM</i> + #01	<i>INTERCOM</i> + #01 (repeat)
Do Not Disturb Override	extension number + *03	
DSS Programming	<i>INTERCOM</i> + **3	
Executive Override	extension number + *03	
Hold, Manual	HOLD	
Hold, Exclusive	<i>HOLD</i> + <i>HOLD</i>	
Hold, Directed	<i>INTERCOM</i> + *90	
Hold, Directed Pickup	<i>INTERCOM</i> + #90	
LCD Messaging	<i>INTERCOM</i> + *02 + message	<i>INTERCOM</i> + #02
Line Group 1	<i>INTERCOM</i> + 9	
Line Groups 2-11	<i>INTERCOM</i> + 80 to 89	
Line Groups 12-16	<i>INTERCOM</i> + 60 to 64	
Line Pick Up From Any Station, Zones 1-4	<i>INTERCOM</i> + 65 to 68	
Line Pick Up From Any Station, All Zones	<i>INTERCOM</i> + 69	

Feature	Enable Code	Disable Code
Meet-Me Answer Page	<i>INTERCOM</i> + 78	
Message Waiting	<i>INTERCOM</i> + *3 + extension number	<i>INTERCOM</i> + #3 + extension number
Message Wait Retrieval	#00	
Operator Access	<i>INTERCOM</i> + 0	
Paging, All Call	<i>INTERCOM</i> + 70	
Paging, Zones 2-8	<i>INTERCOM</i> + 71 to 77	
Paging, Meet-Me	<i>INTERCOM</i> + 78	
Park Orbit Retrieve	<i>INTERCOM</i> + # + 910 to 999	
Park Orbit Send	<i>INTERCOM</i> + * + 910 to 999	
Personal Ringing Tones	<i>INTERCOM</i> + **4 + tone code (1 to 8)	
Redial Last Dialed Number	#	
Remote Station Disable	<i>INTERCOM</i> + *05 + extension number	<i>INTERCOM</i> + #05 + extension number
Response Message	<i>INTERCOM</i> + **6 + button + 01 to 30	
Service Observing	<i>INTERCOM</i> + #03 + extension number	
Speed Dial, Station	Keypad 1, 2, 3, 4, 5, 6, 7, 8, 9, or 0.	
Speed Dial, System	*100 to *599	
Speed Dial, Programming	<i>INTERCOM</i> + **1	
Station Lock	<i>INTERCOM</i> + #04 + code	

Feature Access Codes

Feature	Enable Code	Disable Code
Volume Save	<i>INTERCOM</i> + **7	
Voice-Announce Block	<i>INTERCOM</i> + *2	<i>INTERCOM</i> + #2

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

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

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

APPENDIX B DISPLAY ABBREVIATIONS

This chart identifies the soft key label abbreviations that appear on the EP100 LCD.

Abbreviation	Feature	Definition
ACCT	Account Codes	Stores a button that enables account code entry.
ALERT	Set Reminder	Sets two reminder alerts that will sound at your station at specified times.
ALL	All Calls Forward	Routes all of your calls to a different station location.
ANS	Answer	Answers any call ringing at your station.
APAGE	Auxiliary Pager	Stores a button that selects auxiliary paging speaker operation through the auxiliary jack.
ARECD	Auxiliary Recorder	Stores a button that selects tape recorder operation through the auxiliary jack.
ARING	Auxiliary Ringer	Stores a button that selects auxiliary ringer operation through the auxiliary jack.
ARDL	Automatic Redial	Redials a busy call once a minute for 10 minutes.

Display Abbreviations

Abbreviation (Continued)	Feature	Definition
BKSP	Backspace	While programming a speed dial number, backspace erases an incorrect entry.
CALL	Call	Calls a station that turned on your message waiting light.
CAMP	Camp On	Has system call you when busy station becomes idle. When chosen as a feature, stores a button that enables the function.
CFWD	Call Forward	Forwards all of your calls to a different station location. When chosen as a feature, stores a button that enables the function
CALLBK	I Will Call Back	Respond to a SOHVA call with a non-verbal message.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLR	Clear	Cancels a call forward condition.
CONF	Conference	Establishes a conference.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.

