



# **Axxess<sup>®</sup>**

## **Single-Line Phone User Guide**





# QUICK REFERENCE GUIDE TO FREQUENTLY USED FEATURES FOR SINGLE-LINE PHONES

These are the **basic** instructions for the most frequently used telephone system and voice mail features. For detailed information on these and other features, refer to the complete instructions in the User Guide.

## PLACING AN INTERCOM CALL

1. Lift the handset and dial an extension number.
2. *If your call goes through handsfree to a phone's speaker, speak after you hear a double tone.*

*If you hear continuous ringing, wait for the call to be answered.*

## PLACING AN OUTSIDE CALL

1. Lift the handset and dial **8** for an outside line.
2. Dial the desired number. (*If you hear a single progress tone, you must dial an account code before you can place your call.*)
3. When finished with the call, hang up.

## MAKING AN EMERGENCY CALL

Lift the handset and dial **9 1 1** to automatically place a call to the system's programmed emergency number (usually 911). You do not have to select an outside line first.

## ANSWERING A CALL

Lift the handset.

## REDIALING AN OUTSIDE NUMBER

Lift the handset and dial **3 8 0**. The line is selected automatically, and the number is dialed.

## PLACING A CALL ON HOLD

1. Perform a hookflash (a quick hang up and release), and dial **3 3 6**.
2. Hang up or place another call.

**To return to the call:**

Lift the handset or perform a hookflash and dial **3 3 6**.

## RESPONDING TO A WAITING CALL

If you hear a “call waiting” tone through your handset do one of the following:

*EITHER*, End the current call by hanging up. When the waiting call rings, lift the handset to answer.

*OR*, Place the current call on hold (perform a hookflash and dial **3 3 6**). You are automatically connected to the waiting call.

## PAGING

1. Lift the handset and dial **7**.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

## TRANSFERRING A CALL TO AN OUTSIDE NUMBER OR ANOTHER EXTENSION

1. While on a call, perform a hookflash (a quick hang up and release). You hear two short tones.
2. *EITHER*, Dial an extension number.  
*OR*, Select an outgoing line and dial an outside telephone number.
3. *If desired*, wait for an answer and announce the call.
4. Hang up. (*If the number is busy, there is no answer, or the transfer is refused*, return to the caller being transferred by hookflashing twice.)

## PICKING UP A CALL FROM ANOTHER EXTENSION (REVERSE TRANSFER)

1. Lift the handset and dial **4**.
2. Dial the extension or hunt group number where the call is ringing.

## PLACING CONFERENCE CALLS

You can place up to three intercom and/or outside calls and join them in a conference.

1. While on the first call, hookflash and dial **5**. The call is now on hold.
2. Place an intercom or outside call, then hookflash and dial **5** again to place the second call on hold. (If necessary, repeat this step to place a third call on hold.)
3. Hookflash and dial **5** once more to join all of the calls together in the conference.

## FORWARDING CALLS

1. Lift the handset and dial one of the following feature codes:
    - **3 5 5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
    - **3 5 6** (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
    - **3 5 7** (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
    - **3 5 8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
  2. *EITHER*, Dial an extension number.  
*OR*, Dial a line access code (8 or 92001-92208\*) and a telephone number.
  3. Hang up.
- \* The trunk access defaults may differ depending on the software version.

## CANCELING CALL FORWARD

1. Lift the handset and dial any of the call forwarding feature codes listed above.
2. Hang up.

## ACCESSING YOUR VOICE MAILBOX

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press **\*** to identify yourself as a subscriber.
3. Access your mailbox number and your personal password (if programmed). Then press **#**. (If you do not have a password, just press **#**.)

### If you reach voice mail when responding to a message:

Enter your personal password, and press **#**.

## LISTENING TO VOICE MAIL MESSAGES

1. Access your mailbox as described on the previous page.
2. Press **1** to listen to your new messages. While you are listening to a message, you can use the following options:
  - Press **#** to skip to the end of the recording.
  - Press **1** to back up.
  - Press **2** to pause. (Press any button to continue.)
  - Press **3** to skip ahead.
  - Press **4** to lower the volume.
  - Press **5** to play the message envelope again.
  - Press **6** to raise the volume.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.
3. When the message has finished playing, you have the following options:
  - Press **1** to replay the message from the beginning.
  - Press **2** to reply to the message or make a return call.
  - Press **3** to forward a copy of the message to another subscriber.
  - Press **4** to listen to the previous message.
  - Press **5** to play the introductory message envelope again.
  - Press **6** to listen to the next message.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.

## SENDING VOICE MAIL MESSAGES

1. Access your mailbox as described on the previous page.
2. Press **2**.
3. Dial the mailbox number where you want to leave the message.
4. Press **#** to accept the subscriber's name.
5. Record your message after the tone.
6. When finished, hang up or press **#** and listen for more options.

## VOICE MAIL OPTIONS

Below is a summary of the options you can use when listening to messages, after playing messages, and when leaving messages.

#	LISTENING TO MSG	AFTER MSG PLAYS	LEAVING MSG
1	Back Up	Replay the Message	Replay Your Message
2	Pause	Reply to the Message	Add to Your Message
3	Skip Forward	Forward a Copy	Erase and Re-record
4	Lower Volume	Listen to Previous Msg	—
5	Play Envelope	Play Envelope	—
6	Increase Volume	Listen to Next Message	—
7	—	Save the Message	—
8	—	—	—
9	—	Delete the Message	Delivery Options
*	—	—	Cancel
#	Skip to End	—	Send Message and Exit

## FEATURE CODES

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code – All Calls	324	Hunt Group Remove/Replace
390	Account Code – Optional	365	Message
326	ACD Agent Log In	366	Cancel Message You Left
327	ACD Agent Log Out	368	Cancel Msg On Your Phone
328	ACD Agent Log In/Out	367	Silent Message
329	ACD Agent Wrap-up Term.	314	Microphone Mute
375	Agent Help Request	7	Page
376	Agent Help Reject	325	Page Remove/Replace
361	Automatic Intercom Access	397	Program Buttons
360	Automatic Line Access	392	Program Station Password
350	Automatic Line Answer	6	Queue (Callback) Request
313	Background Music	385	Record-A-Call
355	Call Forward All Calls	380	Redial
357	Call Forward If Busy	331	Redirect Call
356	Call Forward If No Answer	305	Reminder Message
358	Call Fwd. If No Answer/Busy	306	Reminder Message Cancel
5	Conference	359	Remote Programming
301	Change Language	4	Reverse Transfer
394	Default Station	396	Review Button
307	Directory	377	Ring Intercom Always On/Off
300	Display Time And Date	398	Ring Tone Selection
372	Do-Not-Disturb On/Off	321	Station Monitor
373	Do-Not-Disturb Override	382	Station Speed Dial
395	Feature Button Default	383	Station Speed Dial Program
312	Group Listen	354	System Forward On/Off
319	Handsfree On/Off	381	System Speed Dial
317	Headset On/Off	399	Switch Keymap
336	Hold – Individual	346	Transfer To Hold
335	Hold – System	345	Transfer To Ring
330	Hookflash		

