Model 8524/8525/8526

User Guide

Quick Reference Guide to Frequently-Used Features

These are the **basic** instructions for the most frequently-used telephone and voice mail features for Inter-Tel endpoints. For detailed information about these and other features, refer to the complete instructions in the appropriate user guide.

Placing an Intercom Call

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

   If you hear continuous ringing, wait for the call to be answered.
3. When finished, press END to hang up.

Placing an Outside Call

1. *EITHER*, Press START and dial the Outgoing Call feature code (the default feature code is 8).

   OR, Press START and LINE + 1, 2, 3, or 4.
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, press END.

Answering an Intercom or Outside Call

Press START to answer the call.

Placing a Call On Hold

While on a call, press HOLD. Press END to hang up or place another call. To return to the call, press START, LINE, and then press the flashing line number.

Placing an Emergency Call

Press START and dial 9 1 1 (in the U.S.) or 9 9 9 (in Europe) to automatically place a call to the system's programmed emergency number. (You do not have to press 8 or LINE + 1, 2, 3, or 4 for outside access.)

© Inter-Tel, Inc. January 2005 printed in US

Part no. 835.2474-2

Placing A Conference Call

1. While on the first call, press FNC and dial 5 to place the call on hold
2. Place an intercom or outside call. Then press LINE and the flashing line number to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
3. Press FNC and dial 5 to join all of the calls together in the conference.

Forwarding Calls

1. *EITHER*, Press START, FNC and dial 2.
   OR, press START and dial one of the call forwarding feature codes.
2. Do one of the following:
   - **To forward to an outside telephone number:** Press LINE, select an outgoing line, and dial a telephone number.
   - **To forward to an extension number:** Dial the extension number.
   - **To forward to your voice mailbox:** Press FNC and dial 6. Then press END to hang up.

To cancel call forwarding:

Press START, FNC and dial 2, then press #>.

Responding to a Waiting Call

If you hear a "call waiting" tone do one of the following:

EITHER, End the current call by pressing END. When the waiting call rings, answer as usual.

OR, Place the current call on hold by pressing HOLD. Then answer the waiting call by pressing LINE and then the flashing line number.

Changing the Volume

Press VOL once.

Redialing A Number

Press START, FNC, and dial 7. The number is automatically dialed.

Paging

1. Press START and dial 7.
1. Dial the desired zone number (0-9).
2. After the tone, make your announcement.
3. Press END to hang up.

Transferring a Call to Another Extension

1. *EITHER,* Press FNC and dial 8.
   OR, Press FNC, # >, and dial 3 4 6 to place the call on hold at the other phone.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then press END to complete the transfer.
   If the number is busy, there is no answer, or the transfer is refused, press LINE and the flashing line number to return to the caller.

Transferring a Call to an Outside Number

1. Press FNC and dial 8.
1. Press LINE and select an outgoing line.
2. Dial the desired telephone number.
3. Wait for an answer, announce the call, and then press END.
   If the number is busy, there is no answer, or the transfer is refused, press LINE and the flashing line number to return to the caller.

Transferring a Call to Voice Mail

1. Press FNC and 8.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and press END.
   OR, Press END to send the call to the voice mail menu (so that the caller can select the mailbox number).

Using Reverse Transfer (Call Pickup)

1. Press START and dial 4.
2. Dial the extension number where the call is ringing or holding.

Accessing Your Mailbox

NOTE: If your voice mail system has Automatic Speech Recognition (ASR) capability and it is enabled for your mailbox, you can complete voice mail tasks by issuing spoken commands *or* by pressing dialpad digits.

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, say "Login" or press < * to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed). Then press # >.

If you reach voice mail when responding to a message, enter your personal password, and press # >.

Listening to Voice Mail Messages

1. Enter your mailbox as described on page 3.
2. *If E-Mail Reader is enabled for your mailbox,* say "Voice Mail" or press 1.
   If E-Mail Reader is not enabled for your mailbox, skip this step.
3. Select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.
4. While you are listening to a message, you can use the following options:
   - Say "Skip" or press #> to skip to the end of the recording.
   - Say "Backup" or press 1 to back up.
   - Say "Pause" or press 2 to pause. Then press any key to continue.
   - Say "Forward" or press 3 to skip ahead.
   - Say "Lower" or press 4 to lower the volume.
   - Say "Envelope" or press 5 to play the message envelope again.
   - Say "Higher" or press 6 to raise the volume.
   - Say "Save" or press 7 to save the new message in your mailbox.
   - Say "Delete" or press 9 to delete the message from your mailbox.
5. When the message has finished playing, you have the following options:
   - Say "Replay" or press 1 to replay the message from the beginning.
   - Say "Reply" or press 2 to reply to the message.
   - Say "Forward" or press 3 to forward a copy of the message
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the introductory message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the new message in your mailbox.
   - Say "Delete" or press 9 to delete the message from your mailbox.

Recording and Sending Voice Mail Messages

1. Enter your mailbox as described on page 3.
2. Say "Record" or press 2.
3. Say or enter the mailbox number where you want to leave the message.
4. Say "Yes" or press #> to accept the subscriber's name.
5. Record your message after the tone.
6. When finished, hang up to deliver the message or press #> to access more options.

Message Options*

Below is a summary of the options you can use when accessing messages, after playing messages, and when recording voice mail messages.

#	LISTENING TO MSG	AFTER MSG PLAYS	LEAVING MSG
1	Back Up	Replay the message	Replay the message
2	Pause	Reply to the message	Append the 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	Access delivery options
*	—	—	Cancel
#	Skip to end	—	Send message and exit

*Message options vary based on media type.

Feature Codes*

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code – All Calls	324	Hunt Group Remove/Replace
390	Account Code – Optional	303	LCD Contrast Control
326	ACD Agent Log In	365	Message
327	ACD Agent Log Out	366	Message - Cancel Msg Left
328	ACD Agent Log In/out	368	Message -Cancel Msg On Endpt.
329	ACD Agent Wrap-up Term.	367	Message - Silent
375	Agent Help Request	314	Microphone Mute
376	Agent Help Reject	7	Page
361	Automatic Intercom Access	325	Page Remove/Replace
360	Automatic Line Access	397	Program Buttons
350	Automatic Line Answer	392	Program Station Password
313	Background Music	6	Queue (Callback) Request
355	Call Forward All Calls	385	Record-A-Call
357	Call Forward If Busy	380	Redial
356	Call Forward If No Answer	331	Redirect Call
358	Call Fwd. If No Answer/Busy	305	Reminder Message
5	Conference	306	Reminder Message Cancel
394	Default Station	359	Remote Programming
307	Directory	4	Reverse Transfer
300	Display Time And Date	396	Review Buttons
372	Do-Not-Disturb On/Off	377	Ring Intercom Always On/off
373	Do-Not-Disturb Override	398	Ring Tone Selection
395	Feature Button Default	382	Station Speed Dial
312	Group Listen	383	Station Speed Dial Program
319	Handsfree On/Off	354	System Forward On/Off
317	Headset On/Off	381	System Speed Dial
336	Hold – Individual	399	Switch Keymap
335	Hold – System	346	Transfer To Hold
330	Hookflash (Recall in Europe)	345	Transfer To Ring

*Some feature codes may not apply to your endpoint. For a list of feature codes specific to your endpoint, consult the user guide.

Telephone System and Voice Mail Feature Guide

Using Voice Mail

To access your mailbox:

1. Dial the voice mail extension number.
2. Say “Login” or press < * and say or enter your mailbox number.
3. Enter your password and press # >.
4. Voice mail plays the main menu for your mailbox type and guides you through the available options.

Standard Voice Mailbox Main Menu:

TO...	SAY	PRESS
Access new voice mail messages	“New”	1
Record voice mail messages	“Record”	2
Access saved voice mail messages	“Saved”	3
Access personal mailbox options	“Personal”	4
Access message options	“Options”	5
Disable Automatic Speech Recognition	“Disable”	8

Advanced Mailbox Main Menu:

TO...	SAY	PRESS
Access voice mail messages	“Voice mail”	1
Record voice mail messages	“Record”	2
Access e-mail messages	“E-mail”	3
Access personal mailbox options	“Personal”	4
Access message options	“Options”	5
Access faxes	“Facsimile”	6
Disable Automatic Speech Recognition	“Disable”	8

Remote Feature Access

Remote Feature Access allows you to change your station password, place your endpoint in Do-Not-Disturb mode, and forward calls from another endpoint 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 endpoint on the system.
2. Enter 3 5 9.
3. Enter your extension number.
4. Enter your password and press #>. You can now use the features described below and at right.

To change the 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. Enter 3 7 0.
2. Enter message number 01-20 (see the default DND message list below).
3. If desired, enter the optional second-line message text (see the dialpad character chart on the 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

*VACATION is replaced by HOLIDAY in European systems.

Dialpad Characters

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	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	Ñ or #	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9

NOTE: The characters associated with the 5 and 6 dialpad digits 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. Enter 3 5 5.
2. Press #> and hang up.

Notice

This Inter-Tel® user guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the Model 8524/8525/8526 endpoints. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

Some system features can only be accessed by an administrator. For information about these features, see the Frequently Asked Questions section on page 89.

For sales, service, or technical support, contact your local authorized Inter-Tel provider.

Comments about this user guide or other technical documentation should be directed to Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

All products and services mentioned in this publication are the trademarks, service marks, registered marks, or registered service marks of their respective owners.

Inter-Tel® and Enterprise® Messaging are registered trademarks of Inter-Tel, Incorporated.
MicroSoft® and Outlook® are registered trademarks of Microsoft Corporation.

PRODUCT DISPOSAL INSTRUCTIONS

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local recycling authority or Inter-Tel provider.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.

Table of Contents

CONTENTS *PAGE*

FINDING YOUR WAY 1
- Welcome. 2
- About This Guide 2
- About Your Endpoint 3
- Maintenance and Diagnostics 6
- Battery Packs & Headset 7
- About Voice Mail 10
- Model 8524/8525/8526 Endpoints vs. Traditional Two-Line Display Endpoints 14
- Tips for Use 15

GETTING STARTED 17
- Introduction 18
- Turning Your Endpoint On and Off 18
- Setting Up Voice Mail 18
- Making and Receiving Calls 22
- Placing Calls On Hold 25
- Muting The Microphone 25
- Placing Conference Calls 26
- Transferring Calls 27
- Using Reverse Transfer 28
- Forwarding Calls 29
- Redialing a Number 31
- Displaying Information on Your Endpoint 31
- Using the Message Feature 32
- Accessing Your Mailbox 33
- Disabling and Enabling ASR 34
- Accessing Voice Mail Messages 35
- Using Do-Not-Disturb Mode 41
- Using Reminder Messages 43

©Inter-Tel, Inc. March 2006 printed in US

CONTENTS *PAGE*

MOVING ON 45

Introduction 46
Setting Endpoint Preferences 46
Setting Mailbox Preferences 48
Speed Dialing. 54
Using Record-a-call 57
Paging 58
Performing a “Hookflash” During a Call. 59
Programming Your Feature Buttons 59
Using Account Codes. 60
Screening Calls 60
Using Directories 61
Programming Remote Feature Access 66
Requesting Agent Help. 68
Working in Hunt Groups. 69

USING E-MAIL READER 73

Introduction 74
E-Mail Reader Features 75
Using Your Advanced Mailbox. 76
Setting Up Your E-Mail Password 77
Accessing E-Mail Messages 79
Using Main Menu E-Mail Reader Count 81
Accessing Fax Messages. 82
Recovering Deleted Messages 83
Changing Message Envelopes 84
Voice Mail Flowchart (Advanced Mailbox) 85

LEARNING MORE 87

Introduction 88
What the Administrators Can Do for You 88
Frequently Asked Questions (FAQ). 89
Default Feature Codes 92

INDEX 97

Finding Your Way

SECTION CONTENTS PAGE

Welcome **2**
About This Guide **2**
About Your Endpoint **3**
Dialpad and Indicators 3
Liquid Crystal Display (LCD) 4
Default Line and Function Buttons 4
Basic Button Functions 5
Maintenance and Diagnostics **6**
Battery Packs & Headset **7**
Battery Packs 7
The Model 8524/8525/8526 Headset 9
About Voice Mail **10**
Enterprise Messaging 12
Automatic Speech Recognition (ASR) 13
Model 8524/8525/8526 Endpoints vs. Traditional Two-Line Display Endpoints **14**
Tips for Use **15**
Endpoint Guidelines 15
Telephone System Guidelines 16

WELCOME

Your new Model 8524/8525/8526 endpoint provides access to several features, each of which is described in this guide. The *About This Guide* section below lists the different sections in this user guide and describes the type of information you can find there.

The Model 8524, 8525, and 8526 function almost identically except for the following:

- The Liquid Crystal Display (LCD) on the Model 8526 lights up when the endpoint is active (see page 4). The 8524 and 8525 LCDs do not light up.
- The Model 8525 and 8526 include the vibrate function and the Model 8524 does not. The vibrate function allows you to use the Vibrator Ring and Vib/Norm ring types (see page 46).

The information in this user guide applies to all three endpoints unless otherwise indicated.

ABOUT THIS GUIDE

This guide contains instructions for using the Model 8524, 8525, and 8526 wireless digital endpoints on the Inter-Tel® telephone system. To help you find information quickly, this guide is divided into five separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides you with a picture of the endpoint and includes general information designed to help you find what you need.
- **Getting Started:** This section includes basic endpoint and voice mail information, and provides instructions on how to perform everyday tasks, such as answering calls, making calls, and using voice mail.
- **Moving On:** In this section you'll learn how to use advanced endpoint and voice mail features.
- **Using E-Mail Reader:** This section includes information on how to use the advanced messaging features available with E-Mail Reader.
- **Learning More:** This section outlines how your administrators can help if you experience a problem with your endpoint. It also provides you with a list of Frequently Asked Questions (FAQs) so you can troubleshoot problems and learn more about the system.

In addition, this guide contains a list of default feature codes (see page 92) and an index (see page 97) for easy reference.

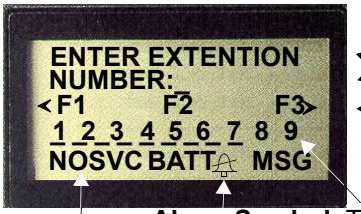
NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features.

About Your Endpoint

The Model 8524/8525/8526 endpoints are equipped with several features that allow you to perform various functions. These features are discussed on the following pages.

Dialpad and Indicators

Liquid Crystal Display (LCD)



Character Display

A left arrow (<), F1, F2, F3, and right arrow (>) (available only in the Diagnostic Mode.)

Alarm Symbol: This feature is currently unavailable.

