



Encore CX Station User's Guide Models 816, 3672 and 36112

Our Part Numbers EXECU2992501, EXECU2992502, 2992503, 2992504, 2992509



Encore CX telephones have 12 or 24 flexible programmable buttons. They can be used for any of these 6 functions:

- Pool Key – access a group of outside lines
- Loop Key – Transfer a line to you that is not normally accessible at your station
- DSS – Press this button to connect to the intercom station programmed.
- Co line – Press this button to connect to the outside line indicated.
- Speed Key – Press this button and access the speed dial without dialing the bin number.
- Feature – Program any feature with a dial code in to a feature button and access the programmed feature just by pressing this programmed feature button.

To Place an Outside Call:

- Press an outside line button or pool key
- Dial the number.
- When the party answers, speak normally to use the speakerphone or lift the handset for more privacy.

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Answer an Outside Call:

Your telephone may be programmed to allow you to answer a call just by lifting the handset or pressing "MON". Otherwise,

- Lift the handset or press "MON" to use the speakerphone.
- Press the flashing outside line button or loop key.

Place an Intercom Call:

- Dial the intercom number or press the programmed DSS or BLF station button. If the station rings, wait for the party to answer the phone. If you hear 3 bursts of tone, begin speaking immediately.

Answer an Intercom Call:

- Depending on the mode your intercom signal is set at, you will either hear ringing (lift handset or switch to HF to hear caller and respond), 3 bursts of tone and a one-way announcement (lift handset or switch to HF to respond) or 3 bursts of tone and an announcement (reply using the speakerphone or lift the handset).

Place a Call on Hold:

Action will depend on how your system is programmed.

- If programmed with system hold as default (meaning any station may pick up the call), press HOLD once for system hold, twice for exclusive hold (meaning that only your extension may pick up the call).
- If programmed with exclusive hold as default, press HOLD once for exclusive hold, twice for system hold.

Place an Intercom Call on Hold:

- Press HOLD
- The button programmed for 76 flashes.
- Press the flashing button to pick up the call.

Answer a Recalling Held Call:

- When a call that was placed on hold has been on hold too long, a recall ring will sound.
- Press the flashing line button or pool key.
- Lift the handset or press the flashing line key to retrieve the call.

Call Park:

Call Park transfers an outside call to a station number between 250 and 255, where any station on the system may access the call.

- Press the TRANS button.
- Dial the location (250-255).
- Hang up.



Answer a Parked Call:

- Lift the handset or press MON.
- Dial *.
- Dial the location of the parked call (250-255).

Using the Mute Button:

Press MUTE to disable the microphone during speakerphone or handset conversations. Press MUTE again to enable the microphone.

To Answer a Call Ringing at any Station in Your Group:

- Lift the handset
- Press **.

To Answer a Call Ringing at a specific Station in Your Group:

- Lift the handset.
- Dial *.
- Dial the station number of the ringing station.

Paging (if programmed for your station):

- Lift the handset
- Dial the page zone.



- After the tone, state the page.
- Hang up when finished.

Page Zones:

Zone Type	Press
All Call	#0
Internal Zone 1	#1
Internal Zone 2	#2
Internal Zone 3	#3 (3672 and 36112 only)
Internal Zone 4	#4 (3672 and 36112 only)
Internal All Call	#5
External Zone 1	#6
External Zone 2	#7 (3672 and 36112 only)
External All Call	#8 (3672 and 36112 only)

Meet Me Page:

Use this feature to have someone on the system reach you immediately.

- Lift the handset.
- Dial the page zone.
- Request that the party meet you on the page.
- Do not hang up, wait for the party to answer.

Responding to a Meet Me Page:

Dial ## from any telephone.

Conference Calls

Add-On conference calls consist of 1 outside party and 2 internal parties.
Multi-Line conference calls involve 2 outside parties and 1 internal party.

Establishing a Conference Call:

- Call any party.
- Press the CONF button.
- Call the next party.
- Press CONF twice.

