COMDIAL®

Multi Cell Wireless Telephone User's Guide

For Comdial Systems

This user's guide applies to the following system and telephone models:

System Models:

- DXP systems with software 12A and later.
- DXP *Plus* systems with software 12A and later.
- FX Series systems with software 12A and later.
- DSU systems with software 20A and later.
- DSU II systems with software 4A and later.

Telephone Models:

- MCW-HS.

Contact your Comdial dealer for updates of this and other Comdial publications.

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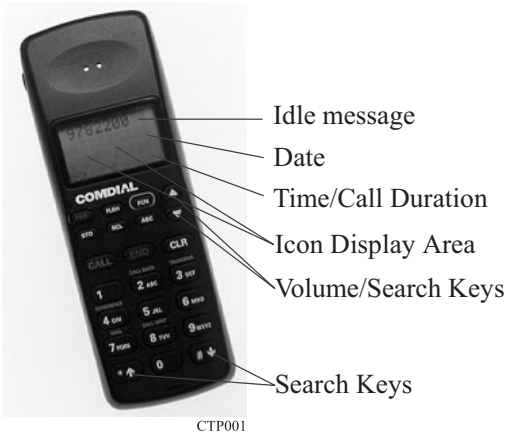
1 MCW Handset

1.1 MCW Handset

This drawing illustrates the MCW (Multi-Cell Wireless) handset keypad and display. See 1.2 Handset Icons on page 1–2 and Special Handset Keys on page 1–3 for details on special handset keys and icons that appear in the display.



MCW Handset

1.2 Handset Icons

Some icons are displayed all the time and others only under certain conditions. The icons marked with an asterisk are for future use.

You have e-mail messages.*

You have voice mail messages.*

You have a message.

The handset is off-hook or ringing.

Battery Strength. The bars indicate battery strength (1 = low, 4 = high).

A call is parked on the handset loop.*

The handset is ringing. The bars beneath the bell indicate the currently configured ring volume.

ABC The handset is in alpha mode—you can use the keypad to enter letters in the display (used in speed dialing).

The handset is locked onto a base station. The bars indicate signal strength. You can make and receive calls only when the lock is on.

1.3 Special Handset Keys

PWR—Turns handset power on and off.

FLSH—Performs hook flash (allows access to host switch features).

FCN—When phone is in use or off-hook, lets you use other keys to perform preprogrammed features like call back, transfer, call wait, and conference. Places an idle handset in menu mode to change aspects of handset operation like ringer volume and type, time format, and auto-answer operation.

▲—Increases listening volume, and scrolls through menu options and speed dial list.

▼—Decreases listening volume, scrolls through menu options and speed dial list, and mutes handset microphone.

STO—Stores speed dial numbers and the handset idle message.

RCL—Recalls numbers stored in memory (used in speed dialing).

ABC—Switches handset between numeric and alphanumeric modes for entering speed dial names.

CALL—Places handset off-hook or sends dialed digits to the switch.

END—Places handset on-hook and exits handset from RCL, FCN, STO, and ABC modes.

CLR—Erases one or more digits in the display, deletes speed dial numbers, mutes the ringer on an incoming call, and cancels the current state of an active handset.

#↓ —Scrolls forward through speed dial list and locks/unlocks the handset keypad.

#↑ —Scrolls backwards through speed dial list.

2 Powering On And Off

2.1 Powering On And Off

To turn on your phone,

1. Press **PWR**.

2. The handset beeps and the handset display appears. For an explanation of the handset display, see chapter 1, MCW Handset.

NOTE: The time appears shortly after the handset is first powered on, when it receives the time from the system.

To turn off your phone,

1. Press **PWR**.

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3 Making And Receiving Calls

3.1 Making And Receiving Calls

Your system may be programmed to provide an intercom dial tone when you press **CALL**. This arrangement is known as "prime intercom." Your telephone may, however, be programmed to provide outside line dial tone instead. This arrangement is known as "prime line."

The instructions included in this manual are for telephones with "prime intercom," which means that you can dial the system feature codes as soon as you press CALL.

