

INTER-TEL AXXESS TELEPHONE FEATURES

Contrast

Small Display - Contrast dial is found on top right hand corner on back of the phone.

Large Display – Press 303 and follow screen prompts.

Volume

Press Volume Bar to desired volume, press center of button to save.

Outside Line Access

Dial 8 for an outgoing line or press a line key. (*For safety, 911 is programmed to dial with or without the 8 prefix.*)

Dialing an Extension Within Your Office

Dial the extension number or press the programmed extension key on the keypad.

Transferring Call To Ext. Or Off-Premise Number

Press *Transfer*; Dial the desired extension number or dial 8 plus the desired off-premise number. Wait for an answer, announce the call, and then hang up to complete the transfer. To return to caller, press flashing line key.

Transferring A Call To Voice Mail

Press the *Voice Mail Transfer* key, dial the extension, hang up.

OR Press *Transfer* button, Dial the voice mail number (2555); Dial desired mailbox number and then hang up.

Call Forwarding (*for small display for large display phone follow soft-keys*)

Press *Forward*...

-To forward to an extension number: dial ext.

-To forward to your voice mailbox: dial the voice mail extension (2555).

-To cancel: press *forward* and hang up.

Forwarding to an Outside Line

Press *Forward*

-Dial 8 and the telephone number.

(*This will take up one line when forwarded, and an additional line during the duration of the call that comes in and is routed to the outside number*)

If you have Call Forwarding Option on lines...

With caller on line, press Special Key, (caller will be put on hold) dial desired outside number. Wait for ringing or party to answer. You may voice announce. Hang-up; call will be release and transferred off your company's lines.

To Pick Up A Call From Another Extension

Press the *Pick up call* button, dial the extension where the call is ringing.

OR Lift the handset, press 4; Dial the extension number where the call is ringing.

Queing - (Call Back)

This feature will enable you to set an 'alarm' on a specific extension that is busy. When they hang up, your phone will start ringing to alert you that they are available.

- Press the extension you wish to reach.
- When you hear the busy signal, press *special*, then 6.
- To cancel, press *special*, then 6.

Conference Calls

- While on the first call (inside intercom, or outside), press *conf*, the call in now on hold.
- Dial an extension number, or dial 8 and an outside telephone number. Then press the flashing *conf* to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
- Press the *conf* key to join all the calls together in the conference.
- You may have a total of 4 callers in a conference call (inside extensions, outside callers, or both).
- *To join less than 4 parties, press conf twice once all parties have joined.*

FREQUENTLY USED CODES

(TO ACCESS THESE CODES, PRESS THE SPECIAL KEY, THEN THE CODE)

Programming Keys – 397

– Programs extension numbers or feature codes on programmable keys. (*a key has to be made programmable by our technicians*) Dial 397, press the key to be programmed, dial the extension number or feature code, you will then hear a confirmation tone.

Call Forward All Calls (Small or Non Display Only) – 355

– Immediately forwards all calls to another station or to an outside telephone number.

Call Forward If Busy (Small or Non Display Only) – 357

– Immediately forwards all calls to another station or to an outside telephone number when the station is in use.

Call Forward No Answer (Small or Non Display Only) – 356

– Forwards all calls to another station or to an outside telephone number if not answered within a predetermined time, usually 4 rings.

Call Forward No Answer/Busy (Small or Non Display Only) - 358

– Forward all calls to another station or to an outside telephone number if not answered within a predetermined amount of time (usually 4 rings), or immediately if the station is in use.

Do-Not-Disturb (Small or Non Display Only) – 372

- The do-not-disturb feature code halts all intercom calls, transferred calls and pages to the station. This code can be used to turn do-not-disturb on or off. You may scroll to select a message that will be displayed on your phone and to any inside extension that tries to reach you. You may also enter a return time in military format by using the keypad (use * for :)

Ring Tone Selection – 398

– Selects the type of ring that will be heard from your phone. Use the volume key to scroll from ring to ring. Press the center of the volume key to save.

Background Music On/Off – 313

– Turns on and off background music heard through the speaker.

Headset Mode – 317

– This is only for your use if you have a headset. Dial 317 to turn the headset on and off.

Default Station – 394

– This feature code cancels any code and will return the phone to its original state.

Programming Station Speed Dials - 383

- Dial 383 or press the *prog station spd* key, enter the location code (0-9), enter the name of the speed dial key by using the keypad, (the Forward and Mute keys will move the cursor forward or backward), press # to save, enter 8 and the phone number using the keypad, press # to save.

Access Station Speed Dial - 382

- Dial 382 or press the *Station Spd dial* key. This will access the speed dial phone numbers programmed. Use volume key to scroll between numbers, and # to select and dial the number.

Access System Speed Dial – 381

– Dial 381 or press the *System Spd dial* key. This will access the speed dial phone numbers programmed. Use volume key to scroll between numbers, and # to select and dial the number.

Note: To determine button programming, dial 396 and press button. Information will be indicated in display.