Status Indicators:

Line Indicators: dashes (_) and line numbers (1-9)

STATUS INDICATOR	DESCRIPTION
NOSVC	You are outside of the coverage area. Walk back into the covered area.
BATT	You will also hear a beep in the earpiece. Your battery needs to be recharged.
MSG	You have a message.

LINE INDICATOR	DESCRIPTION
Off	On hook or not in use.
On	Line is in use.
Slow Blink	Line is recalling from Hold or Transfer.
Fast Blink	Line is ringing or camped on.
Wink	Line is on hold.

NOTE: The Liquid Crystal Display (LCD) on the Model 8526 lights up when the endpoint is active The 8524 and 8525 LCDs do not light up.

Default Line and Function Buttons

LINE BUTTON	DESCRIPTION (LCD)	FUNCTION BUTTON	DESCRIPTION (LCD)
LINE 1	Call 1	FNC 1	Mute (MUTE)
LINE 2	Call 2	FNC 2	Forward (FWD)
LINE 3	Call 3	FNC 3	Undefined
LINE 4	Call 4	FNC 4	Undefined
LINE 5	IC (INTERCOM)	FNC 5	Conference (CNF)
LINE 6	Do-Not-Disturb	FNC 6	Message (MSG)
LINE 7	Undefined	FNC 7	Redial (REDL)
LINE 8	Undefined	FNC 8	Transfer (TRANS)
LINE 9	Undefined	FNC 9	System Speed Dial (SYS SPDL)
		FNC # >	Special Button
		FNC < *	Cancel menu display

Basic Button Functions

BUTTON	FUNCTION	ACTION
PWR	Power on	Press and hold PWR until double chirp
	Power off	Press and hold PWR until single chirp
START	Answer call	Press START
	Place call	Press START, dial number
END	Hang up	Press END
LINE	Select line	Press START, then press LINE, and then select line number (1-9)
VOL	Adjust volume during call	Press VOL while you are talking, to toggle between base volume level and a louder volume level
HOLD	Put call on hold	Press HOLD
FNC	Mute/Unmute microphone	Press FNC then 1
	Feature Menus (while end-point is in use)	Press FNC to display menus. Enter button sequence for desired feature or function, or press FNC to display more options.
# > < * 0	User preferences (while end-point is idle) (Base Volume, Ring Type)	Press and hold FNC to display menus Press # > for Next menu item Press < * for Previous menu item Press 0 to Change item Press END to Exit menu

MAINTENANCE AND DIAGNOSTICS

The endpoints and chargers have been designed to withstand the wear and tear of normal use. However, you should avoid dropping the endpoint or knocking it against hard surfaces. Carrying the endpoint in a holster or carrying case will help to protect it.

There are no serviceable parts in the endpoints or the chargers. You should not open the endpoint case nor disassemble the chargers. Doing so will void your warranty.

If you experience problems with your endpoint, a diagnostics tool can help you determine if your endpoint is operating properly.

To use the diagnostic tool:

1. With the power off, hold down the VOL and PWR buttons. The serial number of the endpoint and the port information will show on the display.
2. Release the VOL button, then release the PWR button. After a few seconds, the endpoint will vibrate (Model 8525 and 8526 only) and flash solid squares and Zs across the top two lines of the display.
3. Release the buttons. The display will then flash all the items at the bottom of the display. The display should look similar to the one shown on the page 4.
4. To turn the diagnostics off, hold the PWR button until you hear one beep.

If anything is missing from the display, there is something wrong with the endpoint and it should be returned to Inter-Tel for repair or replacement.

BATTERY PACKS & HEADSET

The following sections discuss the peripheral equipment used with the Model 8524/8525/8526.

Battery Packs

The endpoint will need to have its battery pack recharged periodically. The standard rechargeable endpoint battery pack gives you two hours of talk time or 40 hours of stand-by time. Stand-by time is when the endpoint is turned on, but you are not using it.

If you use your endpoint frequently, a 3.6V 800mAh Nickel Cadmium battery pack with twice the capacity of the standard battery pack is available.

Indications of Low Battery

The endpoint will notify you when the charge on the battery pack becomes low. If you are using the endpoint, the BATT message will display and you will hear a soft beep through the ear piece every six seconds. When you notice these signals you have two minutes to terminate your conversation or one minute to replace the battery without terminating a conversation.

To replace the battery without terminating a conversation:

- Press HOLD to place the call on hold.
- Replace the battery.
- Press PWR, START, LINE, and the fluttering line number to return to the call. When the system timer expires (the default is one minute), the call will recall at your endpoint.

If the endpoint is idle, you will hear a brief modulated ring signal and the BATT message will display. Your endpoint will not operate until you replace the battery.

Depending on the charging equipment you have purchased, you will either place the endpoint in a charging stand to charge the battery pack, or you will remove the pack from the endpoint and install it on the Quick Charger.

Setting Up The Chargers

Both the Charging Stand and the Quick Charger use 120 Volt AC current and operate in a 32°’ to 122° F (0° to 40° C) environment. Simply connect the stand or charger to an appropriate wall outlet and it’s ready for use.

To insure proper charging and to prevent damage, the battery pack should be at room temperature, 50° to 80° F (10° to 30° C) when you charge it.

The Charging Stand

It takes 12 to 14 hours to fully charge the battery in the Charging Stand, longer if the endpoint is not turned off while charging.

If you have a High Capacity battery (NiMH, with a green label) you cannot charge it in the Charging Stand, you must use the Quick Charger.

Turn your endpoint off before putting it in the charging stand. If placed correctly, the light on the charging stand will shine solid green.

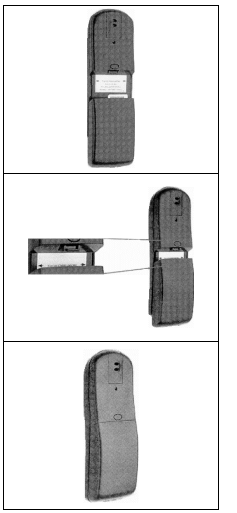
When you are not using your endpoint keep it turned off and in the stand. Do not place anything in the Charging Stand other than the endpoint. You might damage the contacts. Bent contacts can keep the endpoint from charging.

The Quick Charger

The Quick Charger holds a single battery pack and can charge it in approximately an hour and a half.

To remove the battery pack:

Press down on the tab button above the pack and slide the pack toward the bottom of the endpoint until it stops, then lift up.



To replace the pack:

1. First properly align the top of the pack with the arrows on the label on the back of the endpoint. Maintain gentle pressure and slide the pack toward the top of the endpoint until it clicks into place.

2. Press the pack down gently. You should not have to force it against the endpoint.

NOTE: Take care not to short the battery contacts on the pack with metal objects such as coins, keys or paper clips. Shorting the contacts can cause permanent damage.

To use the Quick Charger:

Place the battery pack on the charger by gently sliding the pack upward in the stand in a manner similar to installing it on the endpoint. If placed correctly, the light on the Quick Charger will shine solid green. When the pack is fully charged, the green light will begin to flash.

The Model 8524/8525/8526 Headset

Inter-Tel offers optional headsets for use in noisy environments or if you need to have your hands free while talking on the endpoint.

To use the headset, simply plug it into the jack on the side of the endpoint. The headset is specially designed to work properly with the Model 8524/8525/8526 endpoint. We do not recommend using other headsets.

Ringing with Headset

If your headset is plugged in and your ringing mode is set to soft (option 1), you must be using the headset to hear ringing.

Answer A Call

To answer a call when your headset is plugged in, press any button except PWR.

Low Headset Volume

To set the low volume level for your headset, plug in the headset. Press FNC until Volume Level displays. Use the dialpad to enter a volume level from 1 (softest) to 8 (highest). High volume is automatically set two levels higher than low volume, as described on.page 46.

ABOUT VOICE MAIL

Voice mail is an application that is part of the Inter-Tel voice processing system. Using voice mail, you and other callers can send and receive recorded messages from any supported endpoint on the system. To use voice mail features, each user (or subscriber) is assigned a mailbox, which usually corresponds to the extension number assigned to your endpoint. 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 mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. If a caller reaches your mailbox, they can leave a message, hang up, or access an attendant. In addition, if your voice mail administrator sets up one or more "group lists" of mailboxes, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

Inter-Tel voice mail systems support the following types of mailboxes:

- **Advanced Mailbox:** If E-Mail Reader is enabled for your mailbox, you have access to voice mail, e-mail, and fax messages in your mailbox. You can also customize your personal mailbox options, and access advanced messaging features. See page 73 for information and instructions about using E-Mail Reader features. For a voice mail flowchart for advanced mailbox users, see page 85.
- **Standard Voice Mailbox:** This type of mailbox allows you to send and receive voice mail messages, record personal greetings, and allows you to customize personal mailbox options. A standard voice mailbox does not allow you to access e-mail and fax messages. For a voice mail flowchart for standard mailbox users, see page 101.

NOTE: If you have the Enterprise® Messaging (EM) voice mail system, you also have access to advanced communication and messaging features such as E-Mail Reader and Automatic Speech Recognition (ARS). For more information about EM, see page 12.

The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users. The instructions for the following common mailbox tasks are included in the *Getting Started* and *Moving On* sections of this guide:

- Initializing your mailbox (see page 19)
- Recording your personal greetings (see page 20)
- Recording your voice mail directory name (see page 21)
- Accessing your mailbox (see page 33)
- Disabling and enabling ASR (see page 34)
- Accessing voice mail messages (see page 35)
- Recording and sending voice mail messages (see page 38)
- Canceling unheard voice mail messages (see page 40)
- Changing your mailbox password (see page 48)
- Changing the call screening transfer method (see page 50)
- Programming a fax destination (see page 51)
- Changing the message search order (see page 51)
- Programming remote messaging (see page 52)
- Screening calls (see page 60)
- Using the voice mail directory (see page 64)

Enterprise Messaging

Enterprise Messaging (EM) is the Inter-Tel messaging system that uses industry-standard protocols for communication and messaging. EM unifies communication and messaging by providing access to voice mail, fax, and e-mail messages in your mailbox. The EM system provides voice mail users with the following advanced messaging features:

- **Automatic Speech Recognition (ASR):** ASR can be enabled for the entire system or it can be enabled for specific applications (like voice mail) or mailboxes. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories. ASR can be enabled for standard voice mailboxes and advanced mailboxes (see page 76). For more information about ASR, see page 13.
- **E-Mail Reader:** E-Mail Reader allows you to access voice, e-mail, and fax messages from your mailbox. For e-mail messages, E-mail Reader uses Text-to-Speech (TTS) capabilities included with EM to convert the text in an e-mail message to a **`.wav`** file. For fax messages, E-Mail Reader announces the fax envelope. If E-Mail Reader has been enabled for your mailbox, your voice mail, e-mail, and fax messages are unified in one convenient location. For more information and instructions about how to use E-Mail Reader features, see the *Using E-Mail Reader* section, starting on page 73.

Consult your voice mail administrator to see if ASR and/or E-Mail Reader is enabled for your mailbox.

NOTE: EM also includes Unified Messaging inbound and outbound faxing capabilities. For information and instructions about Unified Messaging features, see Issue 2.3 of the *Unified Messaging User Guide*, part number 550.8121.

Automatic Speech Recognition (ASR)

Automatic Speech Recognition (ASR) is a feature available for systems using EM. Because ASR is a very flexible feature, it can be enabled or disabled on several different levels. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories using voice commands.

When you access voice mail, if you are given the option to say a command or press a dialpad button to complete a task, then ASR is enabled for your mailbox. If you are only prompted to press a dialpad button, ASR is not enabled for your mailbox. If your mailbox is not ASR-enabled, you can still navigate the menus and perform tasks by pressing the appropriate dialpad buttons when prompted by the system.

When using ASR, follow these guidelines for best results:

- When completing a mailbox-related task, either say the command each time or press the dialpad buttons each time.
- Use the handset when issuing spoken commands. Your endpoint's speaker can pick up background noise and other sounds, which may cause the system to misinterpret a command.
- Voice mail command words are shown on display endpoints. If your endpoint has a display and you don't hear the command word when the prompt is announced, look at the display for the appropriate voice command.
- When you use the dialpad buttons to complete a task, you are sometimes prompted to press **#** to indicate to the system that you have finished entering digits. It is not necessary to say "Pound" or "Hash" when using ASR. The silence that follows your voice command replaces the **#** digit.
- While you are recording a message, ASR is temporarily disabled, therefore you cannot issue spoken commands to access options like pause and erase. If you attempt to issue a spoken command while you are recording, your recording will include the command you issued. To access the pause and erase options, you must press the appropriate dialpad buttons.
- You cannot use ASR to set up your e-mail password (see page 77). For security reasons, you must enter your e-mail password characters by pressing the appropriate dialpad buttons. Entering passwords this way prevents others from overhearing your password.
- If the system cannot interpret your voice commands for three consecutive attempts, ASR is temporarily disabled by the system for the current call. You can still complete tasks using the dialpad buttons; however, you will no longer be prompted to say a command.
- You can temporarily disable ASR for the current call by selecting option eight from the main menu.

MODEL 8524/8525/8526 ENDPOINTS VS. TRADITIONAL TWO-LINE DISPLAY ENDPOINTS

The Model 8524, 8525, and 8526 endpoints are designed to emulate an Inter-Tel two-line display endpoint. Some users may want to use both the Model 8524/8525/8526 endpoint and a two-line display endpoint. The following are the differences between the Model 8524/8525/8526 and two-line display endpoints:

- The extension name and the time and date that normally appear on the display endpoint when it is in idle mode will not appear on the display of the Model 8524/8525/8526. When the Model 8524/8525/8526 is idle, it is actually in standby mode. In other words, the endpoint is not receiving a signal from the system. The extension that shows on the display is programmed directly into the endpoint. This conserves battery power on the endpoint.
- The dash (-) that shows in the extension is there because of the way the endpoint is programmed to deal with 7- and 10-digit numbers. As soon as 5 digits are entered it puts in one dash. Once 8 digits are entered, it puts in a second dash.
- The Model 8524/8525/8526 endpoint does not support the Japanese language feature.

The following table lists the button assignments for the two-line display endpoints, and the corresponding button assignments for the Model 8524/8525/8526. Note that L1 = LINE 1, and F1 = FNC 1.

BUTTON	DISPLAY ENDPOINT	8524/ 8525/8526	BUTTON	DISPLAY ENDPOINT	8524/ 8525/8526
1	Call 1	L1	11	Programmable Button 6: Undefined	F4
2	Call 2	L2	12	Programmable Button 7: CNF	F5
3	Call 3	L3	13	Programmable Button 8: HOLD	HOLD
4	Call 4	L4	14	Programmable Button 9: TRANSFER	F8
5	IC (Intercom)	L5	15	Programmable Button 10: SYS SPD	F9
6	Programmable Button 1: Do-Not-Disturb	L6	16	Programmable Button 11: REDIAL	F7
7	Programmable Button 2: Undefined	L7	26	FWD	F2
8	Programmable Button 3: Undefined	L8	30	SPKR*	START
9	Programmable Button 4: Undefined	L9	31	MSG	F6
10	Programmable Button 5: Undefined	F3	32	MUTE	F1

*This applies to two-line display endpoints only.