Abbreviation (Continued)	Feature	Definition
DND	Do Not Disturb	Makes your station appear busy to other stations. When chosen as a feature, stores a button that enables the function.
DSS	Direct Station Select	Stores a personal intercom number at a DSS button.
EXIT	Exit Selection	Ends a current programming session.
EXT	Speed Dial By Name	Selects speed dial numbers to access through the dial by name interface.
FEAT	Feature	Presents several different features you can store at programmable buttons for later use.
GPLSN	Group Listen	When chosen as a feature, stores a button that enables loud speaker broadcast of distant party's voice.
HDSET	Headset	When chosen as a feature, stores a button that enables headset operation.
HAVE HOLD	Ask Caller To Hold	Send a non-verbal response to a SOHVA caller so he or she will know to place the outside caller on hold.
LIGHT	Light (contrast)	Makes the LCD screen lighter.
MSG	Message	Turns on message waiting light at another station.

Display Abbreviations

Abbreviation (Continued)	Feature	Definition
NEXT	Next Display	Shows the next display.
MUSIC	Background Music	Turn on the background music at your station. When chosen as a feature, stores a button that enables the function.
NoANS	No Answer/Forward	Forwards calls that ring at your station but receive no answer.
OPTIONS	Options	Selects soft key features.
OVER	Override	Overrides either a do-not-disturb condition or a busy signal at a station you have called.
PAGE	Paging Zone	When chosen as a feature, stores a button that provides one-button access to paging.
PARK	Park Orbit	When chosen as a feature, stores a button that provides one-button parking of calls.
PCKUP	Pick Up	When chosen as a feature, stores a button that allows you to pick up a call ringing elsewhere.
PERS	Personal	Route your personal intercom calls to a different station location.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
QUERY	Button Query	Displays program status of any button.
RECON	Reconnect	Reconnect you to a transferred call.

Abbreviation (Continued)	Feature	Definition
RING	Ring Tone	Select different ringing tones.
SAVE	Save Number	Permanently saves last number you dialed. When chosen as a feature, stores a button that provides the function.
SDIAL	Speed Dial	Programs a number for one-button calling.
SEND	Send Transfer	Re-transfers a previously transferred call that returned to your station.
SET	Set Feature	Enable call forwarding.
SOHVA	Secure Off-Hook Voice Announcement	Sends a subdued off-hook voice announcement to another station.
SRC	Music Source	Selects which music source will supply background music.
TAKE MSG	Take A Message	Send a non-verbal response to a SOHVA caller so he or she will know to take a message from an outside party.
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA. Also, blocks voice calls sent over the speaker. When chosen as a feature, stores a button that provides the function.

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APPENDIX C FEATURE NETWORKING SUPPORT

The table below shows all the features available on Set 15A or later. It identifies whether each feature is for a local stand-alone system or a system-to-system network. System-to-system networking connects several DXP, DXP Plus, FXS, FXT, FXII, and MP5000 systems together in an arrangement that allows unified communications through the system. Also provided is information on which features Comdial provides remote networking support too.

Feature Name	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Abandoned Hold Release	Terminating	None	Across Network	
Account Code	Both	None	Across Network	Node/COS
Alarms			Local	Node
A-lead			Local	Node
Alternate Attendant	Terminating	Comdial	Local	Node
ANI (passed across the network but must be enabled per node)	Terminating	Comdial/ QSIG	Local (display telephones)	Node

Feature Networking Support

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
ANI DNIS (passed across the network but must be enabled per node)	Originating	Comdial/ QSIG	Local (display telephones)	Node
ANS Detect	Originating	Comdial	Across Network	
ARS	Both	Comdial	Across Network	Node
	N/A	None	Local	Node
Attendant Programing	Both	Comdial	Local	Node
Authorizatio n Code	Originating	None	Local	Node
Auto Hold	Terminating	None	Across Network	Node
Auto Pause	Terminating	None	Across Network	Node
Auto Redial	Originating	None	Across Network	Node
Aux Line			Across Network	Node
Aux Ring			Local	Node
Block Program			Across Network	Incoming DID Node

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Button, Programmable	Both	Comdial	Across Network (with limitations)	Node/Station
Call Costing	Originating	None	Across Network (with limitations)	Node/Station
Call Divert	Terminating	Comdial	Local	Node/Station
Call Forward Default Forward	Terminating	Comdial	Across Network	Node/Station
Call Forward All Immediate	Terminating	Comdial	Across Network	Node/Station
Call Forward All RNA	Terminating	Comdial	Across Network	Node/Station
Call Pickup Directed	Terminating	Comdial	Across Network	Node/Station
Call Pickup Group	Terminating	None	Local	Node/Station
Call Time	Originating	None	Across Network	Node/Station
Call Transfer	Both	Comdial	Across Network	Node/Station
Call Waiting Tone	Terminating	None	Local	Node/Station
Camp On	Terminating	None	Local	Node/Station