Exiting an Add-On Conference Call:

Hang up or press MON

Re-Entering an Add-On Conference Call:

- Lift the handset or press MON.
- Press CONF.

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Drop an Outside Party:

- While on the conference call, press the outside line of the party.
- Hang up or press MON.

End an Add-On Conference Call:

- Hang up.
- Press CONF.

End a Multi-Line Conference:

Hang up.

Callback:

The callback feature programs a busy extension to ring your line as soon as the busy station becomes available.

- Press CALLBK when you hear the busy tone.
- Answer the callback by lifting the handset or pressing MON.

Message Waiting:

If you call a station that is unattended or in Do Not Disturb mode, you can leave a message waiting indication that will prompt the party to call your extension when they are available.

- When you hear the DND tone or the phone continues ringing, press CALLBK.
- Hang up or press MON.

Respond to a Message Waiting Indication on your Station:

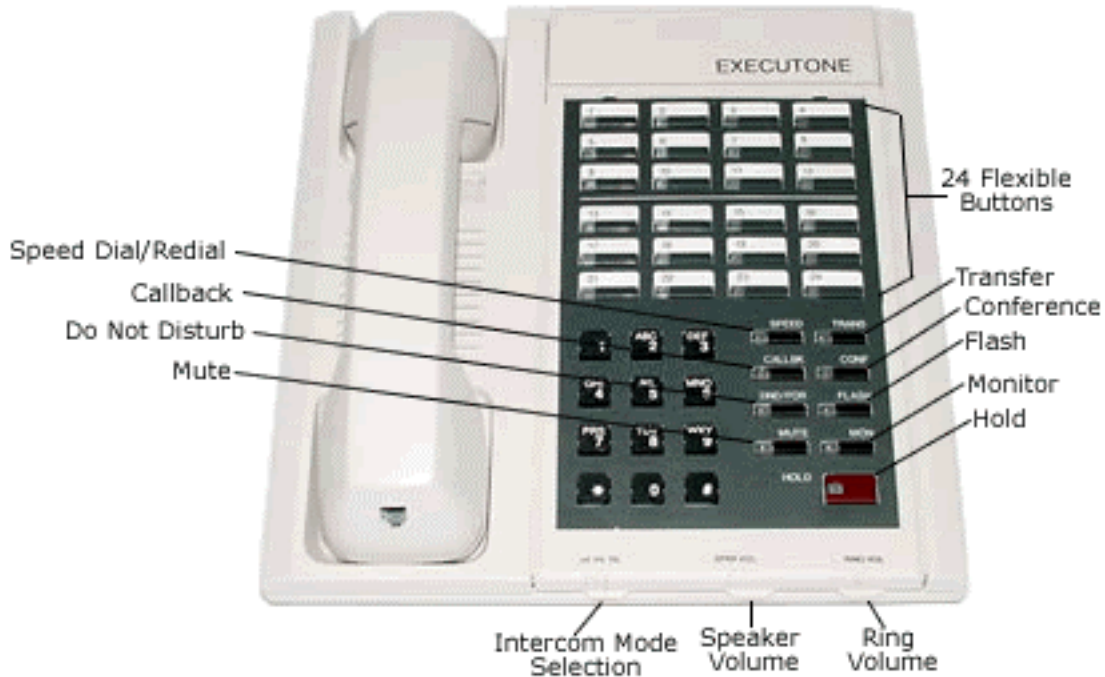
- Press the flashing CALLBK button.
- The station that left the message will be signaled. When the party answers you will be connected.

Call Wait or Camp-On:

When you call a busy extension and you would like to alert the party that you are trying to reach them, dial 3 or press the Call wait button, if programmed. The called station will emit one ring burst. The called party may answer. Either speak to the called party or hang up to transfer a call.

Respond to Call Waiting:

When on a call and one ring burst is heard while the HOLD button is flashing, press HOLD to connect to the calling station. Press the flashing line button or loop key to take the call.