## PHONE SYSTEM AND VOICE MAIL FEATURE GUIDE

### USING VOICE MAIL

**To access your voice mailbox:**

1. Dial the Voice Mail extension number.
2. Press **\*** and enter your mailbox number.
3. Enter your password and press **#**.
4. You have the following options:
  - Press **1** to listen to new messages.
  - Press **2** to leave a message.
  - Press **3** to listen to saved messages.
  - Press **4** to program personal options and remote message notification (if enabled).
  - Press **5** for message options (undelete messages or cancel unheard sent messages).

Voice Mail will guide you through the options with voice prompts. For your convenience, the table inside this guide summarizes the options available when listening to messages, after playing messages, and when leaving messages.

## REMOTE FEATURE ACCESS

Remote Feature Access allows you to place your phone in Do-Not-Disturb mode or forward calls, either from another phone or through a special dial-up line.

If you do not hear a tone after each step, or if you hear repeating tones, you have made a mistake or the feature is restricted. Start over.

### To use Remote Feature Access:

1. EITHER, call \_\_\_\_\_ (number provided by your system administrator). If required, enter your password.  
OR, use any phone on the system.
2. Enter **3 5 9**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. You can now use the features described below and at right.

### To change Station Password:

1. Enter **3 9 2**.
2. Enter your current password and press **#**.
3. Enter the new password and press **#**.
4. Enter the new password again for verification and press **#**.

### To turn on Do-Not-Disturb:

1. Lift the handset and enter **3 7 0**.
2. Enter message number 01-20 (see default message list below).
3. If desired, enter the optional second-line message text (see dialpad character chart on next page).
4. Hang up.

### To turn off Do-Not-Disturb:

Enter **3 7 1** and hang up.

### Do-Not-Disturb Messages

01	DO-NOT-DISTURB	11	OUT OF TOWN 'TIL
02	LEAVE A MESSAGE	12	OUT OF OFFICE
03	IN MEETING UNTIL	13	OUT UNTIL
04	IN MEETING	14	WITH A CLIENT
05	ON VACATION 'TIL	15	WITH A GUEST
06	ON VACATION	16	UNAVAILABLE
07	CALL ME AT	17	IN CONFERENCE
08	AT THE DOCTOR	18	AWAY FROM DESK
09	ON A TRIP	19	GONE HOME
10	ON BREAK	20	OUT TO LUNCH

### Dialpad Characters

Button	NUMBER OF TIMES BUTTON IS PRESSED				
	1	2	3	4	5
1	-	&	(	)	1
2	A	B	C	*	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /	5
6	M	N	O	N or #	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9

**NOTE:** The characters under the 4 digit are dependent on the software version.

### To turn on Call Forward:

1. Enter one of the following Call Forward feature codes:

All Calls	355
If No Answer	356
If Busy	357
If No Answer/Busy	358
  2. Enter an extension number or enter a line access code followed by an outside telephone number.
  3. Hang up.
- ### To turn off Call Forward:
1. Lift the handset and enter **3 5 5**.
  2. Press **#** and hang up.



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# Finding Your Way

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## WELCOME

It's time to get connected with the future using your new single-line phone. The *About the Guide* section below lists the different sections of this user guide, along with a brief explanation of the information covered in each section.

## ABOUT THIS GUIDE

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**NOTE:** Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or System Administrator can tell you how your system differs and how to use the features.

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This guide contains instructions for using a single-line phone on the Inter-Tel® Axxess® telephone and voice mail systems. To help you find information more quickly, this guide is divided into four separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides the map for your phone and this guide. It includes general information designed to help you find what you need.
- **Getting Started:** If you need to make a call, this is the section for you. It not only includes basic phone and voice mail information, but it provides instructions on how to perform everyday tasks, such as answering calls, making calls, accessing voice mail, etc.
- **Moving On:** Once you've got the basics down, it's time to move on to the advanced features. In this section, you'll learn how to program speed-dial numbers, use remote messaging, and access other helpful features.
- **Learning More:** This is the place where the answers are. With a Frequently Asked Question (FAQ) section and additional information about the phone and voice mail systems, you can perform basic troubleshooting and learn more about the system.

In addition, this guide contains an index, a list of default feature codes, and a voice mail flow chart for easy reference.

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**NOTE:** If you need to access information quickly, refer to the *Quick Reference Guide* attached to the front of this guide. You can also tear out the pocket guide to keep as a handy reference for features you are likely to use while away from the office (Remote Feature Access and Voice Mail).

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## ABOUT VOICE MAIL

Voice mail is an application that is part of the Voice Processor. With the voice mail application, you and other callers can send and receive recorded messages from any station or touch-tone telephone. To use this and other features, each user (you included) is assigned a “voice mailbox,” which usually corresponds to a valid extension number. You can, however, have an “unassociated” mailbox that does not correspond to an extension. Unassociated mailboxes are typically used for agents or other personnel who don’t have a permanent office.

With your voice mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. (see [page 7](#)). If a caller reaches your voice mailbox, they can leave a message, hang up, or access an attendant.

In addition, the Voice Mail Administrator can program the name for “group lists” of mailboxes. With these lists, you can send a message to a group of people by entering one number instead of everyone’s individual mailbox number.

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**NOTE:** You cannot cancel unheard (unretrieved) messages that are sent using group lists (see [page 23](#)).

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## WHAT YOU HEAR

To help you understand what everything means, it is recommended that you read the following information *before* you use your phone.

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features “time out” if you wait too long before performing the next step. If this happens, you must hang up and start again.
- If you hear four fast tones or repeating fast tones, you have pressed an invalid button combination, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. Hang up and try again.
- “Off-hook” means that the handset is lifted. “on-hook” indicates that the handset is in the cradle. For example, you must first go “off-hook” to make a call, but you must go “on-hook” to end a call.
- Some instructions require you to perform a “hookflash,” which is a quick hang up and release.



# Getting Started

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# INTRODUCTION

Now that you know a little more about your single-line phone, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

## SETTING UP VOICE MAIL

To begin using your voice mail box you will need to complete a few basic set-up procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name. See [page 27](#) for additional voice mail options.