3.2 Intercom Call Functions

The instructions in this section assume that your system is programmed for "prime intercom."

If your telephone is arranged for other than "prime intercom," you must obtain intercom dial tone before you can perform the functions described in this section. To obtain an intercom dial tone, press **FLSH** after you hear the outside line dial tone. This drops the outside line and causes intercom dial tone to return to your telephone. Pressing **FLSH** is commonly known as flashing the hookswitch or performing a flash.

To terminate any call press **END**.

To make an intercom call,

1. Press **CALL** and listen for intercom dial tone.

2. Dial station extension number.

To redial the last number you called,

1. Press **CALL**.
   Wait for the last number dialed to appear in the display. If you decide to dial another number, enter the new number instead.

2. Press **CALL** again.

To answer an intercom call,

1. If you want to mute ringing without affecting the call, press **CLR**.
2. To answer the call, press **CALL**.

NOTE: If you have turned on auto-answer in your handset, you are automatically connected with an incoming call without having to press CALL.

To answer a call ringing at another station,

1. Press **CALL** and listen for intercom dial tone.
2. Dial ✳ **4**.
3. Dial number of ringing station.

To answer a call ringing at any station in your pickup group,

1. Press **CALL** and listen for intercom dial tone.
2. Dial **# 4**.

When the attendant station enables the night transfer (of ringing) feature, you can answer an outside call from any station in the system.

To answer a night-transfer call,

1. Hear ringing.
2. Press **CALL** and listen for intercom dial tone.
3. Dial **80**.
4. Answer call.

To end any call,

1. Press **END**.
2. The time display shows call duration (mm:ss) for five seconds, then changes to current time. To see current time immediately after ending a call, press **END**.

3.3 Outside Call Functions

The instructions in this section assume that your system is programmed for "prime intercom."

If your telephone is arranged for other than "prime *line*," you do not need to dial a line group access code; your phone is already connected to an outside line.

To terminate any call press **END**.

3.3.1 Making Outside Calls

To make an outside call,

1. Press **CALL** and listen for intercom dial tone.

2. Dial line group access code:

   9 = Group 1
   81 = Group 2
   82 = Group 3
   83 = Group 4

3. Listen for outside line dial tone.

4. Dial number.

To redial the last number you called,

1. Press **CALL**.
   Wait for the last number dialed to appear in the display. If you decide to dial another number, enter the new number instead.

2. Press **CALL** again.

3.3.2 Answering Outside Calls

To answer a call,

1. If you want to mute ringing without affecting the call, press **CLR**.

2. To answer the call, press **CALL**.

NOTE: If you have turned on auto-answer in your handset, you are automatically connected with an incoming call without having to press CALL.

To send a hookflash signal over the outside line during a call,

1. Press **FLSH**.

2. Listen for intercom dial tone.

3. Dial **# 04**.

4. Listen for host system reply.

3.3.3 Parking Calls

To park an outside call for retrieval,

1. While on line, press **FLSH** (outside call is placed on hold and intercom dial tone sounds).
2. Dial ✳.
3. Dial park orbit access code (**91–99**).
4. Press **END**.

To retrieve a parked call,

1. Hear announcement of park orbit number.
2. Press **CALL** and listen for intercom dial tone.
3. Dial #.
4. Dial park orbit access code (**91–99**).
5. Answer call.

3.3.4 Using Screened Transfer

To transfer an outside call to a system station,

1. Answer outside call.
2. Press **FLSH** (outside call is placed on hold automatically).
3. Dial extension number of party receive transfer.
4. When intercom party answers, announce call.
5. Press **END**.

   —OR—

   If party receiving transfer does not answer, press **CALL**, then press **FLSH** to retrieve outside call.

3.3.5 Using Unscreened Transfer

To transfer an outside call to a system station,

1. Answer outside call.
2. Press **FLSH** (outside call is placed on hold automatically).
3. Dial extension number of party to receive transfer.
4. Listen for ring back.
5. Press **END**.
6. If transferred call is not answered after a preprogrammed length of time, it will ring back to your IST station.
7. To answer a recall of a transferred call, press **CALL**.