TIPS FOR USE

As you can see, your Model 8524/8525/8526 and telephone system come equipped with many features. To help you understand what everything means, it is recommended that you read the following information *before* you use your endpoint:

Endpoint Guidelines

- Before you use your endpoint, the battery must be charged. See Battery Packs on page 7.
- You can only use your endpoint with your facility's telephone system. It is not a public cellular phone.
- The PWR button turns the endpoint on and off. The START and END buttons begin and end calls. When you finish a call, press the END button, not the PWR button.
- Keep the endpoint away from your ear when it is ringing.
- The microphone is in the telephone's lower right corner. This is a sensitive microphone that works well when the telephone is correctly positioned on your ear. There is no need to speak directly into the microphone, but do not cover it with your hand or cheek when talking on the endpoint.
- The endpoint's LCD panel displays information about the status of your endpoint and prompts you about features.
- If the endpoints battery is low, you will hear a soft beep and see the BATT message in the display.
- Improper disposal of battery packs can damage the environment. Dispose of batteries properly.
- You can control the endpoint's volume level and the type of ring. See *Setting Endpoint Preferences* on page 46.
- To protect the endpoint, use a carrying case.

NOTE: It is recommended that standard acceptance procedures be followed prior to operating this equipment in proximity of life-support systems. To minimize risk of interference, pacemaker users SHOULD NOT carry the endpoint next to the pacemaker. Operation of the endpoint may produce an audible noise noticeable to hearing aid users. It is recommended that an Inter-Tel headset be used by a hearing aid user.

Telephone System Guidelines

- 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.
- If your endpoint has been reprogrammed by the installer so that its feature buttons do not match the feature buttons described in this user guide, refer to the Administrator's Guide for procedures on using feature codes. Default feature codes are listed on the back of this user guide.
- The Handsfree Mode feature code (319) must be turned off. Otherwise, when a user receives an incoming call, the endpoint will ring only once and the display will show the party's extension number once and goes back to the idle mode. To turn the feature off, press START and dial 3 1 9.

Getting Started

SECTION CONTENTS PAGE

Introduction 18
Turning Your Endpoint On and Off 18
Setting Up Voice Mail. 18
Initializing Your Mailbox 19
Recording Your Personal Greetings. 20
Recording Your Voice Mail Directory Name. 21
Making and Receiving Calls 22
Intercom Calls 22
Outside Calls 23
Emergency Calls 24
Call Waiting 24
Placing Calls On Hold 25
Muting The Microphone. 25
Placing Conference Calls 26
Transferring Calls 27
To Another Extension. 27
To Voice Mail 27
To an Outside Number. 27
Using Reverse Transfer. 28
Forwarding Calls 29
Manual Call Forwarding 29
Automatic System Forwarding 30
Redirect Call. 30
Redialing a Number 31
Displaying Information on Your Endpoint. 31
Date, Time, Name, and Extension Number Display. 31
Outside Party's Name/Number. 31
Using the Message Feature. 32
Leaving Messages 32
Receiving Messages 32
Accessing Your Mailbox 33
Disabling and Enabling ASR. 34
Accessing Voice Mail Messages 35
Listening to Messages 35
Recovering Deleted Voice Mail Messages. 37
Recording and Sending Voice Mail Messages. 38
Canceling Unheard Voice Mail Messages 40
Using Do-Not-Disturb Mode 41
Using Reminder Messages 43

INTRODUCTION

Now that you know what your Model 8524/8525/8526 endpoint can do, 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.

TURNING YOUR ENDPOINT ON AND OFF

Power must be on to make or receive calls. If there is no display, power is off.

To turn the power on:

Push and hold PWR until you hear double chirp. Your extension number will display. The NOSVC message will display briefly. When it goes out, you are ready to make and receive calls.

To turn the power off:

Push and hold PWR until you hear a single chirp. If you accidentally turn your endpoint off during a conversation, you can restore your conversation by pressing PWR and then START, provided the person you are talking to has not hung up.

SETTING UP VOICE MAIL

To begin using your mailbox 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.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 13 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 73 for information and instructions about using E-Mail Reader features.

Initializing Your Mailbox

To access voice mail, the first thing you need to do is initialize your mailbox. This allows you to change the default password for your mailbox, record your name for the company directories, and listen to the voice mail introduction.

To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. Say "Login" or press < * to identify yourself as a subscriber.
3. Say "Login" or press * to identify yourself as a subscriber.
4. Enter your mailbox number using the dialpad buttons.
5. Enter your default password using the dialpad buttons.

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

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press # when you are done. The messaging system plays back your password.

   If you do not want to use a password, just press #.

6. Say "Accept" or press # to accept the entry or say "Erase" or press 3 to erase and re-enter your password. The system prompts you to record your directory name.
7. After the tone, record your first and last name.
8. When prompted, do one of the following:
   - Say "Accept" or press # again to accept the name.
   - Say "Replay" or press 1 to replay the name you just recorded.
   - Say "Append" or press 2 to add to your name.
   - Say "Re-record" or press 3 to erase and re-record your name.

> **NOTE:** The system then plays a prompt that introduces you to the basic voice mail system features. You can skip this introduction by saying "Skip" or 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 may change or choose to use either greeting at any time. 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 (say "Operator" or 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, 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, leave a detailed message, and I will return your call when I return. Thank you.

You can also select the **System Greeting** if you do not want to record a primary or alternate greeting. The system greeting states, "Mailbox number (xxxxx) is not available." Depending on how your system is programmed, the system greeting may also include, "After the tone, please record your message. When finished, you may hang up to deliver the message or press pound for more options."

To record/change your personal greeting:

1. Access your mailbox as described on page 33.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “Greeting” or press 1 to record or change your personal greeting.
4. Do one of the following:
   - Say “Primary” or press 1 to record and/or enable your primary greeting.
   - Say “Alternate” or press 2 to record and/or enable your alternate greeting.
   - Say “System” or press 3 to enable the system default mailbox greeting.
5. *If you selected the system greeting option,* hang up.
   If you selected the primary or alternate greeting option, record your greeting when prompted, then press #.
   If you already have a primary or alternate greeting, it is played when you select primary or alternate.
   You can then do one of the following:
   - Say “Accept” or press # to accept the greeting.
   - Say “Replay” or press 1 to replay the greeting.
   - Say “Append” or press 2, add to the greeting, and then press #.
   - Say “Erase” or press 3 to erase and re-record the greeting.
   - Say “Cancel” or press * to exit without changing your greeting.
6. Press END to 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. Although you record your name when you first initialize your mailbox, you can change it at any time.

To record your directory name:

1. Access your mailbox as described on page 33.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “Name” or press 2. Your recorded name is played.
4. Do one of the following:
   - Say “Accept” or press # to accept your recorded name.
   - Say “Replay” or press 1 to replay your recorded name.
   - Say “Append” or press 2 to add to your name.
   - Say “Erase” or press 3 to erase and re-record your name. When you hear a tone, record your first and last name. Then say “Accept” or press # to accept your recorded name.
5. Press END to hang up.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any endpoint. With your endpoint, you can make/receive intercom and outside calls as well as make emergency calls.

Intercom Calls

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

NOTE: Ask your system administrator for a list of extensions.

Placing Intercom Calls

To place an intercom call:

1. Press START.
2. Dial an extension number.
3. Wait for the call to be answered.
4. When finished, press END to end the call.

> **NOTE:** Do not use the PWR button to end a call, because that will turn your endpoint off and you will not receive calls until you turn the endpoint back on.

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

Press # > before dialing the extension number. (This step is not necessary if you programmed your endpoint for the Ring Intercom Always feature described below.)

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

Press START and dial 3 7 7. The current status is shown.

To leave a message if there is no answer or the endpoint is busy:

Press FNC and dial 6. Then press END to hang up or wait for their message center to answer. (See page 32 for more Message options.)

NOTE: This option appears only if the called endpoint has a voice mailbox.

Receiving Intercom Calls

The endpoint will ring or vibrate (Model 8525 and 8526 only) to alert you. Additionally, a Line Indicator on the display may flash, and the display may show information about the call, such as caller's name and extension.

To receive an intercom call:

Press START to answer the call.

To redirect a ringing call to another extension or to an outside number:

1. Press FNC and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 30 for more information.

Outside Calls

With outside calls, you can talk to people who aren't members of your telephone 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. Press START and dial 8 (default Outgoing Call feature code), or press START and LINE + 1, 2, 3, or 4.
2. Dial the desired number.

> **NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 60).

3. When finished with the call, press END.

To camp on to a busy endpoint or line:

When you hear busy signals, do not hang up. You hear music, if available, until the line or endpoint is available.

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

1. When you hear busy signals, dial FNC, # >, 6 and press END to hang up. (You can do this even if your call has "camped on" and you hear music.)
2. When your endpoint rings, press START and wait for the other party to answer.

To cancel a queue before the callback:

Press START and dial 6.

When dialing the number, you can do one of the following:

- Use the speed-dial directory, see page 61.
- Use the station speed-dial feature, see page 54.
- Use the system speed-dial feature, see page 57.
- Redial the last outside number you dialed, see page 31.

Receiving Outside Calls

To receive an outside call:

Press START to answer the call.

To reverse transfer (pick up) a call that is ringing or holding at another endpoint:

1. Press START and dial 4.
2. Dial the extension number where the call is ringing or holding.

To redirect a ringing call to another extension or to an outside number:

1. Press FNC and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 30 for more information.

Emergency Calls

To make an emergency call:

Simply press START and dial 9 1 1 to automatically place a call to the preset emergency number. (You do not have to press 8 or LINE plus a number for outside access.)

NOTE: Dial 9 9 9 in Europe for emergency services.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone through your handset and/or you see a display.

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

- **To end the current call:** press END. The waiting call rings in. Answer as usual.
- **To place the current call on hold:** press HOLD. Then answer the waiting call by pressing LINE and the flashing line number.
- **To have the caller hear Do-Not-Disturb signals:** press LINE and dial 6. (See page 41 for more information about Do-Not-Disturb mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- **Individual Hold** places the call on hold at one endpoint. It can then be directly picked up at that endpoint or it can be picked up at another endpoint using the Call Pickup (Reverse Transfer) feature (see page 28).
- **System Hold** places the call on hold in the system. You can then pick up the call at any endpoint that has a flashing button for the call, including the endpoint that placed it on hold.

NOTE: You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press HOLD. The line number will flash.
2. Press END *OR* place another call.

To place an outside call on System Hold:

1. Press START and dial 3 3 5.
2. Press END *OR* place another call.

To return to a call that is on hold:

Press START, LINE, and the flashing line number.

MUTING THE MICROPHONE

To mute the microphone so that you can hear the other party but they cannot hear you (this does not put them on hold):

1. Press FNC and then 1.
2. To return to the call, press FNC and then 1.

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 the first call, press FNC and dial 5 to put the call on hold.
2. Place an intercom or outside call.
3. Press LINE and the fluttering line number to place the call on hold. (If necessary, repeat this step to place up to two more calls on conference wait hold.)
4. Press FNC and dial 5 to join all of the calls together in the conference.

During the conference call you can do the following:

- **To place the conference on hold***:* Press HOLD. This places the conference on hold (the parties are still connected). To return to the conference, press FNC and dial 5.
- **To drop out of the conference:** Press FNC and dial 5, then press END. This removes you from the conference, but leaves the other parties connected.
- **To add parties to the conference:** Do the following:
  a. Press FNC and dial 5. This leaves the conference parties connected.
  b. Place a call to the party to be added to the conference.
  c. Press FNC 5 twice to put yourself and the new party into the conference.
- **To end the conference and place all parties on individual hold:** Press FNC and dial 5 and then press HOLD to place all of the parties on individual hold. You can then speak to one party at a time by pressing HOLD or a flashing line number.
- **To mute your endpoint microphone:** Press FNC and dial 1. This turns your endpoint microphone on or off during the conference. You can hear the conference parties, but they cannot hear you.
- **To transfer the conference to another extension or to voice mail:** Press FNC, 8, and dial the desired extension number. Then press END when you are ready to complete the transfer.

TRANSFERRING CALLS

Although transferring calls is considered a basic function of an endpoint, your Model 8524/8525/8526 endpoint has many advanced options for this feature. With your endpoint, you can transfer a call to another extension, voice mail, or even an outside line.

To Another Extension

1. *EITHER,* Press FNC and dial 8.
   OR, Press FNC, #>, and dial 3 4 6 to place the call on hold at the other endpoint.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then press END to complete the transfer.
   If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing LINE and the fluttering line number.

NOTE: If you are receiving a transferred call and the Transfer-To-Connect option is enabled for your endpoint, you are automatically connected to the transferred caller once the transferring party hangs up. If this option is disabled, you must press a **LINE** button to answer the transferred call.

To Voice Mail

1. Press FNC and 8.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and press END.
   OR, Press END to send the call to the voice mail menu (so that the caller can select the mailbox number).

To an Outside Number

1. Press FNC and 8.
2. Press LINE and select an outgoing line.
3. Dial the desired telephone number.
4. Wait for an answer, announce the call, and then press END.
   If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing LINE and the fluttering line number.

USING REVERSE TRANSFER

The Reverse Transfer (Call Pick Up) feature allows you to answer a call that is ringing or holding at another endpoint. For example, if the attendant transfers a call to you but you have stepped away from your endpoint, you can pick up your call at another endpoint.

To answer a call ringing or holding at another endpoint:

1. Press START and dial 4.
2. Dial the extension or hunt group number where the call is ringing. The call is transferred to the endpoint you are using and you are connected to the caller. (See page 69 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

FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

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 endpoint is programmed to allow this.

To forward calls:

1. Press START, FNC and dial 2, or press START and dial one of the following feature codes:
   - 3 5 5 (Call Forward All Calls): All incoming calls are forwarded without ringing at your endpoint.
   - 3 5 6 (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires.

     NOTE: You cannot adjust this timer. Only the installer or System Administrator can.

   - 3 5 7 (Call Forward If Busy): When your endpoint is busy, all incoming calls are forwarded without ringing at your endpoint.
   - 3 5 8 (Call Forward If No Answer or Busy): All incoming calls are forwarded if your endpoint is busy or if you do not answer, as described above.
2. Do one of the following:
   - **To forward to an outside telephone number:** Press LINE and select an outgoing line and dial a telephone number.
   - **To forward to an extension number:** Dial the extension number.
   - **To forward to your message center:** Press FNC and dial 6. Then press END to hang up.