### Initializing Your Mailbox

The first thing you should do is initialize your mailbox. This allows you to:

- Change the default password number to a personal password.
- Record a name to identify yourself in the company directory.
- Listen to the voice mail introduction.

#### To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)

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**NOTE:** If you don't know what the voice mail extension number is, please check with your System Administrator.

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2. Press **\*** to identify yourself as a subscriber.
3. Enter your mailbox number and default password.

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**NOTE:** Your mailbox number is your default password.

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4. *If you want a password*, enter a new password using digits 0-9 (up to 12 digits). Then press **#**. Voice mail plays back your password.  
*If you do not want to use a password*, just press **#**.
5. Press **#** to accept the entry or press **3** to re-enter your password. The system prompts you to record your directory name.
6. After the tone, record your first and last name. When finished, press **#**.
7. Do one of the following:
  - Press **#** again to accept the name.
  - Press **1** to replay the name you just recorded.
  - Press **2** to add to your name.
  - Press **3** to erase and re-record your name.

The system then plays a prompt that introduces you to the basic voice mail features. You can skip this introduction by pressing **#**, if desired.



## Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit voice mail (press **0** to return to the operator)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is \_\_\_\_\_. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is \_\_\_\_\_. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call when I return. Thank you.

### To change your personal greeting:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **1**.
4. Do one of the following:
  - Press **1** to record and/or enable your primary greeting.
  - Press **2** to record and/or enable your alternate greeting.
  - Press **3** to enable the system default mailbox greeting.
5. *If you pressed **3***, continue to the next step.  
*If you pressed **1** or **2***, the current greeting is played (if one exists). You can then do one of the following:
  - Press **#** to accept the greeting.
  - Press **1** to replay the greeting.
  - Press **2** to add to the greeting.
  - Press **3** to erase and re-record the greeting.
  - Press **\*** to exit without changing your greeting.
6. Hang up.

## Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

### To change your directory name:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **2**. Your current name is played. (Press **1** to replay your recorded name.)
4. Press **3** to erase and re-record your name.
5. When you hear a tone, record your first and last name, then press **#**.
6. Do one of the following:
  - Press **#** again to accept your recorded name.
  - Press **1** to replay your recorded name.
  - Press **2** to add to your name.
  - Press **3** to erase and re-record your name.
7. Hang up.

# MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any phone. With your single-line phone, you can make/receive intercom, outside, and emergency calls.

## Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every phone in your phone system is assigned an extension number, you can call other people in your system quickly and easily.

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**NOTE:** Ask your System Administrator for a list of extensions.

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## Placing Intercom Calls

### To place an intercom call:

1. Lift the handset and dial an extension number.
2. *If your call goes through handsfree to a phone's speaker, speak after you hear a double tone.*

*If you hear continuous ringing, wait for the call to be answered.*

### To place a non-handsfree call that will ring at the other phone until answered:

Press **#** before dialing the extension number.

### To program your phone to *always* send non-handsfree calls using the Ring Intercom Always feature:

Lift the handset and dial **3 7 7**.

### **To leave a message if there is no answer or the phone is busy:**

Perform a hookflash (a quick hang up and release) and dial **3 6 5**. Then hang up or wait for their message center to answer. (See [page 17](#) for more message options.)

### **If the phone is busy when you place an intercom call, you can do any of the following:**

- *To stay on the line and wait for the phone to become available:* Do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in Do-Not-Disturb mode.)
- *To request a callback (queue on to the phone):* Hookflash, dial **6**, and hang up. When the phone is available, your phone rings.
- *To use the Off-Hook Voice Announce feature (if the called phone is programmed for it):* Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music or if the phone is in Do-Not-Disturb mode, your off-hook voice announce call will not go through.) This allows you to talk to the phone user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your phone has the Ring Intercom Always feature enabled.

## **Receiving Intercom Calls**

### **To receive an intercom call:**

Lift the handset.

## Outside Calls

With outside calls, you can talk to people who aren't members of your phone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

### Placing Outside Calls

**To place an outside call:**

1. Lift the handset and dial **8** for an outside line.
2. Dial the desired number.

---

**NOTE:** If you hear a single progress tone, you must dial an account code before you can place your call (see [page 35](#)).

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Depending on how your system is programmed, you may be able to use one of the following methods to select an outgoing line:

- Dial the Outgoing Call feature code (default is 8).
- Dial a Select Line Group feature code (defaults are 92001-92208 but may differ depending on the software version).
- Dial the Automatic Route Selection (ARS) feature code (default is 92000 but may differ depending on the software version).

**To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:**

When you hear busy signals, hookflash, dial **6**, and hang up. When the line is available, your phone rings.

**When dialing the number, you can use of the following features:**

- **Station Speed Dial:** See [page 32](#).
- **System Speed Dial:** See [page 33](#).
- **Redial:** See [page 16](#).

### Receiving Outside Calls

**To receive an outside call:**

Lift the handset.

## Emergency Calls

With the telephone system, you do not have to access an outside line to dial an emergency number.

**To make an emergency call:**

Dial **9 1 1**. A call is automatically placed to the preset emergency number.

## Call Waiting

If you receive a call while you are already on another call, you will hear a “call waiting” tone through your handset.

**To respond to a waiting call (when you hear a single tone):**

*EITHER*, End the current call by hanging up. When the waiting call rings, lift the handset to answer.

*OR*, Place the current call on hold (see the next section). You are automatically connected to the waiting call.

## PLACING CALLS ON HOLD

### To place a call on hold:

1. Perform a hookflash and dial **3 3 6**.
2. Hang up or place another call.

### To return to a call that is on hold:

1. Lift the handset or perform a hookflash.
2. Dial **3 3 6**.

## PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

### To place a conference call:

1. While on a call, perform a hookflash and dial **5**.
2. Place another call, then hookflash and dial **5**. (If necessary, repeat this step to place one more call on hold.)
3. Hookflash and dial **5** again to join all of the calls together in the conference.

### During the conference call, you can do the following:

- *To drop out of the conference:* Perform a hookflash and hang up. This removes your phone from the conference, but leaves the other parties connected. To return to the conference, lift the handset and dial **5**.
- *To place all of the parties on individual hold without returning to the conference:* Lift the handset and dial **3 3 6**.

# TRANSFERRING CALLS

Although transferring calls is considered a basic function of a phone, your single-line phone has many advanced options for this feature. With your phone, you can transfer to another extension or even an outside line.

## To Another Extension

1. While on a call, perform a hookflash. You hear two short tones.
2. Dial an extension number.  
*If desired, wait for an answer and announce the call.*
3. Hang up.

