
DIGITECH

Digital Telephone System

Multiline Telephone Station User's Guide

This user's guide applies to the following telephone models (when used on Comdial Gxxxx common equipment with Ixxxx or Sxxxx software cartridge Rev. 11A and later):

7714S-** Rev. I and later
7714X-** Rev. I and later

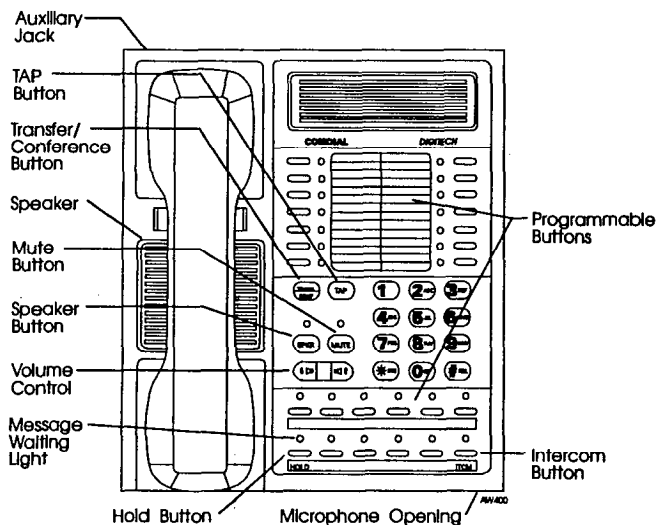
If you need more information,
consult your System User's Guide

COMDIAL

Introduction

Congratulations and thank you for using a DigiTech telephoned! Once you have seen all of the options and benefits that your new telephone offers, you will wonder how you ever did your job without it. This manual serves as a helpful guide for using all of the various functions of your new telephone and as a quick reference guide as well. If you should need more information about a particular function or on a function that is not listed in this guide, consult the System User's Guide, GCA 70-221, (your system attendant or whoever runs your main telephone system should have several copies).

Typical DigiTech Telephone (Model 7714S shown)



Understanding the Lights on Your Telephone

	Steady Off	Steady Green	Steady Red	Flashing Red	Flashing Orange	Fluttering Green	Fluttering Red	Winking Green	Winking Red	Steady Red with quick flash
Next to A Line Button	Line is idle	Line is in use at your station	Line is in use at another station	Line is ringing	Your Line is ringing in and will be answered when you lift the handset	Line has recalled from hold at your station	Line has recalled from hold at another station	Line is on hold at your station	Line is on hold at another station	
Next to A Direct Station Select (DSS) Busy Lamp Field (BLF) Button	Station is idle		Station is in use or in do not disturb	Station is receiving a call or is calling you			Station-to-station messaging has been set			
Next to A Fixed Feature or Programmable Feature Button	The feature is off		The feature is on							
Above the ITCM	Your intercom is idle			Another station is calling you			Auto redial is in use or System is in night mode above 10		An LCD message has been set on your telephone	You are using your intercom

Understanding the Lights on Your Telephone –cont–

**Above the HOLD
Button**

**Above the MUTE
Button**

Steady Off	Steady Green	Steady Red	Flashing Red	Flashing Orange	Fluttering Green	Fluttering Red	Winking Green	Winking Red	Steady Red w/ quick flash
			Message waiting has been set			Automatic station relocation has been set			
	Mute is deactivated		Called party cannot hear you						

**Above the
SPEAKER
Button**

Steady Red With Telephone On Hook and Busy	Steady Red with Telephone On Hook and Idle	Steady Red with telephone Off Hook and Busy
Speakerphone mode active	Background Music on	Group Listen is active

Using the Speakerphone

- If your telephone is equipped with a speakerphone, the speakerphone can be used for any operation in which the handset can be used by pressing the **SPKR** button instead of lifting the handset. You cannot use the speaker to receive a **SOHVA** or to originate paging.

Answering Calls

- To answer a call that is ringing at your telephone,
 1. if the light is flashing orange, lift handset;
 2. if the light is red, press the flashing line and lift handset.
- To answer a call using the speakerphone,

press flashing line or **ITCM** button.
- To answer a call that is ringing at any telephone,
 1. lift handset,
 2. press **ITCM** and dial * 4 plus extension number of ringing telephone.
- To answer a call that is ringing at a particular telephone in your group,
 1. hear ringing
 2. lift handset,
 3. press **ITCM** and dial # 4 (ringing station must be programmed in your call pickup group).
- To answer a call that is ringing the loud ringer or night transfer station,
 1. hear ringing ,
 2. lift handset,
 3. press **ITCM** and dial **80**,
 4. answer call.