To cancel any call forward request:

Press START, FNC and dial 2, then # >.

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 endpoint.

To enable or disable System Forwarding:

Press START and dial 3 5 4.

Redirect Call

The Redirect Call feature allows you to forward any call that is ringing on your endpoint without having to answer the call.

NOTE: You cannot redirect calls to an extension that is in DND or to a restricted outside number.

To redirect a call to an extension number:

1. Press FNC and dial 3 3 1.
2. Dial the extension number.

To redirect a call to an outside telephone number:

1. Press FNC and dial 3 3 1.
2. Enter the outside telephone number.

Redialing a Number

The Redial feature allows you to quickly redial the last outside number you dialed. Although most endpoints redial the last number *dialed*, your system administrator can program your endpoint to redial the last number *saved*.

To use the Last Number Dialed feature:

Press START, FNC, and dial 7. A line is selected automatically and the number is dialed.

To redial a number if your system uses the Last Number Saved feature:

- **To save a number:** While the endpoint is idle or while listening to intercom dial tone, press FNC and dial 7.
- **To redial the saved number:** While on a call or after selecting a line, press FNC and dial 7. A line is selected automatically and the number is dialed.

Displaying Information on Your Endpoint

In addition to the four lines on the display that are dedicated to the menu, your endpoint has two lines of display where you can view information, such as the date and time or the outside party's name/number.

Date, Time, Name, and Extension Number Display

You can temporarily display the system date and time, your user name, and your extension number at any time.

To show the date and time display (while on a call, in do-not-disturb, etc.):

Press START and dial 3 0 0.

Outside Party's Name/Number

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name:

Press START and dial 3 7 9.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

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 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 endpoint.
- **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 endpoint.

NOTE: To signal that a message is waiting, a called endpoint's MSG button flashes and the display shows the number of waiting messages.

Leaving Messages

To leave a message while on an intercom call:

1. Press FNC and dial 6.
2. Press END to hang up or wait for the message center to answer.

To leave a message without placing an intercom call:

1. Press START and dial 3 6 7.
2. Dial the desired extension number.
3. Press END to hang up.

To cancel a message that you left at another endpoint:

1. Press START and dial 3 6 6.
2. Dial the extension number of the endpoint where you left the message.
3. Press END to hang up.

Receiving Messages

When you see a MSG message indicator:

Press START, FNC and dial 6. A call is automatically placed to the endpoint or message center that left the first waiting message.

ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your mailbox to retrieve it.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 13 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 73 for information and instructions about using E-Mail Reader features.

When you access your mailbox, depending on the voice processing system, enabled features, and mailbox status, you may hear 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.
- **Quota grace limit reached:** The quota grace limit is an EM feature. If this feature is enabled, it allows a mailbox to "overfill" beyond normal capacity. When the quota grace limit has been reached, this announcement is played.
- **Message count and type:** The system announces the number of new and/or saved messages that are in your mailbox. The system also informs you if the messages are priority messages. If E-Mail Reader is enabled for your mailbox, the media type is indicated.
- **Remote Messaging:** The system indicates if the Remote Messaging feature is enabled (see page 52). It also alerts you if a programming error has been detected 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, say "Login" or press * to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed), then press #. If you do not have a password, press # to bypass the password prompt. See page 48 for information on programming passwords.

NOTE: Generally, saying "Skip" or 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 say "Skip" or press # to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can say "Skip" or press # to skip the system-generated voice prompts and proceed directly to the playback phase. Also, at any menu level, you can say "Cancel" or press * to cancel or return to the previous menu.

DISABLING AND ENABLING ASR

If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button.

If your environment prevents you from using ASR, you can temporarily disable it by accessing option number eight on the main subscriber menu. This option disables ASR for that particular call only.

Option number eight is used as a toggle, and you can re-enable ASR by pressing the number eight again on the main subscriber menu only. Also, if you press a dialpad button at the main subscriber menu to access mailbox functions, ASR is automatically turned off and will remain off for the rest of the call.

For ASR guidelines, see page 13.

NOTE: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 73 for information and instructions about using E-Mail Reader features.

To temporarily disable ASR:

1. Access your mailbox as described on page 33.
2. Say "Disable" or press 8 to disable ASR for the call.

NOTE: To enable ASR after disabling it, press * until you are back at the main menu. Press 8 to enable ASR.

ACCESSING VOICE MAIL MESSAGES

When you access your mailbox, you can listen to new and saved voice mail messages. After listening to your voice mail messages you can access the associated options.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 13 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 73 for information and instructions about using E-Mail Reader features.

Listening to Messages

To listen to messages:

1. Access your mailbox as described on page 33.
2. *If E-Mail Reader is enabled for your mailbox*, say "Voice Mail" or press 1.
   If E-Mail Reader is not enabled for your mailbox, skip this step.
3. Select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.
4. While you are listening to a voice mail message, you can use the following options:
   - Say "Skip" or press # to skip to the end of the recording.
   - Say "Back up" or press 1 to "rewind" a few seconds and replay the message.
   - Say "Pause" or press 2 to pause. (Say "Continue" or press # to continue.)
   - Say "Forward" or press 3 to skip ahead.
   - Say "Lower" or press 4 to lower the volume.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Higher" or press 6 to raise the volume.
   - Say "Save" or press 7 to save the new message in your mailbox.
   - Say "Delete Message" or press 9 to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.

5. When the message has finished playing, you have the following options:
   - Say “Replay” or press 1 to replay the message from the beginning.
   - Say “Reply” or press 2 to reply to the message. You have the following options:
     – Say “Voice Mail” or press 1 to leave a voice mail message for the caller.

       If the caller has a mailbox number, you are prompted to verify the destination by saying “Yes” or by pressing #.

       If the number was not associated with a mailbox, the prompt requests a mailbox number.

       If the message was from an outside caller, you cannot leave a voice mail message.
     – Say “Call Back” or press 2 to make a return call. Your call will be transferred automatically to the caller’s extension or telephone number, if the number is available.

       If the user is not available, you will have the option of leaving a voice mail message.

       If the telephone number is not available, you cannot reply to the message.
   - Say “Forward” or press 3 to forward a copy of the message to another subscriber. *If you want to include an introduction,* say “Record” or press 1. Otherwise, say “Accept” or press # to forward the message without additional comments.
   - Say “Previous” or press 4 to listen to the previous message.
   - Say “Envelope” or press 5 to play the introductory message envelope (see page 49 for information on envelope options).
   - Say “Next” or press 6 to listen to the next message.
   - Say “Save” or press 7 to save the new message in your mailbox.
   - Say “Delete Message” or press 9 to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

6. Press END to hang up.

Recovering Deleted Voice Mail Messages

If you accidently 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.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages. See page 83 for instructions about how to recover deleted voice mail, e-mail, and fax messages.

To recover deleted voice mail messages:

1. Access your mailbox as described on page 33.
2. Say "Options" or press 5 for Message Options.
3. Say "Recover" or press 2 to access undelete options.
4. *EITHER,* Say "Listen" or press 1 to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say "Replay" or press 1 to replay the message.
   - Say "Reply" or press 2 to reply to the message.
   - Say "Forward" or press 3 to forward the message.
   - Say "Previous' or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Recover" or press 7 to recover the message.

   OR, say "Recover" or press 2 to recover all deleted messages.

   OR, Say "Purge" or press 3 to **permanently** delete all deleted messages.
5. Press END to hang up.

Recording and Sending Voice Mail Messages

You can record and send voice mail messages by accessing the record option on the main menu.

NOTE: If E-Mail Reader is enabled for your mailbox, a reply to an e-mail message (see page 79) is a recorded voice message that is attached to the e-mail as a **`.wav`** file.

To record and send voice mail messages:

1. Access your mailbox as described on page 33.
2. Say "Record" or press 2.
3. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
   - Say "Yes" or press # to accept the subscriber's name.
   - Say "No" or press * to start over.
4. Record your message after the tone. While recording, you have the following options:
   - Press 2 to pause while recording. (Say "Continue" or press # to continue.)
   - Press 3 to erase and re-record your message.
5. When finished recording, you can press # to access the following options:

   NOTE: If you select the copy or special delivery options and then do not respond to the prompts, the system will time out and deliver your message to the original recipient.

   - Say "Send" or press # to send the message and return to the voice mail options.
   - Say "Cancel" or press * to cancel the recording.
   - Say "Replay" or press 1 to replay your message.
   - Say "Append" or press 2 to add to your message.
   - Say "Erase" or press 3 to erase and re-record your message.
   - Say "Copy" or press 4 to copy your message to other mailboxes.

     NOTE: If you are not using an Enterprise Messaging (EM) voice mail system, you can send the message to additional mailboxes from the "Special Delivery Options" menu **after** sending the message to the first recipient (see page 39).

- Say or enter the mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
  - Say "Yes" or press # to accept the subscriber's name.
  - Say "No" or press * to start over.

  Press * when you are done adding mailboxes.
- Say "Options" or press 9 to use special delivery options. You can then use one or more of the following options:
  - Say "Private" or press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)
  - Say "Certified" or press 2 to mark the message "certified." (When the recipient listens to the message, you will receive a receipt notice.)
  - Say "Priority" or press 3 to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)
  - Say "Cancel" or press * to cancel delivery options.
  - Say "Send" or press # to send the message and return to voice mail options.

NOTE: If you are not using an EM voice mail system, you can send the message to additional mailboxes **after** sending the message to the first recipient.

To send the message to additional mailboxes from a non-EM system:

1. After sending the first message, press # and then enter the next recipient's mailbox number.
2. Press # to send the message or press * to exit and return to voice mail options.

6. Hang up.

Canceling Unheard Voice Mail Messages

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

To cancel unheard voice mail messages:

1. Access your mailbox as described on page 33.
2. While listening to the voice mail main menu, say "Options" or press 5 for Message Options.
3. Say "Unheard" or press 1.
4. When prompted, say or enter the number of the mailbox containing the unheard message.
5. Say "Yes" or 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:
   - Say "Replay" or press 1 to replay the message.
   - Say "Append" or press 2 to add to the message.
   - Say "Forward" or press 3 to forward the message to another mailbox.
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the message in your mailbox.
   - Say "Delete Message" or press 9 to delete the message.

   NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.
6. Press END to 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 DND feature. This halts all pages and calls to your endpoint, except queue callbacks, recalls, and direct ring-in calls. When other users call your endpoint, they hear a repeating signal of four fast tones and, if they have a display endpoint, 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/ HOLIDAY 'TIL		15	WITH A GUEST	
06	ON VACATION/ HOLIDAY		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 your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display endpoint will then see, "IN MEETING UNTIL 3:30."

To enable DND:

1. Press START, LINE, and dial 6.
2. Dial the desired two-digit number for the message you wish to use.
3. *If desired,* customize the second display line by entering the desired numbers or letters as described below:
   - *Remain in numeric mode:* Press the dialpad buttons to dial the desired numbers. If you make a mistake, you must press END and start over.
   - *Change to alphanumeric mode:* Press FNC 6 and then press the dialpad buttons to enter the desired characters. (See the table below.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 would enter "FRIDAY." When adjoining characters are located under the same button, press FNC 2 once to advance to the next character. For example, 6FNC 2666FNC 26632999 would enter "MONDAY." (Note that letters correspond to the letters printed on dialpad buttons 1-9.) Press FNC 2 twice to leave a space, or press Backspace button (e.g., FNC 2) to back space.

   NOTE: To use the Backspace button, you must pre-program one of the feature buttons on your endpoint to use the Backspace button (feature code 314). Refer to page 59, *Programming You Feature Buttons* section for details on how to program the backspace button.

4. Press END to hang up.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**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
0	@	:	.	,	0

*The character available depends on the software version.

5. To cancel Do-Not-Disturb:

Press START, LINE, and dial 6.

USING REMINDER MESSAGES

Never be late for a meeting again! With Reminder Messages, you can program your endpoint, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect programming.)

Your telephone system can have up to 20 different reminder 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 reminder messages for your system. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	MEETING		11	CALL ENGINEERING	
02	STAFF MEETING		12	CALL MARKETING	
03	SALES MEETING		13	CALL ACCOUNTING	
04	CANCEL MEETING		14	CANCEL DND	
05	APPOINTMENT		15	CANCEL CALL FWD	
06	PLACE CALL		16	TAKE MEDICATION	
07	CALL CLIENT		17	MAKE RESERVATION	
08	CALL CUSTOMER		18	REVIEW SCHEDULE	
09	CALL HOME		19	LUNCH	
10	CALL CORPORATE		20	REMINDER	

To request a reminder message:

1. Press START and dial 3 0 5.
2. Dial the desired two-digit number for the message that you want.
3. While the desired message is displayed, press # >.
4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. (If you dial three digits, such as 900 for 9:00, press # >.)

> **NOTE:** *If your system is set for 12-hour display format,* press 1 for AM *OR* press 2 for PM. (If it is set for 24-hour format, you do not need this step.)

To cancel all reminder message requests before they signal you:

Press START and dial 3 0 6.

To clear a received reminder message:

Press START.

Moving On

SECTION CONTENTS PAGE

Introduction 46
Setting Endpoint Preferences 46
Changing Volume Levels 46
Changing the Ring Type 46
Enabling Automatic Call Answer 47
Returning to Default Station 47
Setting Mailbox Preferences 48
Changing Your Mailbox Password 48
Changing the Voice Mail Message Envelope 49
Changing the Call Screening Transfer Method 50
Programming a Fax Destination 51
Changing the Message Search Order 51
Programming Remote Messaging 52
Speed Dialing 54
Station Speed Dial 54
System Speed Dialing 57
Using Record-a-call 57
Paging 58
Enabling Paging 58
Making Pages 58
Performing a "Hookflash" During a Call 59
Programming Your Feature Buttons 59
Using Account Codes 60
Screening Calls 60
Using Directories 61
Telephone Directory 61
Voice Mail Directory 64
Programming Remote Feature Access 66
Remote Access Password 66
Remote Feature Access 67
Requesting Agent Help 68
Working in Hunt Groups 69
Hunt Group Calls Enabled/Disabled 69
ACD Hunt Groups 69

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 set preferences for your endpoint, program buttons, use directories, access your voice mailbox remotely, and perform various other functions.

SETTING ENDPOINT PREFERENCES

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

Changing Volume Levels

The endpoint has two volume levels; low and high.

To switch from low to high or vice versa (while you are talking on the endpoint):

Press VOL once.

To set the low volume level:

Press FNC until Volume Level displays and press 0. The Current Volume Level appears. Use the dialpad to enter a volume level from 1 (softest) to 8 (highest). High volume is automatically set two levels higher than low volume. If you have a headset the headset's low volume must be adjusted separately.