Feature Networking Support

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
CFOS	Both	None	Local	Node/Station
Clock Set			Local	Node
Conference	Both	Comdial/ QSIG	Across Network (with limitations)	Station
COS			Local	Node
Day Night Class of Service	Both	Comdial	Local	Node
Delay Hot Line	Terminating	None	Local	Node/Station
Dist Ring	Terminating	None	Local	Node/Station
Dial by Name	Originating	None	Local	Node/Station
Directed Station Hold	Both	None	Local	Node/Station
Disable Station			Local	Node/Station
Disconnect Notification	Both	None	Across Network	
DND/ inhibit/ override	Terminating	Comdial/ QSIG	Local	Node

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
DNIS (passed across the Network but must be enabled per node)	Both	Comdial	Local (display phones)	Node
DSS/BLF	Both	Comdial	Across Network (with limitations)	Node/Station
DTMF Signaling	Both	None	Across Network	
Enhanced Night Mode	Terminating	None	Across Network	Node
Enhanced Ringing	Terminating	None	Across Network	Node
Executive Override	Both	None		
Extended DTMF				
Feature Numbering			Local	Node
Group Listen	Terminating	None	Across Network	Node/Station
Hands Free	Both	None	Across Network	Node/Station
Hold	Terminating	Comdial/ QSIG	Across Network	Node/Station

Feature Networking Support

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Hunt Group (can access Hunt group across Network but members must be local to each other)	Terminating	Comdial	Across Network	Node
Hunt List	Terminating	None	Local	Node/Station
Idle Line	Both	None	Local	Node
Incoming Call Routing	Both	Comdial	Across Network	Node
Intercom Numbering			Local	Node
Intercom Speed Dial Last Number Dialed	Originating	None	Across Network	Node/Station
LCD Contrast	Both	None	Local Station Only	Node/Station
LCD Messaging	Both	None	Local	Node
Line Group	Both	None	Local or Network Channels	Node
Line Monitoring	Both	Comdial	Local	Node

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Line Names	Both	Comdial/ QSIG	Across Network	Node
Line Queue	Both	None		
Lock	Both	None	Local	Node/Station
Location Codes	Both	None	Local	Node
Mark	Both	None	Local	Node/Station
Message Deposit	Both	Comdial	Local	Node/Station
Message Waiting	Terminating	Comdial	Across Network	Node/Station
Music, Background	Both	None	Local	
Music, On Hold	Both	None	Local	
Mute	Both	None	Across Network	Node/Station
Operator/ Network	Both	Comdial	Across Network	Hub
Operator/ Node	Both	Comdial	Local	Node
Page	Both	None	Local	Node
Park Orbit	Terminating	None	Local	Node
Personal Ring Tone	Terminating	None	Local Station Only	Node/Station
Prime Line	Originating	None	Local	Node/Station
Privacy	Terminating	None	Local	Node/Station

Feature Networking Support

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Pulse Set On	Originating	None	Local	Node
Query (button)	Originating	None	Local	Node/Station
Queue	Terminating	Comdial	Local	Node/Station
Quick Transfer	Terminating	Comdial	Across Network (with limitations)	Node/COS
Recall Call Forward			Across Network (with limitations)	Node/Station
Recall Timing (Hunt Group)	Terminating	Comdial/ QSIG	Across Network	Node
Record	Both	Comdial	Across Network	Node/Station
Response Message	Both	None	Local	
Ring Monitoring	Terminating	Comdial	Local	Node/Station
Serial Transfer	Terminating	Comdial/ QSIG	Local	
Service Observe	Originating	None	Local	Node/Station
Shift for Speed Dials	Both	None	Across Network	Node/Station