*If the number is busy, there is no answer, or the transfer is refused, hookflash twice to return to the caller.*

## To an Outside Number

1. While on a call, perform a hookflash. You hear two short tones.
2. Select an outgoing line and dial the number.  
*If desired, wait for an answer and announce the call.*
3. Hang up.

*If the number is busy, there is no answer, or the transfer is refused, hookflash twice to return to the caller.*

## To Pick Up (Reverse Transfer) a Call

1. Lift the handset and dial **4**.
2. Dial the extension or hunt group number where the call is ringing or holding.  
(See [page 41](#) for more information about hunt groups.)

---

**NOTE:** If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number (*available in versions 5.2 and earlier*).

---



## FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can use the system forward.

### Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your phone is programmed to allow this.

#### To forward calls:

1. Lift the handset and dial one of the following feature codes:
  - **3 5 5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
  - **3 5 6** (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
  - **3 5 7** (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
  - **3 5 8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
2. *EITHER*, Dial an extension number.  
*OR*, Dial a line access code (8 or 92001-92208\*) and a telephone number.
3. Hang up.

\*These defaults may differ based on the software version.

#### To cancel any call forward request:

1. Lift the handset and dial any of the call forwarding feature codes listed above.
2. Hang up.

### Automatic System Forwarding

Automatic System Forwarding allows your System Administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your phone.

#### To enable or disable System Forwarding:

1. Lift the handset and dial **3 5 4**.
2. Hang up.

## REDIALING A NUMBER

In an ideal world, someone will always answer the phone when you call. But, because you will occasionally receive a busy signal or no answer, it's nice to have the Redial feature. Although most phones redial the last number *dialed*, your System Administrator can program your phone to redial the last number *saved*.

### To use the Last Number Dialed feature (if enabled):

Lift the handset and dial **3 8 0**. The line is selected automatically, and the number is dialed.

### To use the Last Number Saved feature (if enabled):

- *To save the last number dialed:* Lift the handset and dial **3 8 0**.
- *To redial the saved number:* After selecting a line, perform a hookflash and dial **3 8 0**. The number is dialed automatically.

## USING THE MESSAGE FEATURE

In today's busy world, it's almost guaranteed that you will call someone that is on another call, does not answer, or is in Do-Not-Disturb (DND). But, with the message feature, you can let the other person know you called.

When you leave a message, you can:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your phone.
- **Leave a message with the called party's message center (which can be a person or voice mail):** When the party you called responds to the message, a call is automatically placed to his or her message center instead of your phone.

To indicate that a message is waiting, a phone's Message button flashes and the display shows the number of waiting messages.

---

**NOTE:** Because your phone doesn't have a Message button, you will hear six short tones after lifting the handset or pressing the hookswitch when a message is left.

---

### Leaving Messages

**To leave a message while on an intercom call:**

1. Perform a hookflash and dial **3 6 5**.
2. Hang up or wait for the message center to answer.

**To cancel a message:**

1. Lift the handset and dial **3 6 6**.
2. Dial the extension number of the phone where you left the message.
3. Hang up.

### Retrieving Messages

**To respond to a received message waiting indication:**

When you lift the handset, you hear six quick tones followed by intercom dial tone. Dial **3 6 5** to automatically place a call to the station or message center that left the message.

**To cancel a waiting message:**

1. Lift the handset and dial **3 6 8**.
2. Hang up.

## ACCESSING YOUR MAILBOX

If you've got a message waiting in your mailbox, you must access your voice mailbox to retrieve it.

---

**TIP:** Generally speaking, pressing **#** during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can press **#** to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can press **#** to skip the system-generated voice prompts and proceed directly to the playback phase. You can also press **\*** to Cancel or return to the Previous Menu at any menu level.

---

When you access your mailbox, the system may play one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote Messaging:** The system will indicate whether primary or alternate Remote Messaging is selected when the Remote Messaging feature is enabled (see [page 41](#)). It will also alert you if a programming error has been detected and/or whether it encountered busy system resources when attempting to place a Remote Messaging call.

### To access your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press **\*** to identify yourself as a subscriber.
3. Access your mailbox number and your personal password (if programmed). Then press **#**.

---

**NOTE:** If you do not have a password, just press **#**. See [page 27](#) for information on programming passwords.

---

## USING VOICE MAIL MESSAGES

Once you've accessed your mailbox, the system will tell you how many new and saved messages you have. You can then listen to messages, delete messages, save messages, etc.

### Listening to Messages

**To listen to messages:**

1. Access your mailbox as described on [page 18](#).
2. *EITHER*, Press **1** to listen to your new messages.  
*OR*, Press **3** to listen to your saved messages.
3. While you are listening to a message, you can use the following options:
  - Press **#** to skip to the end of the recording.
  - Press **1** to back up.
  - Press **2** to pause. Then press any button to continue.
  - Press **3** to skip ahead.
  - Press **4** to lower the volume.
  - Press **5** to play the message envelope.
  - Press **6** to raise the volume.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.

4. When the message has finished playing, you have the following options:
  - Press **1** to replay the message from the beginning.
  - Press **2** to reply to the message. If you are using version 5.1 or earlier software, you have the following options (earlier versions only leave voice mail messages) You have the following options:
    - Press **1** to leave a voice mail message for the caller.
      - If the caller had a mailbox number, it will ask you to verify the destination by pressing **#**.*
      - If the number was not associated with a mailbox, it will ask you to enter a mailbox number.*
      - If the message was from an outside caller, you cannot leave a voice mail message.*
    - Press **2** to make a return call. Your call will be transferred automatically to the caller's extension or telephone number, if available.
      - If the extension number is not available, you will have the option of leaving voice mail.*
      - If the telephone number is not available, you cannot reply to the message.*
  - Press **3** to forward a copy of the message to another subscriber. If you want to include an introduction, press **1**. If not, press **#** to forward the message without additional comments.
  - Press **4** to listen to the previous message.
  - Press **5** to play the introductory message envelope (see [page 27](#) for information on envelope options).
  - Press **6** to listen to the next message.
  - Press **7** to save the new message in your mailbox.
  - Press **9** to delete the message from your mailbox.
5. Hang up.

## Undeleting Messages

---

**NOTE:** This feature is available only in versions 5.1 and later system software.

---

If you accidentally delete a voice mail message, you can retrieve it within a specific time frame (programmed by your System Administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

### To recover deleted messages:

1. Access your mailbox as described on [page 18](#).
2. Press **5** for Message Options.
3. Press **2** to access undelete options. Your options are:
  - Press **1** to listen to your deleted messages and choose which ones to delete or recover. After each message you can:
    - Press **1** to replay the message.
    - Press **2** to reply to the message.
    - Press **3** to forward the message to another mailbox.
    - Press **4** to listen to the previous message.
    - Press **5** to play the message envelope.
    - Press **6** to listen to the next message.
    - Press **7** to recover the message.
    - Press **9** to purge the message from your mailbox.
  - Press **2** to recover all of your deleted messages and store them as saved messages.
  - Press **3** to erase all of your deleted messages.
4. Hang up.