Changing the Ring Type

The ability to change your endpoint's ring type is helpful in close-quartered environments. Ring types include **Normal Ring**, **Vibrator Ring**, **Vib/Norm Ring**.

NOTE: The Vibrator Ring and Vib/Norm Ring types are only available on the Model 8525 and 8526 endpoints.

To select the ring type for your endpoint:

1. Press FNC.
2. Press #> until Ring Type displays and press 0.
3. Press 0 to select Telephone Ring. The ring type currently set on your endpoint displays with an asterisk (*).
4. Press #> until you see the ring type you want. Then press 0. "Normal" is the factory set default. "Vibrator" ring type works only if your endpoint has the optional vibrating ringer.

Enabling Automatic Call Answer

The Automatic Call Answer feature determines whether or not you are automatically connected to a caller when you press START. If this feature is enabled, you are automatically connected when you press START. If it is disabled, you must first pressing START, LINE ,and then pressing the flashing button.

To enable/disable this feature for ringing outside calls:

Press START and dial 3 6 0.

To enable/disable this feature for ringing (non-handsfree) intercom calls:

Press START and dial 3 6 1.

Returning to Default Station

You can return your endpoint to default settings at any time. This feature returns volumes to default levels; cancels Do-Not-Disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your endpoint to default:

Press START and dial 3 9 4.

SETTING MAILBOX PREFERENCES

Your mailbox contains personal options to allow you to customize voice mail functions. However, before you change your voice mail options, you must first initialize your mailbox (see page 19).

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 13 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 73 for information and instructions about using E-Mail Reader features.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox. When you first initialize your mailbox, you are prompted to change your password from the default (your mailbox number).

You can change your mailbox password at any time. The new password can be up to 12 digits long and must be numeric.

To change your mailbox password:

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Password" or press 3.

   If you want a password, enter a new password using digits 0-9 (up to 12 digits), and then press # when you are done. The messaging system plays back your password.

   If you do not want to use a password, just say "Skip" or press #.
4. Say "Accept" or press # to accept the password as entered or say "Re-enter" or press 3 to erase and re-enter your password.
5. Press END to hang up.

Changing the Voice Mail Message Envelope

When you receive a voice mail message, the voice mail system 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.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also change your e-mail and fax message envelopes. See page 84 for instructions about how to change your voice mail, e-mail, and fax message envelopes.

To change your voice mail message envelope:

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Envelope" or press 4 to select the Message Envelope Options Menu.
   You can then do any of the following:
   - Say "Time, Date" or press 1 to enable or disable the time and date options.
   - Say "Source" or press 2 to enable or disable the message source option.
   - Say "Length" or press 3 to enable or disable the message length option.
   - Say "All Options" or press 4 to enable all options and return to the Personal Options Menu.
   - Say "None" or press 5 to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press # to accept the changes.
   - Say "Cancel" or press * to return to the Personal Options Menu.
4. Press END to hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

Depending on the transfer method you select, calls that are transferred from your mailbox may be one of the following:

- **Unannounced Calls:** Calls are sent directly to your extension.
- **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)." Then the call is sent to your extension.
- **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 60 for instructions about using the call screening feature.

To change your transfer method (if enabled):

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Transfer" or press 5. The system tells you what your current transfer method is. You can then select the desired transfer method, as follows:
   - Say "Unannounced" or press 1 to select unannounced transfers.
   - Say "Screened" or press 2 to select screened transfers.
   - Say "Announce" or press 3 to select announce-only transfers.
   - Say "Cancel" or press * to return to the Personal Options Menu without making changes.
5. Press END to hang up.

Programming a Fax Destination

With the Inter-Tel voice processing system, when you specify a fax destination number for your mailbox, callers can access your mailbox to send a fax to your fax machine.

To change your fax destination number:

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Number" or press 1.
5. Say or enter the number of your fax destination. (If you entered the letters using the dialpad, press # when you are done.)
6. *EITHER,* say "Accept" or press # to accept the number.
   OR, say "Re-enter" and press 3 to erase and re-enter the number.
7. Press END to hang up.

Changing the Message Search Order

You can change the order in which you retrieve your messages based on the date and time you receive them. When more than one message is left in your mailbox, they are available for you to access in the order you specify. The search order, can be configured as first in/first out, or last in/first out.

NOTE: If E-Mail Reader is enabled for your mailbox, when you change the message search order, your changes apply to your voice mail, e-mail, and fax messages.

To change the message search order:

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Order" or press 2 for the Message Search Order.
5. Select one of the following options:
   - Say "New" or press 1 to change the search order for new messages.
   - Say "Saved" or press 2 to change the search order for saved messages.
6. Your current message search order is played. Select one of the following options:
   - Say "First" or press 1 to retrieve the earliest-received messages first (First In/First Out).
   - Say "Last" or press 2 to retrieve the latest-received messages first (Last In/First Out).
   - Say "Cancel" or press * to return to the Personal Options Menu without making changes.
7. Press END to hang up.

Programming Remote Messaging

NOTE: The Remote Messaging feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

ALSO: The remote messaging feature is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use remote messaging for e-mail and fax messages.

With Remote Messaging, you can program voice mail to call you when your mailbox receives new voice mail 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 voice mail 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.

To set up remote messaging for voice mail messages (if enabled):

1. Access your mailbox as described on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Remote" or press 5. You have the following options:
   - Say "Primary" or press 1 to set up a primary cascade.
   - Say "Alternate" or press 2 to set up an alternate cascade.
4. Say "Level" or press 1 and then say or enter the number (1-9) of the level you wish to program. You then have the following options:
   - **To set up or change an extension or outside number:**
     – Say "Number" or press 2.
     – *EITHER,* say "Internal" or press 1 for an extension number.
     OR, say "Outside" or press 2 for an outside number.
     – Say or enter the number.
   - **To set up or change pager notification:**
     – Say "Pager" or press 1.
     – Say "Personal" or press 2.

   Say "Change" or press 1 to enable or disable the number.
5. Say "Days" or press 3. Then select one of the following:
   - Say "Weekdays" or press 1 for Monday-Friday.
   - Say "Days" or press 2 for all days.
   - Say "Day" or press 3 to select individual days. You are prompted to say or press numbers 1-7 which correspond to the days Sunday through Saturday.
6. Say "Time" or press 2. Then say or enter the times you want the message notification to start and stop. Enter or say 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:
   - Say "AM" or press 1 for AM.
   - Say "PM" or press 2 for PM.

   NOTE: For 24-hour notification, program the starting and ending times to be the same.
7. Say "Category" or press 4. You have the following options:
   - Say "All Messages" or press 1 for all messages.
   - Say "Priority" or press 2 for priority messages only.
8. Hang up or press # > to save the settings and exit.

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.

SPEED DIALING

Speed dialing allows you (and your system administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your endpoint (Station Speed Dial) or in the telephone 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 5000 stored numbers.

Station Speed Dial

You can program and use up to ten personal speed-dial numbers on your endpoint. In addition, if you have programmable buttons, you can program them as speed-dial buttons for one-touch dialing.

NOTE: You can use the Speed-Dial feature even if your endpoint does not have programmable buttons.

Programming Station Speed-Dial Numbers

To store a speed-dial number, use the Station Speed-Dial Programming feature code to program the number in a speed-dial location. Use the following table to list the numbers that you store in speed-dial locations 0-9.

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

To store a number in a Speed-Dial location:

1. Press START and dial 3 8 3.
2. Dial the location code 0-9 to be programmed.
3. Enter the desired name for the speed-dial number to be programmed, as described below:
   - *Alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (Refer to the chart on page 63.) The number of times a button is pressed determines which character is entered. For example, 533266 would enter "JEAN." When adjoining characters are located under the same button, press FNC 2 once to advance to the next character. For example, 66 FNC 2 6667776 would enter "NORM." (Note that letters correspond to the letters printed on dialpad buttons 1-9.) Press FNC 2 twice to leave a space. Press the Backspace button (e.g., FNC 3) if you need to backspace.

     NOTE: To use the Backspace button, you must pre-program one of the feature buttons on your endpoint to use the Backspace button (feature code 314). Refer to page 59, *Programming You Feature Buttons* section for details on how to program the backspace button.

   - Press # > to save the name.
4. Dial the extension number or telephone number to be stored.
   - *Numeric mode:* Press FNC 6 and then press the dialpad buttons to dial the desired numbers.

     NOTE: *I*f your number includes an asterisk, pound, hookflash, or pause, change the mode to the *alphanumeric mode* by pressing FNC 6 and then enter the special character. Press FNC 2 to move to the next space. If necessary, press the Backspace button (e.g., FNC 3) to backspace and make corrections.

   - Press # > to save the number.

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

Creating Station Speed-Dial Buttons

If your telephone system supports it, you can program the programmable buttons as speed-dial buttons by selecting a speed-dial number to associate with the button.

NOTE: Before you program a speed-dial button, you need to store a number in a speed-dial location (see the previous instructions).

To program a user-programmable function button as a Station Speed-Dial button:

1. Press START and dial 3 9 7.
2. Press the feature button you want to change into a Station Speed-Dial button.
3. Dial 3 8 2 (default Station Speed Dial feature code).
4. When the display asks for a number, dial a digit 0-9. This is the station speed-dial number "location."

You can now use the procedure outlined on page 54 to program and use the Station Speed-Dial button.

To view the current programming of Station Speed-Dial buttons:

1. Press START and dial 3 9 6.
2. Press the Station Speed-Dial button (e.g., LINE 9) to be viewed.
3. Press # > to exit.

To erase a station speed-dial name and/or number:

NOTE: To erase a station-dial name and/or number, you must pre-program the Backspace button (feature code 314) on your endpoint. Refer to page 59, *Programming You Feature Buttons* section for details on how to program the backspace button.

1. Press START and dial 3 8 3.
2. Dial the location code (0-9) to be erased.
3. *To remove the name:* Press the Backspace button (e.g., FNC 3) repeatedly until the name is erased.
4. Press # > to continue.
5. *To remove the number:* Press the Backspace button (e.g., FNC 3) repeatedly until the number is erased.
6. Press # > to exit.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

If necessary, select an outgoing line. You have the following options.

- *To use a location number:* Press START and dial 3 8 2 and then the desired station speed-dial location number (0-9).
- *To use a Station Speed-Dial button:* Press the desired Station Speed-Dial button (e.g., LINE 9, if you have one).

System Speed Dialing

Your system administrator can store several speed dial numbers in the system speed dial locations. Depending on the size of your system, you can access up to 1000 or up to 5000 system speed dial locations, if they have been programmed.

To view and dial System Speed-Dial numbers:

1. Press START, FNC, and dial 9.
2. Dial the location code (000-999 or 0000-4999) for the desired number.
3. Press # > to dial the 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.

NOTE: The Record-A-Call feature remains active after the other party hangs up. This allows you to append the recorded call with your own message.

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

1. Press START and dial 3 8 5.
2. *If required,* dial the desired mailbox number. (Your endpoint 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, Press FNC, # >, and dial 3 8 5

OR, Press END to hang up.

PAGING

The Paging feature allows you to make an announcement through endpoint speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every endpoint 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 below for your convenience.

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

NOTE: Although you can make pages from the Model 8664 and 8665, you cannot receive them.

Enabling Paging

You can enable or disable page receiving for your endpoint by using the Page Remove/Replace feature code. If your endpoint is assigned to more than one page zone, all zones are removed or replaced at once (you cannot turn off individual zones).

To turn paging on and off for your endpoint:

Press START and dial 3 2 5.

Making Pages

To make a page:

1. Press START and dial 7.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement.
4. Press END to hung up.

Performing a "Hookflash" During a Call

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

Press START and dial 3 3 0.

NOTE: This features is known as a "Recall" in European systems.

Programming Your Feature Buttons

Depending on how your system is programmed, some of your feature buttons may be "user-programmable." If so, you can program them with any of the feature codes listed in the back of this user guide or with extension numbers. In addition, you can combine the feature button and Station Speed-Dial functions to program a feature button to dial an outside number.

To program a user-programmable function button:

1. Press START and dial 3 9 7.
2. Press the function button (FNC 1-9) you want to program.
3. Enter the feature code you want to store under that button. (Refer to the back of this guide for default feature codes.)

NOTE: When you enter the feature code (314) to program the Backspace button as a function button, the display may show MENU instead of BACKSPACE. Please ignore the display, the feature code 314 is set to use backspace.

To return all function buttons to their original default values:

Press START and dial 3 9 5.

To display the current function button values:

1. Press START and dial 3 9 6.
2. Press the function button(s) you want displayed.
3. Press END to 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 telephone 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 system administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

1. Press START and dial 3 9 9.
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 endpoint:

Press START and 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 endpoint until it is disabled.

To disable the code:

Press START and dial 3 9 1, then press #>.

SCREENING CALLS

If desired, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the call screening transfer method you select (see page 50), calls from voice mail may be unannounced, announce only, or screened.

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

- Say “Accept” or press # to accept the call.
- Say “Replay” or press 1 to replay the announcement.
- Say “Voice Mail” or press 2 to send the call to voice mail.
- Say “Forward” or press 3 and then enter the extension number to forward the call to another extension.
- Say “Refuse” or press * to refuse the call.

USING DIRECTORIES

With directories, you can use the dialpad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages. There are two types of system directories:

- **Telephone directory:** Search for and connect to contacts or access features.
- **Voice Mail directory:** Search for voice mail contacts and leave voice mail messages. (See page 64.)

Telephone Directory

There are three subdirectories available in the Telephone directory:

- **Intercom:** Find (and dial) intercom extensions.
- **Outside:** Find (and dial) outside numbers listed in the company directory.
- **Feature:** Find (and activate) system features.

The Telephone directory uses one of two search methods to find contacts or features: Intelligent Directory Search (IDS) or Basic Search (see page 63). Enter a full or partial name with the dialpad buttons to search for a contact or feature. You can then contact the person or access the feature by dialing the number or pressing a button.

NOTE: The search method used for your system (IDS or Basic) depends on your software version.

Intelligent Directory Search (IDS)

IDS simplifies searching for entries in a directory by allowing you to press a dialpad button once rather than several times to enter a character. As you enter characters, IDS displays the entry that best matches the characters entered (see the following examples).

NOTE: The Intercom directory may display two similar entries, one without an asterisk and one with an asterisk (“John Smith” and “*John Smith”). The entry without an asterisk is a primary extension; the entry with an asterisk is a secondary extension.