4 Adjusting Volume

4.1 Adjusting Volume

The handset has 13 volume settings which allow you to adjust the volume of what you hear.

To raise volume,

1. While in conversation or when the handset in ringing, press ▲
2. The handset briefly displays the volume setting (00–12).

To lower volume,

1. Press ▼

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5 Mute

5.1 Voice Mute

Voice mute temporarily disconnects the handset microphone so the party in conversation cannot hear you.

To establish voice mute,

1. While in conversation, press and hold ▼

To cancel voice mute,

1. Press ▲

5.2 Ring Mute

Ring mute temporarily silences ringing on an incoming call without affecting the call itself.

To mute the handset ringer,

1. When you receive an incoming call, press **CLR**.

6 Locking The Keypad

6.1 Locking The Keypad

In idle mode, you may lock the keypad to avoid accidentally pressing keys. A locked handset does not respond to any key except **PWR**, but releases the keypad when you receive an incoming call and relocks it again when the call terminates.

To lock the keypad,

1. In idle mode and with no number in the display, press and hold # ↓ until **LOCK** appears in the display.

To unlock the keypad,

1. Press and hold # ↓.

NOTE: Powering off the handset also unlocks the keypad.

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7 FCN Key Feature Access

7.1 FCN Key Feature Access

Use of these keys requires system programming and may vary depending on your telephone system. Your system administrator will provide you information specific to your phone system.

You can use the following table to list the access codes you must dial to perform telephone features with the **FCN** key.

Feature	Press or Dial	

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8 Speed Dial Calling

8.1 Speed Dial Calling

The handset stores 70 speed dial numbers, 10 of which you can dial by pressing one key.

To perform one-key dialing,

1. Press and hold digit key 0–9 (to dial a number stored in memory location 00–09).

2. Release the key as soon as the number appears in the display.

To dial a number stored in memory location 00–69,

1. Dial a memory location 00–69.

2. Press **RCL**, then **CALL**.

To dial a number by scrolling memory locations,

1. Press **RCL**.

2. Press forward and backward search keys until the number you want appears in the display.
   The first line of the display contains the name and the second line contains the first nine digits of the number.

3. Press **CALL**.

To dial a number by entering a name:

1. Press **ABC**

2. Enter first letters of a name.
   (See *Entering Speed Dial Names* for information on how to enter characters.)

3. Press **RCL**.
   The handset displays the first name that matches the name you entered. If it doesn't find a match it displays **MATCH NOT FOUND**.

4. If the name in the handset display isn't the name you want:

   - use the search keys to scroll through memory locations and locate the name

     —OR—

   - press **RCL** again to let the handset search for another match.

5. Press **CALL**.

9 Storing Speed Dial Numbers

9.1 Storing Speed Dial Numbers

You can store up to 70 speed dial numbers in your handset. You can also edit and delete numbers and names you have already stored.

To store a speed dial number,

1. Enter the number you want to store.

   The handset displays the number. If it's longer than 18 digits, the display scrolls to another line.

   To erase a digit you've entered, press **CLR**. To erase all digits, press and hold **CLR**.

   You can dial digits 0–9, *, and #. To enter a one-second pause, press and hold *↑. A **P** in the handset display indicates the pause. to enter a "wait" which requires the user to press **CALL** to continue dialing, press and hold #↓. A **W** appears in the display.

2. To store a name associated with the number (optional),

   A. Press **ABC**.

   B. Enter a 1–8 character name. See *Entering Speed Dial Names* for information on how to enter characters.

   C. Press **STO**.

   D. The handset displays a memory location and asks if you want to store the number there.

3. Press **STO** to accept the memory location, or enter a number (00–69) and press **STO**.

4. To cancel storing the number, press **END**.

NOTE: You should reserve memory locations 0–9 for numbers you dial most frequently.