Answering Subdued-Off Hook Voice Announcements (SOHVA) Calls

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

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

- **To respond verbally,**

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

- **To respond non-verbally,**

1. press pre-programmed button (see page 16 of this manual for further instructions on programming this function).

NOTE: Announcing station must have LCD speakerphone.

- **To Block SOHVA,**

NOTE: You may block SOHVA only if your telephone is programmed for you to do so.

1. lift handset,
2. press **ITCM** and dial * 2,
3. turn **SOHVA** back on by lifting the handset, pressing **ITCM**, and dialing # 2.

Making Calls

- **To make a call,**

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

- **To dial autodial number,**

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

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

1. dial desired code:
 1-0 = personal speed dial number,
 ***10 -*99** = system speed dial number,

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

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

1. lift handset and dial #,

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

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

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

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

lift handset and hear dial tone for line.

- **To cancel queuing before it rings back at your telephone,**
 1. lift handset,
 2. press **ITCM** and dial # 8,
 3. hang up handset.

- **If you are required to enter an account code when making outside calls,**
 1. select line,
 2. press **ITCM** and dial * 04,
 3. dial your account, hear outside dial tone, and dial outside number,
 4. when called party has answered, lift handset.

Holding Calls

- **To place a call on hold,**
 1. press **HOLD**,
 2. hang up handset.

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

lift handset and press line button with flashing green light.

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

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

- **To place a call on hold at another telephone,**
 1. while on line, press **ITCM** (system places call on hold),
 2. dial * **90**, then dial extension number of telephone to receive held call,
 3. hang up handset.
- **To answer a call at the extension receiving held call,**
 1. lift handset,
 2. press **ITCM** and dial # **90**.
- **To cancel directed call hold and retrieve the call,**
 1. lift handset,
 2. press **ITCM**, dial * **4**, then dial the extension number of the telephone to which you directed the call,
 3. retrieve the call.
- **To answer a call that someone placed on hold at your telephone.**
 1. lift handset,
 2. press **ITCM**, and dial # **90**.
- **To park a call,**
 1. press **ITCM**,
 2. dial *, then dial park orbit access code (**91 - 99**) (if chosen orbit is busy, dial alternative orbit number),
 3. hang up handset,
 4. use paging feature to announce call and park orbit access code if necessary.

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

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

Transferring Outside Calls

- **To announce a call before transferring it,**
 1. answer outside call,
 2. press **TRANS/CONF** (call is placed on hold),
 3. dial station number,
 4. upon answer, announce the call,
 5. hang up the handset (call is transferred).
- **To transfer a call without first announcing it,**
 1. answer outside call,
 2. press **TRANS/CONF** (call is placed on hold),
 3. dial station number,
 4. hang up handset. Call will re-ring your telephone if it is not answered within a preprogrammed time.
- **If you hear a busy signal or receive no answer,**

press **TRANS/CONF** and return to outside call.

Conferencing Stations Together

- **To conference any combination of inside stations and outside lines,**
 1. make first call and press **TRANS/CONF**,
 2. make next call and press **TRANS/CONF** to establish conference,
 3. repeat steps to add up to two more parties.
- NOTE:** When setting up a conference call with outside lines and inside stations, you must call the outside lines first. Use the line group access codes to place the outside lines in your conference.
- **To drop outside lines from the conference,**
 1. first press **HOLD** to place all calls on hold (not doing this will result in a tone burst interrupting the remaining conferees),
 2. once all calls are on hold, press the line that you wish to bring back followed by **TRANS/CONF**; this will retrieve only that line to the conference,
 3. use step two to bring back each line from hold.

Using the Messaging Feature

NOTE: You can set system-supplied messages to be displayed at the calling LCD speakerphone.

- **To turn LCD messaging on**
 1. press **ITCM**,
 2. dial * 02,
 3. choose **MSG**,
 4. press **SPKR**.