INTERCOM DIRECTORY

```
*JOHN SMITH
67890
```

OUTSIDE DIRECTORY

```
EEE_STORE
4809619000
```

FEATURE DIRECTORY

```
AGENT HELP
375
```

To search for a directory name or feature using IDS:

1. Press START and dial 3 0 7:
   - Press 1 for the Intercom directory.
   - Press 2 for the Outside directory.
   - Press 3 for the Feature directory.
2. Press the dialpad buttons to enter characters (up to 16 characters). (See the following table for dialpad button character descriptions.) Each dialpad button represents several characters. As you press the dialpad buttons, the system connects the character sequence to possible directory matches. For example, to enter JONES, press 5 6 6 3 7. This data entry method is similar to the "text on nine keys (T9)" feature found on cell phones.
3. Press # > to dial a number or activate a feature code while the entry is displayed.

BUTTON	CHARACTERS REPRESENTED
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i ï î ì í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
< *	Returns endpoint to the state before entering IDS
# >	Activates the selection

Basic Search

Use Basic Search to search the Telephone directory for a contact name or feature.

To search the Telephone directory using Basic Search:

1. Press START and dial 3 0 7.
2. Press 1 to select the intercom directory, press 2 to select the outside number directory, or press 3 to select the feature code directory.
3. Enter letters or numbers (up to 10 characters) as described below:
   - *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. The number of times a button is pressed determines which character is entered. For example, 77776444844 would enter SMITH. When adjoining characters are located under the same button, press FNC 2 once to advance to the next character. For example, 5666FNC 266337777 would enter JONES. (Note that letters correspond to the letters printed on dialpad buttons 1-9.) Press FNC 2 once to advance and twice to leave a space. Press Backspace button (e.g., FNC 3) to back space.

     NOTE: To use the Backspace button, you must pre-program one of the feature buttons (feature code 314). See page 59 for details.

   - *Change to numeric mode:* Press FNC 6 and then press the dialpad buttons to enter an extension number.
4. Press #> to view the selection. Then press #> to dial a number or feature code while it is displayed.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**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
0	@	:	.	,	0

*The character available depends on the software version.

Voice Mail Directory

With the voice mail directory, subscribers and non-subscribers can use ASR (if enabled) or dialpad buttons to search for names in the directory. Subscriber names are automatically added to the directory when their mailbox is initialized. ASR may not be able to locate names that are pronounced differently than they are spelled. For these types of names, use the alternate search method of spelling the name using the endpoint dialpad buttons (see table below).

You begin a search by dialing the system voice mail extension and selecting the directory option. You are prompted to say or spell the name of the mailbox user you want to search for. For example, if you say the name John, the system locates all of the subscribers with the first or last name of John. The list of names returned might include the names John Smith, John Jones, John Nielson, David John, Robert John, etc.

When one to 10 matches are located, you can browse the list of returned names by selecting the Previous (say "Previous" or press 1) and Next (say "Next" or press 3) options. The directory lists are circular. That is, when the end of the list is reached, the next name played will be the first name in the directory. When the correct name is played say "Yes" or press # to select it.

If the system locates more than 10 matches, you can either browse the list using the options mentioned above, or filter the list by responding to the filtering questions generated by the system. Based on your responses, the system filters the list to include first or last name matches only. If the system cannot locate an exact match, it returns the closest match found.

To use the dialpad buttons to spell a name: When prompted, press the appropriate dialpad buttons to spell the name. The number of times a button is pressed determines which character is entered, as shown in the table below. When adjoining characters are under the same button, press FNC 2 to advance to the next character. For example, 5666 FNC 2 66337777 enters "JONES**."**

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	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	#	5
6	M	N	O	ñ	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

To perform a directory search:

1. Dial the voice mail number.
2. Say “Directory” or press #.
3. Say the last name of the person you are searching for or press the appropriate dialpad buttons to spell the name (see page 64).

   If 10 or fewer matches are located, you can access and browse the list immediately (see step 4.)

   If the list contains more than 10 matches, you have the option to browse or filter the list. (skip step 4. and see step 5.)
4. If 10 or fewer matches are located, you have the following options:
   - Say “Yes” or press # to accept the name that is played.
   - Say “Previous” or press 1 to browse to the previous name in the list.
   - Say “More” or press 2 to hear more information about the subscriber.
   - Say “Next” or press 3 to browse to the next name in the list.
   - Say “New” or press 4 to search for a new name.
   - Say “Cancel” or press * to exit the directory.
5. If more than 10 matches are located, the system prompts you to browse or filter the list. Do one of the following:
   - Say “Yes” or press 1 to browse the list. (See step 4. for options).
   - Say “No” or press 2 to select the filter option and then respond to one of the following filter questions:
     – The system begins by asking you if the name you are searching for is the last name. If it is, say “Yes,” press 1, say the last name, or spell the last name.
     – If you did not respond to the first question, the system asks if the name you are searching for is the first name. If it is, say “Yes,” press 1, say the first name, or spell the first name.

   After the list has been filtered by first or last name, a smaller list of names is returned. You can then browse the list and select the appropriate name (see step 4.)

PROGRAMMING REMOTE FEATURE ACCESS

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

Remote Access Password

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

To change the password from your endpoint:

1. Press START 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 #>.
4. Enter the new password again for verification followed by #>. You hear a confirmation tone.

To change the station password using remote programming, see Remote Feature Access.

Remote Feature Access

To access your endpoint from another endpoint:

1. Press START and dial 3 5 9.
2. Enter your extension number.
3. Enter your password followed by #>. You can now use any of the following features.

   To change the station password using Remote Programming:

   a. Press FNC, LINE, and dial 6.

   b. Enter the new password, followed by #>.

   c. Enter the new password again for verification, followed by #>.

   To turn on Do-Not-Disturb:

   a. Press FNC, LINE, and dial 6.

   b. Enter message number (01-20) and, if desired, enter the optional second-line message text.

   c. Press END.

   To turn off Do-Not-Disturb:

   Press FNC, LINE, and dial 6, then press END.

   To turn on Call Forward:

   a. Press FNC, #>, and enter one of the following Call Forward feature codes.

All Calls	.355	If Busy	.357
If No Answer	.356	If No Answer/Busy	.358

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

   c. Press END.

   To turn off Call Forward:

   Press FNC, LINE, and dial 2, then press END.

REQUESTING AGENT HELP

NOTE: This feature is not supported on peer-to-peer (P2P) calls. Ask your system administrator if your endpoint is configured to use P2P audio.

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 digital endpoint, the endpoint'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 endpoint, 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. Press FNC, #>, and dial 3 7 5. *If you hear repeating error tones,* the Agent Help feature is not available at your endpoint, 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 endpoint 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 and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request at a display endpoint:

When you receive an Agent Help, your display shows <*name*> REQUESTS HELP. You can do one of the following:

- *To accept the call:* Answer as usual.
- *To reject the call:* Press FNC, #>, and dial 3 7 6. You will hear a confirmation tone.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of endpoints 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 divert or accept hunt group calls to your extension.

To divert or accept hunt group calls:

1. Press START and dial 3 2 4.
2. Press END to 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 (see Logging In and Out of ACD Hunt Groups). 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 endpoint 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 endpoints and will send calls to the endpoints 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:

Press START and dial 3 2 8 and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

NOTE: This feature code acts as a toggle. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

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

1. Press START and dial 3 2 6. The display shows AGENT LOGIN ACD NUMBER.
2. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press # > to log in to several ACD hunt groups at once. The display shows AGENT LOGIN AGENT ID.

   NOTE: If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP, and you hear repeating tones.

3. Do one of the following:
   - **To log into one or more ACD hunt groups using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group using Agent IDs.
   - If another Agent ID is already logged in at this endpoint, you hear repeating tones, and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that endpoint.
   - **To log into one or more ACD hunt groups not using Agent IDs:** Press # >. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group that does not use Agent IDs.

     If you were already logged in, the display shows ALREADY LOGGED INTO <*hunt group*>.

     If you are not a member of the entered hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP, and you hear repeating tones. Start over.
4. Press END to hang up. Repeat this procedure to log into additional ACD groups, if necessary.

When you log in to a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your endpoint from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. *EITHER,* Press START and dial 3 2 8 to log out of all of your ACD hunt groups at once. The display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

   OR, Press START and dial 3 2 7. One of the following displays will appear:

   - *If you were logged in to only one hunt group,* the display shows AGENT LOGGED OUT OF <*hunt group*>. The procedure is complete.
   - *If you were logged in to more than one hunt group,* the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.
   - *If you were not logged in to any hunt group,* the display shows NOT LOGGED INTO ANY ACD GROUP.

2. Press END to 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:

Press START and dial 3 2 9.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

Using E-Mail Reader

SECTION CONTENTS PAGE

Introduction 74
E-Mail Reader Features 75
Using Your Advanced Mailbox 76
Setting Up Your E-Mail Password 77
Accessing E-Mail Messages 79
Using Main Menu E-Mail Reader Count 81
Accessing Fax Messages 82
Recovering Deleted Messages 83
Changing Message Envelopes 84
Voice Mail Flowchart (Advanced Mailbox). 85

INTRODUCTION

Enterprise Messaging (EM) is the voice processing system that provides advanced messaging features with the E-mail Reader feature. This section provides information and instructions about advanced mailbox tasks for users who have E-Mail Reader enabled for their mailbox.

If your mailbox does not have E-Mail Reader enabled, you have a standard voice mailbox (see page 10). The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users, therefore, the instructions for these common mailbox tasks are not repeated in this section.

See the following pages for common mailbox tasks:

- Initializing your mailbox (see page 19)
- Recording your personal greetings (see page 20)
- Recording your voice mail directory name (see page 21)
- Accessing your mailbox (see page 33)
- Disabling and enabling ASR (see page 34)
- Accessing voice mail messages (see page 35)
- Recording and sending voice mail messages (see page 38)
- Canceling unheard voice mail messages (see page 40)
- Changing your mailbox password (see page 48)
- Changing the call screening transfer method (see page 50)
- Programming a fax destination (see page 51)
- Changing the message search order (see page 51)
- Programming remote messaging (see page 52)
- Screening calls (see page 60)
- Using the voice mail directory (see page 64)

NOTE: For a voice mail flowchart for standard mailbox users, see page 101.

E-MAIL READER FEATURES

When E-Mail Reader has been enabled for your mailbox, you have the advanced mailbox. The advanced mailbox unifies your local voice mail messages and your remote fax and e-mail messages in one convenient location. E-mail Reader uses Text-to-Speech (TTS) capabilities to convert the text in an e-mail message to a **.wav** file. If E-Mail Reader is enabled for your mailbox, you can access voice mail, e-mail, and fax messages in your mailbox using your endpoint.

When you access an e-mail message in your mailbox, E-Mail Reader first announces your e-mail according to the envelope options that you set (see page 84). Then, after the envelope is played, E-Mail Reader reads the text in the body of the message. Once you have listened to your e-mail, you can access additional options to reply, forward, save, or delete the message (see page 79).

When you access a fax message, E-Mail Reader announces the fax envelope according to the envelope options that you set (see page 84). Because a fax message is received by your e-mail account as an attachment to an e-mail message in the form of a **.tif** file, E-Mail Reader cannot read the text in the body of the fax. To view the fax and read it, you must access it from your e-mail account. With your advanced mailbox you can save, delete, and forward a fax (to another fax machine) using the available menu options, when prompted (see page 82).

USING YOUR ADVANCED MAILBOX

After you set up your mailbox (see page 18), you can use personal or system greetings to let callers know if you are out of town, on a call, etc. You can send messages to individuals and to a group of people if your voice mail administrator has programmed a name for the group. In addition, various options allow you to customize your mailbox, manage your messages, and screen your calls. To allow the system to retrieve e-mail and fax messages from your e-mail account, you must first set up your e-mail password (see page 77).

When you access your mailbox (see page 33), the system announces how many new and saved voice mail, fax, and e-mail messages you have in your mailbox. You can choose which type of message you want to access by selecting voice mail, fax, or e-mail from the main subscriber menu.

Main menu options include the following:

- **To access voice mail messages:** Say "Voice Mail" or press 1.
- **To record voice mail messages:** Say "Record" or press 2.
- **To access e-mail messages:** Say "E-Mail or press 3.
- **To access personal mailbox options:** Say "Personal" or press 4.
- **To access message options:** Say "Options" or press 5.
- **To access facsimile messages:** Say "Facsimile" or press 6.
- **To disable ASR (for that call only):** Say "Disable" or press 8.

At any menu level, you can say "Cancel" or press * to cancel or return to the previous menu or say "Accept" or press # to accept. For a voice mail flowchart for advanced mailbox users, see page 85.

NOTE: All of the menu options and instructions for using the advanced mailbox are presented as voice commands and numeric entries.

SETTING UP YOUR E-MAIL PASSWORD

When E-Mail Reader is enabled for your mailbox, the EM system prompts you to enter your e-mail password after you or your voice mail administrator does one of the following:

- Set up your mailbox (see page 18)
- Change your e-mail password for your e-mail client

To access your e-mail and fax messages from your advanced mailbox, you must set up your e-mail password. While completing the setup, you cannot use Automatic Speech Recognition (ASR) if it is enabled for your voice mail system. To prevent others from overhearing your password, you must use the dialpad buttons on your endpoint to set up your e-mail password.

When setting up your password, the number of times you press a button determines which character is entered, as shown in the table on the following page. Notice that the capital letters and lower case letters require different button presses. As you press the buttons, the system announces the current character. For security reasons, use the handset and not the speakerphone when you set up your e-mail password.

E-mail passwords are case-sensitive and your entry must match your e-mail password exactly. Also, your e-mail password cannot include any characters that are not included in the table on the following page and cannot exceed 40 characters. Check with your administrator if you encounter any difficulties setting up your e-mail password.

To enter your e-mail password:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

ALSO: If you enter an incorrect password, or if you choose to skip setting a new E-Mail Reader password, the Main Menu E-Mail Reader Count option (see page 81) is automatically disabled to prevent having to hear the invalid password prompt for each subsequent login and to protect against being locked out of your e-mail account.

1. Access your mailbox as described on page 33. The system announces that it was unable to retrieve your e-mail and fax messages, and gives you the following options:
   - Say "Continue" or press # to access your mailbox without access to your e-mail messages.
   - Say "Password" or press 1 to enter your new e-mail password.
2. When prompted, enter your e-mail password using the dialpad buttons, and then press #. (Refer to the table below for dialpad button descriptions.)

   NOTE: For a description of special character locations, press 2.

3. Your new password is played. You have the following options:
   - Say "Accept" or press # to accept the password.
   - Say "Re-enter" or press 3 to erase and re-enter the password.