If you enter a memory location in step 3 that is already used, the handset displays **POS FULL! UPDATE?** To confirm the memory location, press **STO**; to enter another location, press **END**, press **STO**, and enter the new location.

CAUTION!

All speed dial numbers will be lost if you remove the handset battery without powering off the handset first.

9.2 Entering Names For Speed Dial Numbers

1. Enter the number of the speed dial you wish to assign a name.

2. Press **ABC**.

3. Press the key containing the character/number you want one or more times until the display contains the character/number.

   For example, to enter the letter **F**, press **3 DEF** quickly three times. To enter the number 3, press the same key four times.

   To erase a letter, press **CLR**; to erase everything you've entered, press and hold **CLR**.

   The following tables explain how to press keys to get specific characters.

Conventions For Keys 2–9

Convention	For example, press:	To get:
Press once for 1st letter.	**2 ABC** one time	A
Press twice for 2nd letter.	**2 ABC** two times	B
Press 3 times for 3rd letter.	**2 ABC** three times	C
Press 4 times for the number or 4th letter.	**2 ABC** four times **7 PQRS** four times	2 S
Press 5 times for the number.	**7 PQRS** five times **9 WXYZ** five times	7 9

Other Conventions

Press:	To get:
1 once	1
1 twice	-
* ↑	*
# ↓	space
0	0 (zero)

2. Wait or press # ↓ to advance to the next letter position before entering another character.

   You can tell when the handset is ready to accept another character when you see the underscore (_).

To edit a stored speed dial number,

1. Dial a memory location and press **RCL**.

   —OR—

   Press **RCL** and use the search keys to locate the number you want to edit.

2. Press **ABC**.

   The handset displays the speed dial number.

3. Use **CLR** to delete digits. Enter the new digits.

4. To edit the name, press ABC, use CLR to delete characters, and enter a new name (see *Entering Speed Dial Names*).

5. When you're done editing, press **STO**.

To cancel the editing process at any time, press **END**.

To delete a stored speed dial number,

1. Dial a memory location and press **RCL**.

   —OR—

   Press **RCL** and use the search keys to locate the number you want to delete.

2. Press **CLR**.

3. Press **CLR** again to confirm, or press **END** to cancel deleting the number.

To delete all stored speed dial numbers,

1. In idle mode, dial **11**, then press **FCN**.
2. Press **FCN**.
3. Press **FCN** again to confirm, or press **END** to cancel deleting the numbers.

To find the number of free memory locations,

1. Press # ↓, then press **RCL**.
2. **FULL** reports the number of locations filled; **FREE** reports the number of available locations.
3. Wait or press **END**.

10 Menu Operation

10.1 Menu Operation

You can configure some aspects of handset operation from the handset menu.

To find a menu option,

1. In idle mode, press **FCN**. Then press the search keys to scroll through the menu options.

   —OR—

   In idle mode, dial a menu option number (1–13). Then press **FCN**.

Menu options are listed on the next page. Instructions for working with the various menu options are on the following pages.

CAUTION!

All menu changes, except changes to the idle message, are lost if you remove the handset battery without powering off the handset first.

10.2 Menu Options

Menu Options Table

1. READ PAGER MSG	retrieve pager messages (future)
2. RING TYPE OPTION	set ringer type
3. RINGER VOLUME	set ringer volume
4. KEY CLICK VOLUME	adjust volume of key press beep
5. PAGER VOLUME	set page beeper volume (future)
6. TIME FORMAT	set time format
7. AUTO ANSWER	turn on/off auto-answer
8. DISPLAY CONTRAST	set display contrast
9. DISP TEST OPTION	test icon display
10. SYSTEM CONFIG.	configure system and handset IDs
11. DEL ALL SPEEDDIAL	delete all speed dial numbers
12. DEL LAST # DIALED	delete last number dialed
13. CHANGE IDLE MSG	change idle message

10.3 Setting Ringer Type

1. Press **FCN**. Then press ▼ until **RING TYPE OPTIONS** appears in the display.

   —OR—

   Press **2**, then press **FCN**.