## Sending Messages

### To send a message:

1. Access your mailbox as described on [page 18](#).
2. Press **2**.
3. Dial the desired mailbox number or group list number.
4. Press **#** to accept the subscriber's name.
5. Record your message after the tone. While recording, you have the following options:
  - Press **2** to pause while recording. Then press any button to continue.
  - Press **3** to erase and re-record your message.
6. When finished recording, hang up or press **#** to access the following options:
  - Press **#** to send the message and return to the voice mail options.
  - Press **1** to replay your message.
  - Press **2** to add to your message.
  - Press **3** to erase and re-record your message.
  - Press **9** to use the special delivery options. You can then use *one or more* of the following options:
    - Press **1** to mark the message “private.” (This prevents the recipient from forwarding it to other subscribers.)
    - Press **2** to mark the message “certified.” (When the recipient listens to the message, you will receive a receipt notice.)
    - Press **3** to mark the message “priority.” (This will place your message ahead of all other waiting messages in the receiving mailbox.)
    - Press **\*** to cancel delivery options.
    - Press **#** to deliver the message. (If you want to mark the message certified, private, and/or priority, you must do so before completing this step.) You may choose either of the following options:
      - Press **#** and enter another mailbox number to send the message to another destination.
      - Press **\*** to exit and return to voice mail options.
7. Hang up.



## Canceling Unheard Messages

---

**NOTE:** This feature is available only in versions 5.1 and later system software.

---

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

### To cancel unheard messages:

1. Access your mailbox as described on [page 18](#).
2. While listening to the voice mail main menu, press **5** for Message Options.
3. Press **1**.
4. When prompted, enter the number of the mailbox containing the unheard message.
5. Press **#** to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
  - Press **1** to replay the message.
  - Press **2** to add to the message.
  - Press **3** to forward the message to another mailbox.
  - Press **4** to listen to the previous message.
  - Press **5** to play the message envelope.
  - Press **6** to listen to the next message.
  - Press **7** to save the message in your mailbox.
  - Press **9** to delete the message.
6. Hang up.

## USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the Do-Not-Disturb (DND) feature. This halts all pages and calls to your phone, except queue callbacks, recalls, and direct ring-in calls. When other users call your phone, they hear a repeating signal of four fast tones and, if they have a display phone, see the DND message you have selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the System Administrator, installer, or programmer. Your trainer or System Administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list:

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION 'TIL		15	WITH A GUEST	
06	ON VACATION		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the system DND message only uses one line of the display on display phones, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your DND message, you can enter “3:30” as a second line. Callers with a display phone will then see “IN MEETING UNTIL 3:30.”

### To enable Do-Not-Disturb:

1. Lift the handset and dial **3 7 2**.
2. Dial a two-digit message number (01-20). (See list above.)
3. *If desired*, add up to 16 characters for a customized message that will appear on the second display line seen by display phone users when they call your phone. Dial the desired numbers (0-9) using your dialpad. Press **#** for a hyphen (-) or press **\*** for a colon (:).
4. Hang up.

### To cancel Do-Not-Disturb mode:

1. Lift the handset and dial **3 7 2**.
2. Hang up.

# Moving On

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## INTRODUCTION

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to program your phone, use directories, access your voice mailbox remotely, and perform various other functions.

## SETTING PREFERENCES

Your phone and voice mailbox are automatically set to specific defaults. You can, however, configure many of these settings at any time.

### Phone Configuration

With a single-line phone, you can change the voice mail language prompts or return the phone to default values.

#### Changing the Language

When your phone system is installed, the System Administrator can choose two of four different languages (American English, British English, Japanese, or Spanish) as the primary and secondary language. You can then change the voice mail prompts on your phone by toggling between the primary and secondary language. For example, if the system's primary language is American English, and your phone is programmed for the primary language, all voice mail prompts are played in American English (unless changed, as outlined below). If the secondary language is Japanese, and your phone is programmed for the secondary language, all voice mail prompts are played in Japanese.

---

**NOTE:** You can only use the secondary language voice mail prompts if they are loaded on the system. By default, all phones are set for the primary language. See your System Administrator to determine which languages are programmed for your phone system.

---

#### To change the assigned language for your phone:

Lift the handset and dial **3 0 1** to change between your system's primary and secondary languages.

#### Returning to Default Operation

You can return your phone to default levels at any time. This feature cancels Do-Not-Disturb, manual call forwarding, and queue requests and restores hunt group calls and system forwarding all at once.

#### To return your phone to default:

Lift the handset and dial **3 9 4**.

## Voice Mail Options

Your voice mailbox contains personal options that allow you to customize voice mail functions. However, before you change your voice mail options, you must first initialize your mailbox (see [page 6](#)).

### Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox.

#### To change your password:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **3**.
4. *If you want to have a password*, enter a new password, using up to 12 digits.  
*If you do not want to use a password*, skip this step.
5. Press **#**. Voice mail plays back your password if you entered one.
6. Press **#** to accept the password as entered or press **3** to erase and re-enter your password.
7. Hang up.

### Changing the Voice Mail Message Envelope

Whenever you receive a voice mail message, voice mail first plays an “envelope” that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

#### To change your message envelope:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **4** again. You can then do any of the following:
  - Press **1** to enable or disable the time/date option.
  - Press **2** to enable or disable the message source option.
  - Press **3** to enable or disable the message length option.
  - Press **4** to enable all options.
  - Press **5** to disable the entire envelope.
  - Press **#** to accept the envelope.
  - Press **\*** to return to the Personal Options Menu without changing the envelope.
4. Hang up.

## Changing the Call Screening Transfer Method

**NOTE:** The Call Screening feature is available only if it is enabled for your mailbox (ask your System Administrator).

Depending on the Transfer Method you select, transferred calls from voice mail may be unannounced (as usual), or one of the following may occur:

- **“Announce Only” Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller’s name).”*
- **“Screened” Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller’s name).”* You can choose whether or not to accept the call (see page 36).

### To change your Transfer Method (if allowed):

1. Access your mailbox as described on page 18.
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options. (*If using version 5.0 or earlier software, skip this step.*)
4. Press **5**. The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:
  - Press **1** to select unannounced transfers.
  - Press **2** to select screened transfers.
  - Press **3** to select announce only transfers.
  - Press **\*** return to the Personal Options menu without making changes.
5. Hang up.