	NUMBER OF TIMES BUTTON IS PRESSED								
BUTTON	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
1	1	-	&	(	)	_	space*		
2	a	b	c	2	‘	A	B	C	
3	d	e	f	3	!	D	E	F	
4	g	h	i	4	*	G	H	I	
5	j	k	l	5	#	J	K	L	
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	?	T	U	V	
9	w	x	y	z	9	W	X	Y	Z
0	0	@	:	.	,	/	+		

*Press 1 seven times for a blank space.

ACCESSING E-MAIL MESSAGES

NOTE: By default, the message lamp on your endpoint lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new e-mail message.

E-Mail Reader does not distinguish between conventional e-mail messages and meeting invitations and responses. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can all be accessed by selecting option three from the main menu.

When you access your e-mail messages, E-Mail Reader first announces the message according to the envelope options you select (see page 84). Then E-Mail Reader reads the text in the body of the message. After you access your message you can replay the message, listen to the next or previous message, replay the message envelope, save the message, or delete the message. In addition, you can reply to the message or forward a copy to another recipient.

When you select the reply option, you are prompted to record a message and your reply is sent as an attachment in the form of a **`.wav`** file. If the e-mail has multiple recipients, you have the option of replying to just the sender, or to all of the recipients. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number you specify.

NOTE: The body of Outlook meeting messages contain links that E-Mail Reader interprets as text. These links are displayed if you are using a third-party mail application or Outlook Express, but they are hidden in Outlook.

EXAMPLE: For example, Sally User's supervisor creates a Sales Team meeting invitation in Outlook and sends it to Sally. Sally accepts the meeting and in the body of her acceptance e-mail she writes, "I'm looking forward to attending." When Sally's supervisor access Sally's meeting acceptance using E-Mail Reader, the e-mail is announced according to the supervisor's e-mail envelope preferences. Then E-Mail Reader reads Sally's written response followed by the hidden link inserted by Outlook, "I'm looking forward to attending. Microsoft Outlook Web Access: http://TMS-NT-EVS01/Exchange/Sally_User/Inbox/Accepted%3A%20Sales%20Team%20Meeting-5.EML."

To access your e-mail with E-Mail Reader:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

1. Access your mailbox as described on page 33.
2. Say "E-Mail" or press 3 to listen to your e-mail messages. Then select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.

   NOTE: You may experience a delay if you have a large number of e-mail messages in your in-box (for example, more than 500 messages).

3. After the e-mail envelope is played, E-Mail Reader reads the body text of the e-mail message. While you are listening to a message, you can use the following options:
   - Say "Skip" or press # to skip to the end of the recording.
   - Say "Back up" or press 1 to "rewind" a few seconds and replay the message.
   - Say "Pause" or press 2 to pause. Say "Continue" or press # to continue.
   - Say "Forward" or press 3 to skip ahead.
   - Say "Lower" or press 4 to lower the volume.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Higher" or press 6 to raise the volume.
   - Say "Delete Message" or press 9 to delete the message.
   - Say "Cancel" or press * to return to the previous menu.
4. When E-Mail Reader has finished reading the e-mail you have the following options:
   - Say "Replay" or press 1 to replay the message from the beginning.
   - Say "Reply" or press 2 to reply to the message. If the e-mail message had more than one recipient, you have the following options:
     – Say "Everyone" or press 1 to reply to all recipients.
     – Say "Sender" or press 2 to reply to the sender.
     – Say "Hear" or press 3 to hear all recipients.

     NOTE: See page 38 for recording and delivery options.

   - Say "Forward" or press 3 to forward a copy of the message to a fax destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
     – Say "Yes" or press # to verify the number. The system announces that the fax is scheduled for delivery.

– Say “No” or press * to start over.

NOTE: You cannot forward an e-mail message to a mailbox or group list. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number that you specify.

- Say “Previous” or press 4 to listen to the previous message.
- Say “Envelope” or press 5 to play the introductory message envelope (see page 84 for programming instructions).
- Say “Next” or press 6 to listen to the next message.
- Say “Save” or press 7 to save the message.
- Say “Delete Message” or press 9 to delete the message.

NOTE: You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

5. Hang up.

USING MAIN MENU E-MAIL READER COUNT

After you set up your E-Mail Reader account, the system announces the number of voice mail, e-mail, and fax messages you have each time you access your mailbox before you can listen to your messages. The voice prompt that indicates the number of **e-mail** and **fax** messages is the “Main Menu E-Mail Reader Count” option. (Voice mail message prompts are not included in Main Menu E-Mail Reader Count and will always be played when you access your mailbox.)

You can disable the Main Menu E-Mail Reader Count option in your mailbox. Disabling the Main Menu E-Mail Reader Count option defers e-mail and fax prompts **until** you select the E-Mail or Fax message option from the main menu. Disabling E-Mail Reader Count does not disable E-Mail Reader. It only defers the voice prompts until the appropriate option is selected.

To disable or enable the Main Menu E-Mail Reader Count option:

1. Access your mailbox as described on page 33.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “More” or press 9 to select More Options.
4. Say “E-Mail Reader Count” or press 4 to select the E-Mail Reader Count toggle option.
5. *If E-Mail Reader Count is **enabled***, say “Disable” or press 1 to disable.
   *If E-Mail Reader Count is **disabled***, say “Enable” or press 1 to enable.

ACCESSING FAX MESSAGES

NOTE: By default, the message lamp lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new fax message.

When you access a fax message using option six on the main menu, E-Mail Reader announces the fax message according to the envelope options that you selected (see page 84). E-Mail Reader does not have the capability to read the text in a fax. You can, however, save, delete, and forward a fax (to the fax number that you specify) using the associated options.

To access fax messages and the associated options:

1. Access your mailbox as described on page 33.
2. Say "Facsimile" or press 6 to access your fax messages. Then select one of the following:
   - Say "New" or press 1 to listen to new messages.
   - Say "Saved" or press 3 to listen to saved messages.
3. After the fax envelope is played, you have the following options:
   - Say "Forward" or press 3 to forward a copy of the message to another destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
     – Say "Yes" or press # to verify the number. The system announces that the fax is scheduled for delivery.
     – Say "No" or press * to start over.
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the introductory message envelope (see page 84 for programming instructions).
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the message.
   - Say "Delete Message" or press 9 to delete the message.

   NOTE: You may be prompted to confirm deleting the message. Say "Yes" to delete the message or "No" to cancel the request to delete the message.
4. Hang up.

RECOVERING DELETED MESSAGES

Recovering deleted messages varies based on media type. If you delete a voice mail message, you can retrieve it within a specific time frame (up to 24 hours, programmed by your voice mail administrator). The specified time frame for retrieving deleted e-mail and fax messages is determined by the Exchange administrator. Once you recover a deleted message, it is then restored to your saved-message queue. Deleted voice mail, e-mail, and fax messages that are not recovered within the specified time frames are automatically erased.

NOTE: Contact your system administrator if you want to know how long you have to recover deleted messages.

To recover deleted messages:

1. Access your mailbox as described on page 33.
2. Say "Options" or press 5 for Message Options.
3. Say "Recover" or press 2 to access undelete options.
4. Specify which media type you would like to recover. Your options are:
   - Say "Voice Mail" or press 1 to recover a voice mail message.
   - Say "E-Mail" or press 2 to recover an e-mail message.
   - Say "Facsimile" or press 3 to recover a fax message.
5. *EITHER,* Say "Listen" or press 1 to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say "Replay" or press 1 to replay the message.
   - Say "Reply" or press 2 to reply to the message.
   - Say "Forward" or press 3 to forward the message.
   - Say "Previous' or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Recover" or press 7 to recover the message.

   OR, say "Recover" or press 2 to recover all deleted messages.

   OR, Say "Purge" or press 3 to **permanently** delete all deleted messages.
6. Hang up.

CHANGING MESSAGE ENVELOPES

When you receive a voice, fax, or e-mail message, a message "envelope" is played. The envelope can include the time and date the message was left, the source of the message, and additional information that is associated with the media type. Common envelope options for voice mail, e-mail, and fax include:

- **Time and Date:** The time and date the message was received.
- **Source:** The source of the voice, e-mail, or fax message.

These envelope options vary by media type:

- **Length:** The recorded time, in minutes, for **voice messages**.
- **Subject:** The text in the subject field for **e-mail** messages.
- **Pages:** The number of pages included in the **fax** attachment.

By default, all of the envelope options are enabled for each type of message. However, you can change your envelope options, as described below.

To change and save your message envelope:

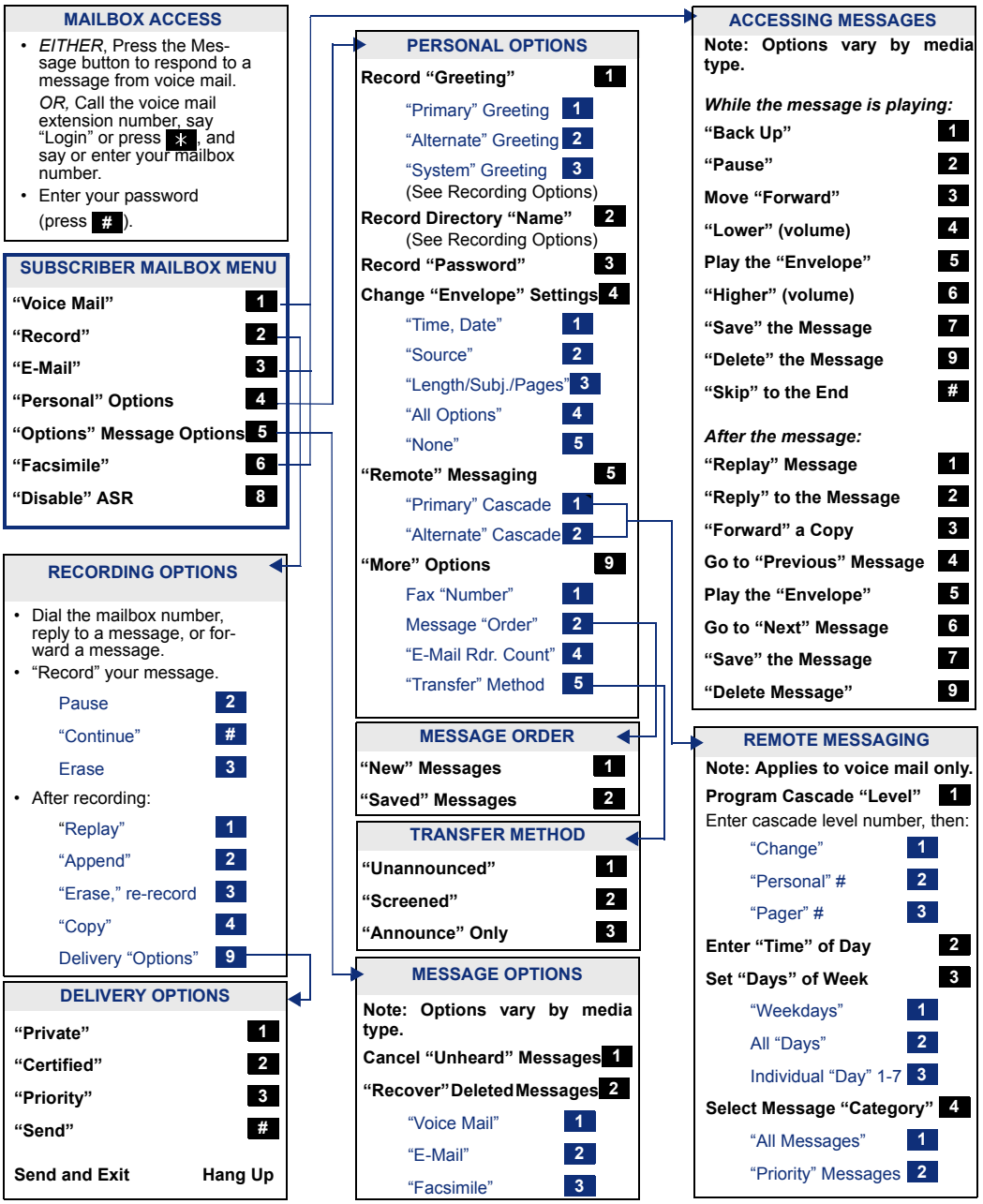
1. Access your mailbox as described in Mailbox Access on page 33.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Envelope" or press 4 to select the Message Envelope Options Menu.
4. Select the media type you would like to change:
   - Say "Voice Mail" or press. 1.
   - Say "E-Mail" or press 2.
   - Say "Facsimile" or press 3.
5. You can then do any of the following:
   - Say "Time, Date" or press 1 to enable or disable the time and date options.
   - Say "Source" or press 2 to enable or disable the message source option.
   - *For voice mail,* say "Length" or press 3 to enable or disable the message length option.

     For e-mail, say "Subject" or press 3 to enable or disable the subject option.

     For faxes, say "Pages" or press 3 to enable or disable the pages option.
   - Say "All Options" or press 4 to enable all options and return to the Personal Options Menu.
   - Say "None" or press 5 to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press # to accept the changes.
   - Say "Cancel" or press * to return to the Personal Options Menu.
6. Hang up.

VOICE MAIL FLOWCHART (ADVANCED MAILBOX)

NOTE: In most menus, you can say "Cancel" or press * to return to the previous menu. Say "Accept" or press # to accept the option.



Learning More

SECTION CONTENTS PAGE

Introduction 88
What the Administrators Can Do for You 88
Frequently Asked Questions (FAQ) 89
Default Feature Codes 92

INTRODUCTION

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

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.

WHAT THE ADMINISTRATORS CAN DO FOR YOU

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

The types of administrators that can help you with your endpoint/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, DND 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

NOTE: For problems that are network-related, contact your network administrator.

If you are a system administrator or if you need additional information not available in this guide, refer to your system's administrator guide.

FREQUENTLY ASKED QUESTIONS (FAQ)

This section includes some of the most frequently asked questions. If you have problems with your endpoint or mailbox, refer to this section before you contact your system administrator, voice mail administrator, or your local Inter-Tel provider.

Q1. *How can I retrieve messages if I don't know the password for my voice mail?*

A1. 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 48).

Q2. *How do I program System Speed-Dial numbers?*

A2. Only your System Administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 54).

Q3. *How do I change the time and date on my endpoint?*

A3. Only your System Administrator can change the time and date. Please contact your System Administrator if you notice that the date and time are incorrect.

Q4. *Why can't I retrieve deleted messages?*

A4. 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 37). If you attempted to undelete a voice mail within this time frame, however, your telephone system may not have the latest software. Or, your voice mail system may not have sufficient space programmed to store deleted messages. Contact your System Administrator to determine if this feature is available.

Q5. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A5. Only your System Administrator can change the number of rings. You cannot alter this at your endpoint.

Q6. *How can I change the name displayed on my endpoint?*

A6. Only your System Administrator can change the user names assigned to extensions.