2. Press FCN until you hear the ringer type you want. (There are eight ringer types.)

3. Press **END** to exit menu mode.

10.4 Setting Ringer Volume

1. Press **FCN**. Then press ▼ until **RINGER VOLUME** appears in the display.

   —OR—

   Press **3**, then press **FCN**.

2. Press **FCN** until you hear the ringer volume you want or **RINGER SILENT** appears in the display.

3. Press **END** to exit menu mode.

10.5 Setting Keypad Beeper Volume

The Key Click Volume menu option adjusts the volume of a beeper that sounds when you press a key on the handset.

1. Press **FCN**. Then press ▼ until **KEY CLICK VOLUME** appears in the display.

   —OR—

   Press **4**, then press **FCN**.

2. Press FCN until the beeper volume you want or **KEY CLICK SILENT** appears in the display.

3. Press **END** to exit menu mode.

10.6 Setting Time Format

1. Press **FCN**. Then press ▼ until **TIME FORMAT** appears in the display.

   —OR—

   Press 6, then press **FCN**.

2. Press **FCN** until the format you want, **12H** or **24H**, appears in the display.

3. Press **END** to exit menu mode.

10.7 Setting Auto-Answer

In auto-answer mode, the handset automatically connects you with incoming calls after playing a tone.

1. Press **FCN**. Then press ▼ until **AUTO ANSWER** appears in the display.

   —OR—

   Press **7**, then press **FCN**.

2. Press **FCN** until the mode you want, **AUTO ANSR ON** or **AUTO ANSR OFF**, appears in the display.

3. Press **END** to exit menu mode.

10.8 Setting Display Contrast

The display contrast menu option controls the amount of contrast in the handset display.

1. Press **FCN**. Then press ▼ until **DISPLAY CONTRAST** appears in the display.

   —OR—

   Press **8**, then press **FCN**.

2. Press **FCN** until the display has the contrast you want. (There are seven types of contrast.)

3. Press **END** to exit menu mode.

10.9 Testing Icon Displays

1. Press **FCN**. Then press ▼ until **DISP TEST OPTION** appears in the display.

   —OR—

   Press **9**, then press **FCN**.

2. Press **FCN** to turn the test on and off.

   When the test is off, **PRESS FCN FOR TEST** appears in the display. When the test is on, all icons are lit and the display is filled with boxes.

3. Press **END** to exit menu mode.

10.10 Configuring System And Handset IDs

The handset stores up to eight system and associated handset IDs, which allows it to operate in eight different Air Impact systems. Your handset should already be configured with the proper system and handset ID; if you need to make changes to system or handset ID configuration, contact you system administrator.

CAUTION!

Do not make changes to system and handset IDs without contacting your system administrator.

10.11 Deleting All Speed Dial Numbers

This option deletes all speed dial numbers stored in the handset at once.

1. Press **FCN**. Then press ▼ until **DEL ALL SPEEDDIAL** appears in the display.

   —OR—

   Dial **11**, then press **FCN**.

2. Press **FCN**.

   PRESS FCN TO DELETE appears in the handset display.

3. Press **FCN** again to confirm, or press **END** to cancel deleting the numbers.

4. Press **END** to exit menu mode.

10.12 Deleting Last Number Dialed

The handset stores the last number dialed. When you press **CALL**, the handset displays that number. You can use the following procedure to delete the current last number dialed so that it does not appear when you press **CALL**.

1. Press **FCN**. Then press ▼ until **DEL LAST # DIALED** appears in the display.

   —OR—

   Dial **12**, then press **FCN**.

2. Press **FCN**.

   PRESS FCN TO DELETE appears in the handset display.

3. Press **FCN** again to confirm, or press **END** to cancel deleting the number.

4. Press **END** to exit menu mode.

10.13 Changing The Handset Idle Message

The handset can display a message when it is in idle mode. You can change or delete this message.

1. Press **FCN**. Then press ▼ until **CHANGE IDLE MSG** appears in the display.

   —OR—

   Dial **13**, then press **FCN**.