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

- **To activate station-to-station messaging (station must have BLF appearance at called station),**
 1. make intercom call and hear ring-back tone,
 2. dial * 7; your station's BLF light turns on at called station,
 3. hang up handset.

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

Using the Recall/Flash Feature

- **If your system has been configured for flash,**

press **TAP** to generate a timed flash signal while on line.

- **If your system has been configured for recall,**

press **TAP** to disconnect as if you had hung up.

Making a Paging Announcement

- **To page through an external paging amplifier (if your system provides this feature),**
 1. lift handset,
 2. press paging line select button and dial page access code (see your attendant for code) -- if paging is connected to a dedicated paging port, dial **ITCM 89**,
 3. make announcement.
- **To page through system telephones (all-call and zone paging),**
 1. lift handset,
 2. press **ITCM** and dial all-call or zone number:
84, 85, or 86 = zones 1, 2, or 3
87 = all-call,
 3. make announcement.
 4. hang up handset or wait for an answer.
- **To answer telephone paging from any station,**
 1. lift handset,
 2. press **ITCM**, dial **88**, and meet paging party on line.

Switching Between Pulse and Tone

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

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

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

Forwarding Calls

- **To forward personal calls to another telephone,**
 1. press **ITCM** and dial * **05**,
 2. dial extension number of telephone to which calls are to be forwarded.
- **To cancel personal call forward,**

press **ITCM** and dial # **05**.

- **To forward all calls to another telephone,**
 1. press ITCM and dial * 5,
 2. dial extension number of station to which calls are to be forwarded.
- **To cancel all-call forward,**

press ITCM and dial # 5.

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

Using Automatic Call-Back

- **To arrange for the system to call back when a busy station becomes idle or rings with no answer,**
 1. make intercom call and hear busy signal or ring-back tone,
 2. dial * 6,
 3. hang up. (When called station becomes idle or is operated by its user, your station will ring. Call-back is canceled if you do not lift your handset when you hear this ringing).
- **To answer call-back ring,**

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

press ITCM and dial # 6,

Using Call Waiting

- **To activate call waiting,**
 1. make intercom call and hear busy signal,
 2. dial * 0 1 (called party hears tone),
 3. wait on line for an answer.
- **To cancel call waiting,**

hang up handset.
- **To answer a call-waiting tone at your telephone,**
 1. hear short tone burst in handset receiver,
 2. complete present call, and hang up (waiting call will begin ringing),
 3. lift handset to answer.

Engaging Automatic Set Relocation

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

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

- **To accept automatic relocation,**

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

- **To reject the automatic relocation,**

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

Programming Your Telephone

- **To store autodial numbers,**

1. press **ITCM** and dial * * 1,
2. press programmable button,
3. press line button, or dial **1, 2, 3,** or **4,** to select line groups 1 - 4, or dial **0** for system to select line,
4. dial number to be stored (16 digits max.)
 - to store hookflash in an autodial sequence, press **TAP**; press **HOLD** to store pause (only if needed),
5. press **TRANS/CONF**, then press next programmable button, and dial another number to be stored,
6. repeat previous step until finished then press **SPKR**.

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

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

1. press **ITCM** and dial * * 3,
2. press programmable button,
3. dial extension number,
4. press next programmable button and dial another extension number,
5. repeat previous step until finished then press **SPKR**.

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

1. press **ITCM** and dial * * 2,
2. dial memory location (1-0),
3. press line button, or dial 1, 2, 3, or 4 to select line groups 1- 4, or dial 0 for system to select line,
4. dial number to be stored (16 digits max.) press **TAP** to store hookflash and press **HOLD** to store pause (if needed),
5. press **TRANS/CONF**, dial next location, select line, and dial another number to be stored,
6. repeat previous step until finished, then press **SPKR**.

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

1. press **ITCM** and dial * * 1,
2. press programmable button,
3. dial feature code:
 - 5 = response messaging button (then dial 0-9 for message)
 - 6 = transfer to voice mail button (then dial extension number)

 - 7 = assist button (then dial 0-9 or * for message)

 - 8 = subdued off-hook voice announce button
 - 98 = group listen button
 - # = auto redial button
4. press **TRANS/CONF** then next programmable button and dial another feature code,
5. repeat step 5 until finished, then press **SPKR**.

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—COMD6-010

Printed in U.S.A.

GCA 70-280.01

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