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Silent for Ringing	Both	None	Local	Node/Station
SLPS—Brokers Mode	Both	None	Local	
SLPS—Dial Saved Number	Originating	None	Across Network	
SLPS—Pick Up Last Line	Terminating	None	Across Network	
SLPS—Save Number	Originating	None	Across Network	
SLPS—TAP	Both	None	Across Network	
SMDA/ SMDR	Both	Comdial	Across Network (with limitations)	Node
Softkey	Both	Comdial	Across Network (with limitations)	
SOHVA	Terminating	Comdial	Local	Node/Station
SOHVA Service Observe	Originating	None	Local	Node/Station
Dial	Originating	None	Across Network	Node/Station

Feature Networking Support

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
System Speed Dial	Both	None	Across Network	Node
Station Monitoring (DSS/BLF)	Both	Comdial	Across Network (with limitations)	Hub only
Station Names	Both	None	Across Network	Node/Station
Station State Query	Originating	Comdial	Across Network	Node/Station
Subdue Ringing	Terminating	Comdial	Local	Node/Station
System Manager Prog	Both	None	Local	
System Parameters	Both	None	Local	Node
TAFAS (line answer from any station)	Both	None	Local	Node/Station
Toll Restriction	Both	None	Across Network	Node/COS
Tracker	Both	Comdial	Local	
Transfer to Voice Mail	Both	Comdial	Across Network	Node/Station
Trunk to Trunk Transfer	Both	Comdial	Across Network	

Feature Name (Continued)	Type Originating/ Terminating /Both	Remote Networking Support	Feature Parameters	Program Feature
Voice Announce Block	Terminating	Comdial	Across Network	Node/Station
Serial WP Integration			Across Network	Hub and VM
VVP			Across Network	Hub and VM

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APPENDIX D 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.

Assist Button

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

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 rings 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.

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 (which lines to route a call over, if and how to modify a number, and costing information) based entirely upon the programming of the system.

Automatic Station Relocation

Process by which the system automatically recognizes particular stations if they are relocated to a different station port; the same class of service and station features are provided the station at the new port.

B

Block Programming

To eliminate the need to program each station individually, programmers can assign features or functions to groups of stations.

Button Query

Feature which allows users to display the functions of programmable buttons on LCD telephones.

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.

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 (COS) Programming

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

D

Data Interface Unit (DIU)

This optional unit provides connections for your standard multiline digital telephone and Industry Standard Telephone (IST) device such as a FAX machine or answering machine.

Departmental Station Operation

The operation of stations that are organized into departments.

Dial By Name

This feature allows users to employ any two-line display, EP100 and its soft keys to search through an index of names, locate a desired station name or system speed dial name, and automatically call the located item.

Digital Voice Announcing (DVA)

The DVA is a line-powered device that provides voice prompts for auto-attendant and transfer, or you can use it to enhance the operation of DISA and Tracker.

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 Station Dialing (DISD or DID)

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)

Programmable buttons which allow the user one button to place intercom calls to other stations within your system; 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. See telephone layout drawings in Chapter 1 for location.

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.

DXP, DXP Plus, FXS and FXT

Common Code Based Systems; DXP, DXP Plus, FXS and FXT Comdial Communication Systems so named because the programmed function codes of these systems are interchangeable.

Dynamic Line Button

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

E

E&M Tie Lines

In telephony, a separate pair of leads to your station which are used by system operators for signaling and supervisory purposes.

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

Hands free 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.

I

Industry Standard Telephone (IST)

Analog telephone with only a basic 12 button keypad and no advanced features

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 0 through 9, * and # used for dialing.

L

Last Number Redialing

Automatically dialing the last number dialed.

LCD

Liquid crystal display; the alphanumeric display of several Comdial Digital Telephone models.

Line Groups

Programmers assemble and program outside lines into distinct line groups which users must dial a certain code to access.

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 your status.

Mute

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

N

Night Transfer

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

O

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 only 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.

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.

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

Response Messaging

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

Ring Line Preference

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

Ring Tones, Personal

A telephone can be arranged to ring in one of six distinctive tones.

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 one 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 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).

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.

Subdued Off-Hook Voice Announce (SOHVA)

A private announcement that can be made to a busy party which they hear through the receiver of their handset.

System Alarm Reporting

Allows you to view (through the LCD telephone screen) the various system alarms and the stations with which those alarms are associated.

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.

I

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 users over selected lines.

Tone Call

A ringing intercom call.

Tracker Pager

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

TRNS/CNF

A fixed feature button that allows you to transfer outside calls and set up conference calls.

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

V

Voice call

A verbal intercom call.

Voice Announce Blocking (VAB)

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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