2. Press **FCN**.

   The handset changes to alpha mode.

3. Use the instructions described in *Entering Speed Dial Names* for entering a new idle message or deleting the existing one.

   The message may be up to 18 characters. Note that in idle mode the second line of the display contains the date, so you might not want to use all 18 characters for the idle message.

4. Press **STO** to store the message.

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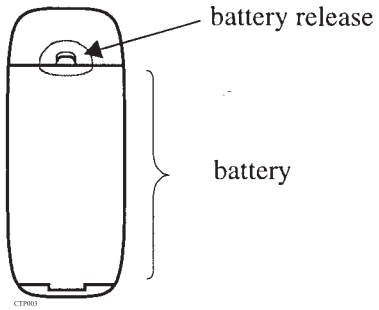
11 Battery Operations

11.1 Battery Operations

When the battery gets low, the handset displays a ***LOW BAT*** warning and beeps every 30 seconds in standby mode or every minute in conversation before shutting off.

11.2 Removing And Replacing Batteries

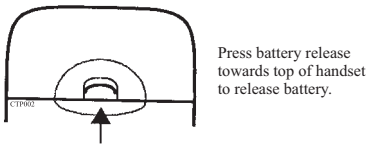
The handset battery is attached to the back panel of the handset as shown below.



To remove the battery,

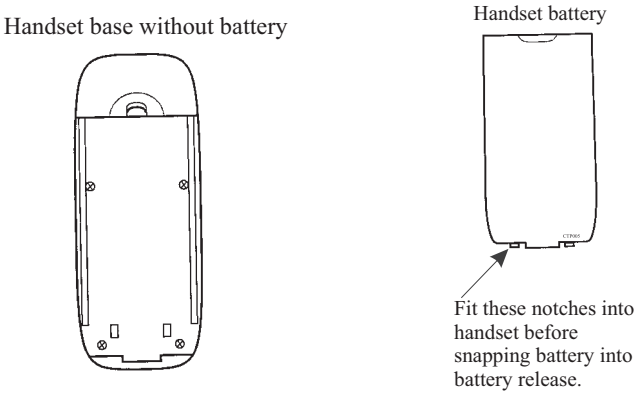
1. Power off the handset (to permanently save menu changes and speed dial numbers added since the last power on).

2. Push the battery release towards the top of the handset and lift out the battery.



To reattach a battery,

1. Fit the base of the battery into the notches at the base of the handset.



2. Snap the upper part of the battery in place.

11.3 Charging Batteries

Handset batteries are Nickel Metal Hydride (NiMH) and support 4 hours of talk time and 40 hours of standby time (on and available for calls).

The battery charger charges a handset and spare battery. Charging takes approximately 2 hours.

To charge a battery,

1. Remove the handset carrying case if it has one.

2. Insert handset (power off) with battery in the front pocket of the charger.

3. Insert spare battery in the rear pocket of the charger.

   The front pocket LED changes to amber and then changes to red to indicate that rapid charging is in progress.

   If a spare battery is in the rear pocket, the rear pocket LED changes to amber while waiting for the handset to finish charging or alternates between green and amber to indicate discharge is in progress.

   One battery is charged at a time. When the handset is fully charged, the front pocket LED changes to green and the rear pocket LED changes to red to indicate that rapid charging is in progress.

4. When LEDs change to green, remove the handset or spare battery.

   When charging of a handset or battery is complete, the charger switches to trickle charge until you remove the handset or battery.

If you place a fully charged battery in the charger, it will detect the charged condition and cancel rapid charging. The LED changes to amber, red, and then green.

NOTE: Do not use a battery before it has completed the rapid charge cycle, even if the handset battery icon reports full strength. The battery will have a diminished talk/standby time under these conditions.

If you find that a battery is not lasting as long as it did initially, try to let the battery run down as much as possible before charging it.

To discharge a battery,

The rear pocket of the charger has a discharge function which is initiated when the charger detects that discharging is necessary. You should try to discharge a battery when it shows a significant reduction in talk/standby time.