## Programming a Fax Destination

---

**NOTE:** This feature is available only in versions 5.1 and later system software.

---

With the Voice Processor, callers can use your mailbox to send you a fax. To use this feature, you must specify the destination fax number.

### To change your fax destination number:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options.
4. Press **1**.
5. Enter the number of your fax destination, followed by **#**.
6. *EITHER*, Press **#** to accept the number.  
*OR*, Press **3** to erase the number and re-enter it.
7. Hang up.

## Changing the Message Search Order

---

**NOTE:** This feature is available only in versions 5.2 and later system software.

---

When more than one message is left in your voice mailbox, you can change the order in which you retrieve your messages, based on the date and time they were received.

### To change the listening order of your messages:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu.
3. Press **9** for More Options.
4. Press **2** for the Message Search Order.
5. Press **1** to change the search order for new messages or press **2** to change the search order for saved messages. You have the following options:
  - Press **1** to retrieve the earliest-received messages first (First In/First Out).
  - Press **2** to retrieve the latest-received messages first (Last In/First Out).
  - Press **\*** to return to the Personal Options Menu without making changes.
6. Hang up.

## Programming Remote Messaging

**NOTE:** Your installer or System Administrator must enable this feature on your voice mailbox.

With Remote Messaging, you can program the Voice Processor (voice mail) to call you when your mailbox receives new messages. Using a “cascade” (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a primary and an alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a message from 5-10 PM on weekdays, you can set up a primary cascade. If you also want to receive pages for messages marked “priority” on the weekends, you could set your alternate cascade for all day on Saturdays and Sundays.

**NOTE:** If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

### To set up remote messaging:

1. Access your mailbox as described on [page 18](#).
2. Press **4** to select the Personal Options Menu. (*If using version 5.0 or earlier software, skip this step.*)
3. Press **5**.

**NOTE:** This option is not available if you do not have Remote Messaging enabled.

4. Press **1** to set up a primary cascade or press **2** to set up an alternate cascade. A prompt tells you what the cascade’s current status is.
5. Do one of the following:
  - **To program a cascade level:** Press **1** and enter the number of the level you wish to program (1-9). You then have the following options:
    - *To enable or disable the cascade level:* Press **1**. (You cannot enable the level until a notification number is programmed.)
    - *To set up or change an **extension or telephone** number:* Press **2**. Then press **1** for an extension number or press **2** for an outside number. Then enter the number.
    - *To set up or change a **pager** number:* Press **3**. Then enter the number.



- **To set up time of day for notification:** Press **2**. Then enter the time you want the message notification to start and stop. Enter the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format, you are prompted to press **1** for AM or **2** for PM.

---

**NOTE:** For 24-hour notification, program the starting and ending times to be the same.

---

- **To set up the days of the week for notification:** Press **3**. Then select one of the following:
    - Press **1** for Monday-Friday.
    - Press **2** for all days.
    - Press **3** to select individual days. You are prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
  - **To select all or priority-only message notification:** Press **4**. Then press **1** for all messages or **2** for priority messages only.
6. Either select another option, as described above, or press **#** to save the settings and exit.

# SPEED DIALING

Speed dialing allows you (and your System Administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your phone (Station Speed Dial) or in the phone system (System Speed Dial) and is identified by a location number. Once programmed, you can quickly dial these numbers by entering a feature code and dialing the desired location number. Because the system supports both station and System Speed-Dial numbers, you can have access to over 1000 stored numbers.

## Station Speed Dial

You can store up to ten personal speed-dial numbers and associated names in Station Speed-Dial locations 0-9.

### Storing Station Speed-Dial Numbers

**To program your Station Speed-Dial locations:**

1. Lift the handset and dial **3 8 3**.
2. Dial the location code (0-9) to be programmed.
3. Dial the intercom or telephone number to be stored. *If desired*, you can perform a hookflash once to enter an asterisk (\*), twice for a pound (#), three times for a hookflash, or four times for a pause.

---

**TIP:** To dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code "8") before the outside telephone number.

---

4. Hang up.

**To erase a Station Speed-Dial number:**

Repeat the above procedure and enter only a hookflash for the number.

## Dialing Station Speed-Dial Numbers

### To dial a Station Speed-Dial number:

1. Lift the handset.  
*If placing an outside call, select an outgoing line.*
2. Perform a hookflash and dial **3 8 2**.
3. Dial the desired location code (0-9).

## System Speed Dial

Your System Administrator can store up to 1000 speed-dial numbers in System Speed-Dial locations 000-999.

### To dial System Speed-Dial numbers:

1. Lift the handset and select an outside line.
2. Hookflash and dial **3 8 1**.
3. Dial the location code (000-999) for the desired number.

## USING RECORD-A-CALL

If your telephone system is equipped with a Voice Processor (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

### To use the Record-A-Call feature while on a call:

1. Perform a hookflash and dial **3 8 5**.
2. *If required*, dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)

You hear a confirmation tone when the Record-A-Call feature is activated.

### To turn off Record-A-Call:

*EITHER*, Perform a hookflash and dial **3 8 5**.

*OR*, Hang up.

## PAGING

The Paging feature allows you to make an announcement through phone speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every phone in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your System Administrator. Ask your trainer or System Administrator how the zones are programmed, and list them here for your convenience:

0 _____	5 _____
1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____

### To make pages:

1. Lift the handset and dial **7**.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

# USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you might be required to enter account codes when you place a call. These codes add information to phone record reports that the system will periodically print.

There are three types of account codes:

- Standard account codes are automatically entered into the SMDR report whenever you place a call.
- Forced account codes must be dialed before you can place an outside call.
- Optional account codes can be entered at any time during a call.

---

**NOTE:** Your customer service representative or System Administrator can tell you which types of account codes are used on your telephone system.

---

## To enter an optional account code:

1. Perform a hookflash and dial **3 9 0**.
2. Enter the optional account code. If the account code is not immediately accepted, press **#**.

## To set an account code for all calls placed from your phone:

Dial **3 9 1**, and then the account code. If the account code is not immediately accepted, press **#**. This code will be used for all calls made from your phone until it is disabled.

## To disable the code:

Dial **3 9 1** and press **#**.

# SCREENING CALLS

---

**NOTE:** This feature is available only if your telephone system is equipped with a Voice Processor (voice mail).

---

If your voice mailbox is programmed correctly, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the Transfer Method you use, calls from voice mail may be unannounced, announce only, or screened calls (see [page 28](#) for details).

If your voice mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Press **#** to accept the call.
- Press **1** to replay the announcement.
- Press **2** to send the call to voice mail.
- Press **3** and then enter the extension number to forward the call to another extension.
- Press **\*** to refuse the call.