Q7. *Why can't I program a Station Speed-Dial number to the button I want? It keeps saying that the button is non-programmable.*

A7. Your System Administrator has programmed that button as a non-programmable button. Because you cannot override system programming from your endpoint, you must choose another button.

Q8. *Why don't the local telephone company star codes (i.e.*82, *69, etc.) work when I use the Outgoing Call access code to call an outside number?*

A8. Rather than use the Outgoing Call access code to obtain an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, you would have to dial 92001 to access that line. Once you have dial tone, you can dial the star code and the number.

Q9. *Why can't I use ASR to enter my e-mail password?*

A9. To prevent others from overhearing your password, you must enter it using the dialpad buttons on your endpoint. See page 77 for additional information about entering your e-mail password if E-Mail Reader is enabled for your mailbox.

Q10. *If my e-mail password expires for my e-mail client and I have to change it, do I also have to update it for my mailbox?*

A10. Yes. Whenever you change your e-mail password, you will be prompted to update it for E-Mail Reader. See page 77 for additional information about entering your e-mail password.

Q11. *Why don't I have e-mail and fax messages in my mailbox?*

A11. If your mailbox is the standard voice mailbox (see page 10), you will not receive e-mail and fax messages in your mailbox. To receive these types of messages, E-Mail Reader must be enabled for your mailbox. Check with your voice mail administrator to see if E-Mail Reader is enabled for your mailbox.

Q12. *Why do I get the wrong response when I try to complete a task by saying a command?*

A12. Several things affect the system's response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) may not be enabled on your system. If your system's voice prompts do not include the option to "say" a command, then ASR is not enabled. See page 13 for additional guidelines for using ASR.

Q13. *When I receive an incoming call, the endpoint rings only once and the display shows the party's extension once and goes back to the idle mode. What is wrong?*

A13. You must disable the Handsfree Mode feature code (319) by pressing START and dial 3 1 9.

Q14. *Why can't I use one of the features described in this guide?*

A14. 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. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.
- Your system administrator may not have enabled the feature for your endpoint.
- Your system administrator may have programmed your endpoint to block the feature.

Q15. *If I need further assistance, how do I get technical support?*

A15. First, contact the appropriate administrator (system, voice mail, or network) if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel provider. Inter-Tel providers can be located using the Inter-Tel Web site at www.inter-tel.com. 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 necessary.

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 (999 in Europe)	
Outgoing Call	8	

*These defaults may differ depending on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Endpoint 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	326	
ACD Agent Log Out	327	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Agent Help Reject	376	
Answer (Ringing Call)	351	
Automatic Intercom Access On/Off	361	
Automatic Line Access On/Off	360	
Automatic Line Answer	350	
Backspace Button	314	
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	
Data	340	
Default Station	394	
Directory (IDS or Basic)	307	
Display Time And Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	
Do-Not-Disturb Override	373	
Feature Button Default	395	
Hold – Individual	336	
Hold – System	335	
Hookflash (Recall in Europe)	330	
Hunt Group Remove	322	
Hunt Group Replace	323	
Hunt Group Remove/Replace	324	
Message	365	
Message – Cancel Message Left	366	
Message – Cancel Message On Endpt	368	
Message – Silent Message	367	
Page	7	
Page Receive On/Off	325	
Program Baud Rate	393	

FEATURE NAME	FEATURE CODE	NEW CODE
Program Buttons	397	
Program Station Password	392	
Queue (Callback) Request	6	
Record-A-Call	385	
Redial	380	
Redirect Call	331	
Reminder Message	305	
Reminder Message Cancel	306	
Remote Programming	359	
Reverse Transfer (Call Pick-Up)	4	
Review Buttons	396	
Ring Intercom Always On/Off	377	
Ring Tone Selection	398	
Station Speed Dial	382	
Station Speed-Dial Programming	383	
System Forward Enable	352	
System Forward Disable	353	
System Forward On/Off	354	
System Speed Dial	381	
Switch Keymap	399	
Transfer To Hold	346	
Transfer To Ring	345	

NOTES

Index

A

About This Guide 2
About Voice Mail 12
About Your Endpoint 3
Accessing
    e-mail messages 79
    fax messages 82
Accessing Your Endpoint 67
Account Codes 60
ACD Agent Wrap-Up Period 71
ACD Hunt Groups 69
Administrators 88
Advanced Mailbox
    using 76
    voice mail flowchart 85
Agent Help 68
Agent IDs 69
Alternate Greeting 20
Answer A Call 9
Automatic Call Answer 47
Automatic Speech Recognition (ASR) 12

B

Basic Button Functions 5
Basic Search 63
Battery Packs 7
Battery Packs & Headset 7
Buttons
    message 32

C

Call Forwarding 29
Call Pickup (Reverse Transfer) 28
Call Screening 60
Call Transfer 26
Call Waiting 24, 32
Callbacks 23
Calls
    ending ACD 71
    making 22
    making emergency 24
    picking up (reverse transferring) 28
    redirecting 23, 24
Canceling
    messages 32
Cascade Levels 52
Changing 46
    call screening transfer method 50
    directory name 21
    e-mail password 78
    fax destination number 51
    message envelope 49
    message search order 51
    personal greeting 21
    ring type 46
    transfer method 50
    voice mail message envelope 49
    voice mail password 48
    voice mail, e-mail, and fax message envelope 84
Conference Calls 57

D

Date, Time, Name, and Extension Number Display 31
Default Station Operation 47
Defaults
    do-not-disturb message chart 41
    line and function buttons 4
    mailbox password 19
Delivery Options 39
Dialing Speed-Dial Numbers 57
Dialpad and Indicators 3
Directories 57
    Basic Search 63
    Basic Search dialpad button descriptions 63
    IDS dialpad button descriptions 62
    Intelligent Directory Search 61
    Telephone 61
    Voice Mail 64
Disabling
    account codes 60
    automatic call answer 47
    cascade levels 53
    do-not-disturb 42
    hunt group calls 69
    message envelope options 49
    system forwarding 30
    time/date option 49
Displaying Information
    date, time, name, and extension number display 31
Distributing Calls 69
Do-Not-Disturb 57

E

E-Mail Messages 79
E-Mail Reader 12, 77
Emergency Calls 24

Enabling
automatic call answer 47
cascade levels 53
do-not-disturb 42
hunt group calls 69
paging 58
system forwarding 30
enabling and disabling 81
Ending
ACD hunt group calls 71
Ending an ACD Hunt Group Call 71
Endpoint Configuration 46
Endpoint Guidelines 15
Entering
account codes 60
Enterprise Messaging 12

F

Fax Destination Number 51
Fax Messages 82
Features
agent help 68
Automatic Speech Recognition (ASR) 13
do-not-disturb 41
E-Mail Reader 77
last number dialed/saved 31
message 32
redirect calls 23, 24
ring intercom always 22
speed dialing 54
Finding Your Way 1
Flowchart
advanced mailbox 85
Forced Account Codes 60
Forwarding Calls 29
redirect calls 30
Frequently Asked Questions (FAQ) 89
Full Mailbox 33

G

Getting Started 17
Greetings 20

H

Headset 9
Hold 25
Hunt Group Calls Enabled/Disabled 69
Hunt Groups 70

I

Indications of Low Battery 7
Individual Hold 25
Initializing Your Mailbox 18
Intelligent Directory Search 61
Intercom Calls 22
Introduction 46

L

Last Number Dialed/Saved 31
LCD Panel 4
Learning More 87
Leaving Messages 32
Liquid Crystal Display (LCD) 4
Listening to Messages 35
Logging In and Out of ACD Hunt Groups 70
Low Headset Volume 9

M

Mailbox Almost Full/Full 33
Main Menu E-Mail Reader Count 81
Maintenance 6
Maintenance and Diagnostics 6
Making and Receiving Calls 22
Making Emergency Calls 24
Making Pages 58
Manual Call Forwarding 29
Members, Hunt Group 69
Message
feature 32
search order 51
Message Count and Type 33
Messages
listening 35
listening to messages 35
receiving 35
recording and sending voice mail messages 38
recovering deleted 83
using do-not-disturb 57
Messaging, Remote 33, 52
Moving On 45
Muting The Microphone 25

O

Outside
party's name/number 31
Outside Calls 23

P

Page Remove/Replace 58
Performing a “Hookflash” During a Call 59
Picking Up a Call 28
Place On Hold And Mute 24
Placing
- calls on hold 25
- conference calls 26
- intercom calls 22
- outside calls 23

Primary Greeting 20
Programming
- cascade levels 52
- date and time notification 53
- fax destination 51
- feature buttons 59
- outside number as a feature button 59
- remote feature access 66
- remote messaging 52
- ring intercom always 22
- secondary extension buttons 59

R

Receiving
- intercom calls 22
- messages 32
- outside calls 24

Record-A-Call 57
Recording
- and sending voice mail messages 38
- voice mail directory name 21

Recording Personal Greetings 20
Recovering Deleted Messages 37, 83
Redialing a Number 31
Redirect Call 30
Redirect Calls 23, 24
Remote Access Password 66
Remote Feature Access 67
Remote Messaging 33, 52
Requesting
- a reminder message 43

Responding to a Waiting Call 24
Returning to Default Station 47
Reverse Transfer (Call Pickup) 28
Ring Intercom Always 22
Ringing with Headset 9

S

Screening Calls 60
Search Order 51
Selecting a Ring Type 46
Sending Messages 38
Setting
- account codes 60
- personal options 84
- remote messaging 52
- your e-mail password 77

Setting Up The Chargers 7
SMDR (Station Message Detail Recording) 60
Speed Dialing 54
Standard Account Codes 60
Station Speed Dial 54
Station-to-Station Messages 32
System Administrator 88
System Hold 25
System Speed Dialing 57

T

Telephone Directory 61
Telephone System Guidelines 16
Terminating the ACD Agent Call 71
The Charging Stand 8
The Quick Charger 8
Timers 29, 71
Tips for Use 15
Transferring Calls 27
- to an outside number 27
- to another extension 27
- to voice mail 27

Transferring To An Outside Number 27
Transferring To Another Extension 27
Transferring To Voice Mail 27
Turning Your Endpoint On and Off 18

U

Using
- account codes 60
- advanced mailbox 76
- defaults 19, 41, 47
- do-not-disturb mode 57
- feature buttons 59
- record-a-call 57
- voice mail messages 35

V

Viewing Speed-Dial Numbers 57
Voice Mail
    administrator 10
    messages 35
Voice Mail Flowchart
    advanced mailbox 85
Voice Mail Messages
    recording and sending 38
    recovering deleted 37
Voice Mail Options 48
volume levels 46

W

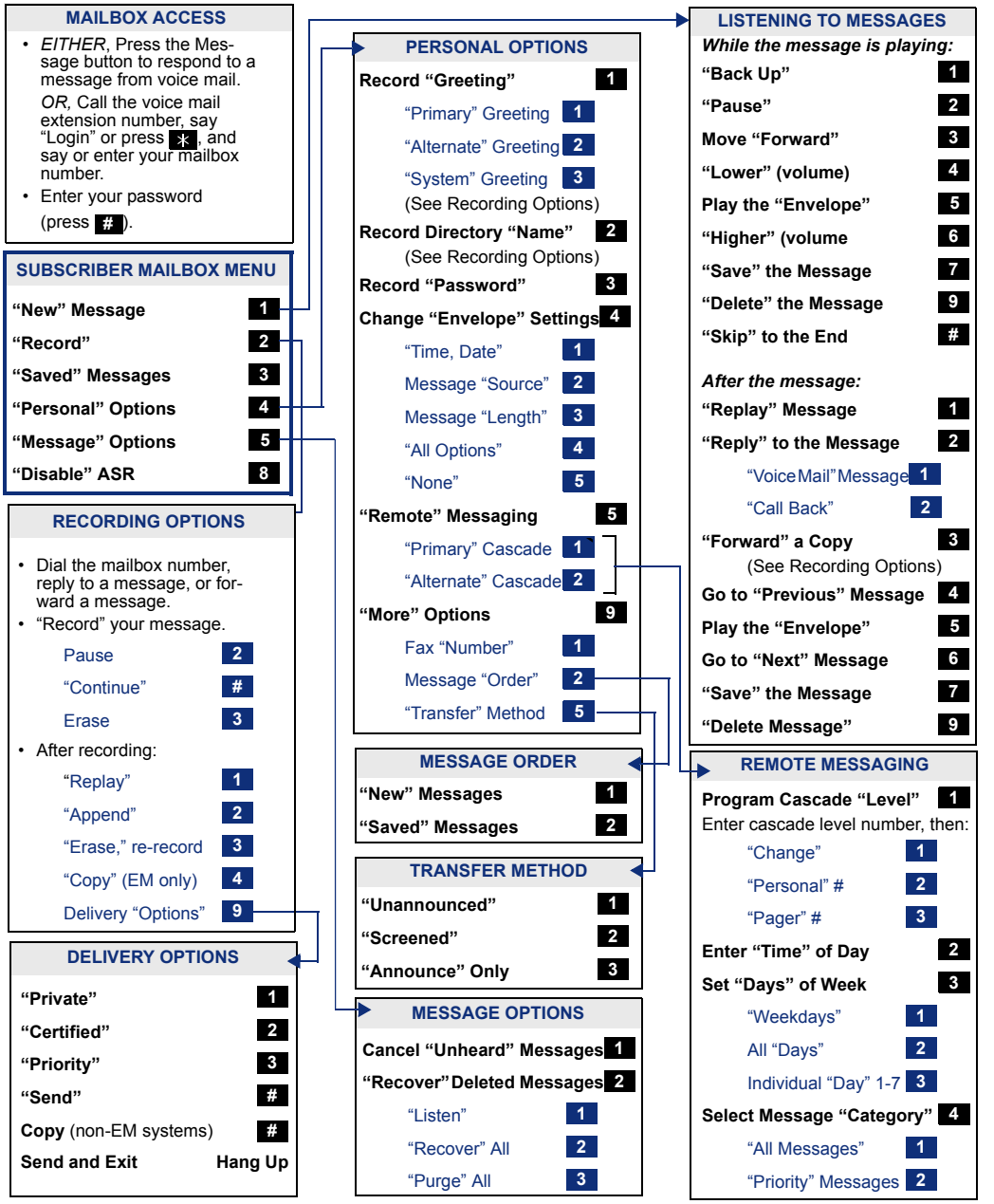
Waiting Calls 24
Welcome 2
What the Administrators Can Do for You 88
Working in Hunt Group 69
Wrap-Up Timer 71

Z

Zones, Page 58

VOICE MAIL FLOWCHART (STANDARD VOICE MAILBOX)

NOTE: At any menu level, you can say "Cancel" or press ✳ to cancel or return to the previous menu or say "Accept" or press # to accept.



Part No. 935.4519
Issue 6, March 2006