1. Insert the battery in the rear pocket of the charger.

2. If the LED alternates between green and amber, leave the battery in the charger to complete discharging.

   After the discharge cycle is complete, the LED changes to red to indicate rapid charging is in progress.

3. When the LED changes to green, remove the battery.

11.4 Handset Charger LEDs

The following table describes the meanings of LEDs on the handset charger.

Handset Charger LEDs

LED	State	Meaning
Red	Steady	Battery is rapid charging.
	Flashing	Internal battery fault; battery unusable. Try charging the battery again. If the problem persists, replace the battery.
Green	Steady	Battery is charged and OK.
	Flashing	Battery is charged, but it may have a diminished standby/talk time. Repeated rapid charging may rejuvenate the battery. If not, replace the battery.
Amber	Steady	The charger is evaluating the state of the handset or battery, or waiting for one battery to complete charging.
	Flashing	Short circuit or over-discharged battery is detected. Make sure contacts are clean and allow the battery to remain in the charger until rapid charging starts and completes.
Amber/ green	Alternate flashing	Battery is discharging.

12 Multi-System Use

12.1 Multi-System Use

Your system administrator can program one or more system and handset IDs into your handset, which lets you use your handset in one or more Air Impact systems. If you need to use your phone in another Air Impact system, you can ask your system administrator for assistance in adding the appropriate IDs to your phone.

12.1.2 Moving Between Systems

If you wish to move from the range of one Air Impact system to another system without losing your call, there are several steps you must follow.

To transfer a call between Air Impact systems,

1. Before leaving the range of current Air Impact system, press **FLSH**, then press **END** (this puts your call on hold).

2. Move so that you are inside the range of the second Air Impact system.

3. Press **CALL**, then press **FLSH** to retrieve your call.

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13 Troubleshooting

13.1 Troubleshooting

Symptom	Possible Cause
Called party can hear you but cannot be heard. Conversation is broken up. Handoff clicks occur during conversation.	The handset signal strength is inadequate. Try moving closer to a base station. For best results the signal strength indicator should show three to five bars. Handoff clicks are normal when moving between base stations.
Display does not contain date, time, and signal strength.	The handset is not locked onto a base station. Try powering off and powering on the handset or moving to another location closer to a base station. Note that sometimes it may take up to a minute for the full display to appear.
No dial tone.	Make sure the handset keypad is not locked and check the handset volume level. If the problem remains, the handset is not locked onto a base station. Try powering off and powering on the handset or try moving to another location closer to a base station.

Symptom	Possible Cause
Weak or delayed dial tone	Check the handset volume level. Then make sure to align the handset with your ear rather than your mouth and don't watch the display. Consider using the predial method to make calls by dialing the number and pressing the **CALL** button (rather than pressing **CALL** and waiting for dial tone).
NO SERVICE! message	You pressed **CALL** on a handset that is not locked, due to being out or range or all eight channels of the base station are being used for other calls. Try powering off and powering on the handset or try moving to another location closer to a system base station. A handset is properly locked when you see the handset date, time, and signal strength icons after power up.
SYSTEM BUSY message	The handset was locked onto a base station when the **CALL** key was pressed and was able to request service, but did not get an answer from the base station. One or more base station channels may be in a maintenance busy state or the handset may not be locked well enough to complete the request for service
Unexpected digits in display	It is very easy to inadvertently press keys on the handset keypad while the handset is not in use. Consider using the keypad lock feature. To clear digits from the display, use the handset **CLR** key.

Symptom	Possible Cause
Battery has diminished talk/standby time	Try discharging and recharging the battery. Another possibility is that a fully charged handset left unpowered for a long period of time will slowly drain. Do not remove a battery from the charger before the green LED appears, because the handset battery strength icon shows full power after a short period of charging. You should let the full charging cycle complete before using batteries. You should also use the handset during the day and recharge it at the end of the day, rather than performing intermittent charging during the day.
Charger has green flashing LED	Try recharging the battery. If the problem continues, the battery may be defective.

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