## USING THE VOICE MAIL DIRECTORY

Whenever voice mail asks you to enter a mailbox number, you can use the mailbox and extension number directories. You can also use these directories to leave a voice message with another user. Because the system finds the closest matching directory name based on your entry, you don't have to enter the full name.

The mailbox and extension number directories can be used any time voice mail asks you to enter a mailbox number. To enter the name, use your dialpad buttons. The system then plays the closest matching directory name that corresponds to the entry.

### To perform a directory search:

When prompted, press a single digit on your telephone dial pad for each letter or character entered. For example, dialpad button **2** shows ABC, button **3** shows DEF, etc. To enter "JONES," you would press **5 6 6 3 7**. Press **7** for "Q", **9** for "Z", and **1** for punctuation marks.

### To use the directory to leave a voice mail message:

1. Dial the voice mail extension number.
2. Press **#** for Directory Services.
3. Enter the desired name, as described above, and press **#**. The selected name is played.
4. Do one of the following:
  - Press **#** to accept the name.
  - Press **1** to hear the previous name in the directory.
  - Press **2** to hear additional information for the selected name (if allowed).
  - Press **3** to hear the next name in the directory.
  - Press **4** and spell a new name to search for a different name.
  - Press **5** to switch the first/last name sort order.

# PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and forgot to put your phone in DND, don't worry. With the Remote Feature Access, you can place your phone in DND or forward calls from any other phone on the system. And, if you have a special dial-up line, you can access your phone features from an outside line.

---

**NOTE:** For your convenience, a pocket-sized guide of the Remote Feature Access is located in the front of this guide.

---

## Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

### To change the password from your phone:

1. Lift the handset and dial **3 9 2**.
2. Enter your current password, followed by **#**.

---

**NOTE:** Your extension number is your password at default.

---

3. Enter the new password followed by **#**. You hear a confirmation tone.
4. Enter the new password again for verification followed by **#**. You hear a confirmation tone.

To change the station password using remote programming, see the following section.



## Remote Feature Access

### To access your phone from another phone:

1. *EITHER*, Call your Direct Inward System Access number (provided by your System Administrator). If required, enter your password.  
*OR*, Use any phone on the system.
2. Enter **3 5 9**.
3. Enter your extension number.
4. Enter your password followed by **#**. You can now use any of the following features:

*To change the station password using Remote Programming:*

- a. Enter **3 9 2**.
- b. Enter the new password, followed by **#**.
- c. Enter the new password again for verification, followed by **#**.

*To turn on Do-Not-Disturb:*

- a. Enter **3 7 0**.
- b. Enter the message number (01-20) and the optional second-line message text.

*To turn off Do-Not-Disturb:* Enter **3 7 1**.

*To turn on Call Forward:*

- a. Enter one of the following Call Forward feature codes.

All Calls ..... **3 5 5**

If No Answer ..... **3 5 6**

If Busy ..... **3 5 7**

If No Answer or Busy ..... **3 5 8**

- b. Enter an extension number or enter an outside line access code followed by a telephone number.

*To turn off Call Forward:* Enter **3 5 5**.

5. Hang up.

## REQUESTING AGENT HELP

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated “Agent Help Extension” (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is a phone, the phone’s microphone is automatically muted so that the supervisor cannot be heard unless he or she presses the **MUTE** button. If the Agent Help Extension is a single-line phone, however, the supervisor **can** be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

### To use the Agent Help feature while on a call:

1. Perform a hookflash and dial **3 7 5**. *If you hear repeating tones*, the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in Do-Not-Disturb.
2. Dial the Agent Help Extension number, if required. (Your phone may be programmed to automatically dial the number, or you may be required to dial it.)

*If the Agent Help Extension accepts the call*, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

*If the Agent Help Extension rejects the call*, you hear a confirmation tone.

# WORKING IN HUNT GROUPS

Your system may be programmed with “hunt groups.” Hunt groups are groups of phones that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your System Administrator.

## Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls.

### To turn on or off hunt group calls:

1. Lift the handset and dial **3 2 4**.
2. Hang up.

## ACD Hunt Groups

Some hunt groups use a special feature called Automatic Call Distribution (ACD) that distributes the hunt group calls equally among the available members. These hunt group members are referred to as “agents,” who log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

### Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **Agent IDs:** If the hunt group is programmed to use ACD Agent IDs, each agent is assigned an Agent ID number to enter during the login procedure (described on the next page). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any phone in the system to log in.
- **Members:** If the hunt group is **not** programmed to use Agent IDs, it will have a pre-programmed list of phones and will send calls to the phones where agents are logged in.

## Logging In and Out of ACD Hunt Groups

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

### To log in to all of your ACD hunt groups at once using the ACD Agent Login/Logout feature code:

Lift the handset and dial **3 2 8**.

---

**NOTE:** This feature code acts as a toggle. If you were already logged in, you hear a single tone.

---

### To log in to one or more hunt groups using the ACD Agent Login feature code:

1. Lift the handset and dial **3 2 6**.
2. *EITHER*, Enter the desired ACD hunt group number.  
*OR*, Press **#** to log in to all of your ACD hunt groups at once.

---

**NOTE:** If you entered an invalid hunt group number, you hear repeating tones.

---

3. Do one of the following:

- **To log into ACD hunt group(s) using Agent IDs:** Enter your Agent ID. You are logged into the ACD hunt group(s) that you requested that use the Agent ID you entered in this step.

---

**NOTE:** If another Agent ID is already logged in at this phone, you hear repeating tones. You must have the other agent log out before you can use that phone.

---

- **To log into one or more ACD hunt group(s) that do not use Agent IDs:** Press **#**. You are logged into the ACD hunt group that does not use Agent IDs.

---

**NOTE:** If you are not a member of the entered hunt group, you hear repeating tones. Start over.

---

4. Hang up. Repeat this procedure to log into additional ACD groups, if necessary.

**To log out of one or more ACD hunt group:**

1. *EITHER*, Lift the handset and dial **3 2 8** to log out of all of your ACD hunt groups at once. You hear a confirmation tone.  
*OR*, Lift the handset and dial **3 2 7**. If you were logged in to only one hunt group, the procedure is complete. If you were logged in to more than one hunt group, dial the extension number of the desired ACD hunt group.
2. Hang up.

**Ending an ACD Hunt Group Call**

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

**To terminate the ACD Agent wrap-up period before the timer expires:**

1. Lift the handset and dial **3 2 9**.
2. Hang up.



# Learning More

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## INTRODUCTION

If you want to know more about your phone and voice mail system, this is the section for you. With additional information and an FAQ, you should be able to find answers to most of your questions.

## WHAT THE ADMINISTRATORS CAN DO FOR YOU

The administrators are the people to whom you should turn if you have any problems with your phone and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your phone.

The types of administrators that can help you with your phone/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - Setting the date and time
  - Programming System Speed-Dial numbers
  - Making database changes, such as programming usernames, toll restriction, Do-Not-Disturb messages, and extension numbers
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - Recording a broadcast message that is sent to all mailboxes at once
  - Performing mailbox maintenance (such as changing your password)
  - Customizing voice mail prompts

Remember, your phone system may be programmed differently; so, it is important that you know who your administrators are to ensure you understand how to use this guide as it applies to your phone and voice mailbox. If you are a System Administrator or if you need additional information not available in this guide, refer to the *Administrator's Guide* (part number 550.8001).



## FREQUENTLY ASKED QUESTIONS (FAQs)

This section includes some of the most frequently asked questions. If you have problems with your phone or voice mailbox, refer to this section before you contact your System Administrator or your local Inter-Tel dealer.

**Q1.** *How do I program System Speed-Dial numbers?*

**A1.** Only your System Administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see [page 32](#)).

**Q2.** *How can I retrieve messages if I don't know the password for my voice mail?*

**A2.** Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing **#** is all you need to do. If these options don't work, contact your System Administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see [page 27](#)).

**Q3.** *Why can't I retrieve deleted messages?*

**A3.** Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see [page 21](#)). If you attempted to undelete a voice mail within this time frame but you were still unsuccessful, your voice mail system may not have sufficient space programmed to store deleted messages. Or, your telephone system may not be using a software version that supports this feature (the "undelete" feature is supported by software versions 5.3 and later). Contact your System Administrator to determine if this feature is available.

**Q4.** *How can I set the number of rings that are allowed before the call is sent to voice mail?*

**A4.** Only your System Administrator can change the number of rings. You cannot alter this at your phone.

**Q5.** *Why can't I use one of the features described in this guide?*

**A5.** There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature (this guide covers all versions).
- Your System Administrator may not have enabled the feature for your phone.
- Your System Administrator may have programmed your phone to block the feature.

- Q6.** *If I need further assistance, how do I get technical support?*
- A6.** First, contact your System Administrator if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel dealer. All Inter-Tel sales, service, and support are handled at the local level.

## DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes if your telephone system has been reprogrammed with new codes.

### OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911	
Outgoing Call	8	

\* These defaults may differ depending on the software version.

### EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Phone Extensions	1000-1999	
Hunt Groups	2000-2299	
Attendant	0	

## GENERAL FEATURE CODES

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Answer (Ringing Call)	351	
Automatic Line Answer	350	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Conference	5	
Change Language	301	
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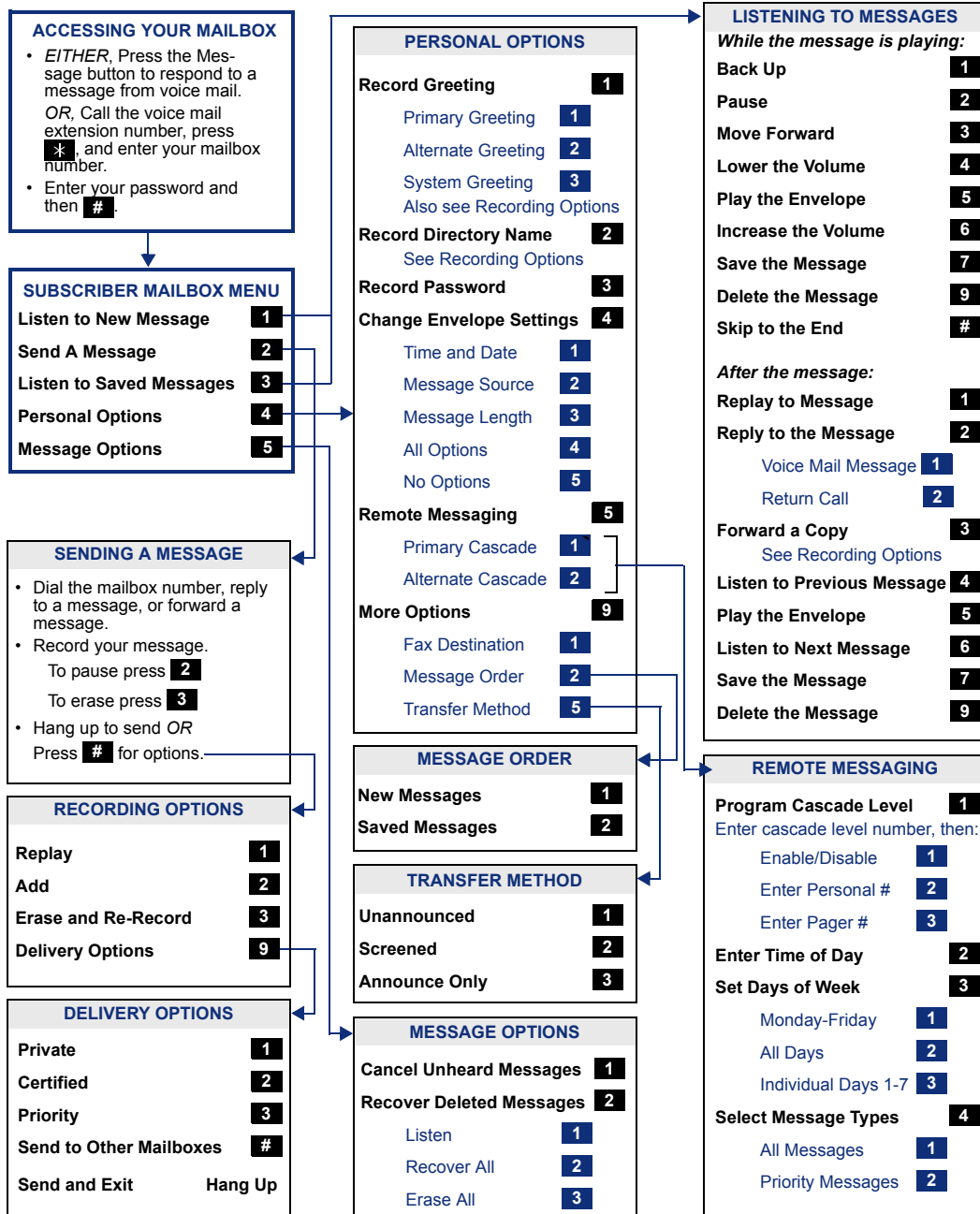
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# VOICE MAIL FLOW CHART

**NOTE:** At any menu level, you can press **\*** to cancel or return to the previous menu or press **#** to accept.



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