Forward Calls:

- Lift the handset or press MON.
- Press DND/FOR
- Dial the station number to receive forwarded calls.

Cancel Call Forwarding:

- Lift handset or press MON.
- Press DND/FOR.

Call Forward Specific Calls:

- Lift handset or press MON.
- Press DND/FOR.
- Dial the desired code:
 - 4 to forward calls you are not able to answer
 - 5 to forward calls received while you are on another call.
 - 6 to forward busy and no answer calls.

Transfer Calls

Screened Transfer:

- While on an outside call, press TRANS.
- Dial the station number or press the station button.
- When the called party answers, announce the call.



- Hang up to complete the transfer.

Unscreened Transfer:

- While on an outside call, press TRANS.
- Dial the station number or press the station button.
- Hang up to complete the transfer.

Answer a Screened Transfer Call:

- When you are alerted to the incoming call answer the intercom call to hear the announcement.
- Press the flashing outside line or LOOP button.

Executive / Secretary Transfer:

- If the station designated the executive station in system programming is busy or in Do Not Disturb mode, all calls will be forwarded to the secretary station.
- The employee designated the secretary station may signal the executive station by using the Call Wait feature by dialing 3 or pressing the programmed Call Wait button.

Do Not Disturb Mode (DND):

- If programmed, you can press DND/FOR while the phone is idle or ringing.
- LED lights, indicating that your station is in Do Not Disturb mode.

Cancel Do Not Disturb:

- Press DND/FOR while the phone is idle.

Use Do Not Disturb While on a Call:

- Press DND/FOR while on a call
- Ending the call will cancel DND.

Pre-programmed and Custom Messages:

- Dial 72.
- Dial the message you wish displayed as your station status:
 - 01 – Out to Lunch
 - 02 – On Vacation
 - 03 – Out of Office-Back AM
 - 04 – Out of Office-Back PM
 - 05 – Out of Office-Back TOM
 - 06 – Out of Office-Back UNKN
 - 07 – Out of Town
 - 08 – In a Meeting
 - 09 – At Home



- 10 – At Branch Office
- 00 – Cancel Message
- 11-20 – Custom messages set by the main attendant (3672 and 36112 only).

Last Number Redial:

- Press SPEED to redial the last outside call number.
- Dial *.

Save Number Redial:

- After dialing an outside number that you would like to save, press SPEED twice before you hang up the handset.
- Hang up.

Use Saved Number Redial:

- Press SPEED button.
- Dial #.

Automatic Save / Redial:

- After calling a busy or no answer outside number, press the pre-programmed auto save/redial button.
- Go on-hook after the tone.
- When the recall signal is heard, pick up the handset. The number will be dialed automatically.

Store a Number:

- Press the pre-programmed dial memo key. The LED is illuminated.
- Dial the number to be saved.
- Press the dial memo key again.

Dial a Stored Number:

- Press SPEED.
- Dial #.

Review Stored Number:

- Press the dial memo key while on-hook

Store Station Speed Dial Numbers:

- Press SPEED twice.
- Dial the speed number bin (00-19)

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- For models 3672 and 36112, press TRANS to use display security.
- Dial the number to be stored. To program a pause, dial HOLD, for flash, dial FLASH, for pulse-to-tone switch, press TRANS.
- Press SPEED.
- Press MON.

Store Station Speed Dial Numbers on Stations Using a Specified outside line or line group:

- Press SPEED.
- Press the outside line or the specific line group number (if programmed on your station).
- Dial speed number bin (00-19).
- Dial the number to be stored. To program a pause, dial HOLD, for flash, dial FLASH, for pulse-to-tone switch, press TRANS.
- Press SPEED.
- Press MON.

Using Station Speed Dial Numbers:

- Press SPEED.
- Dial the speed number bin (00-99).

FLASH

Flash disconnects your station from the current call, page or dial tone and seizes a new dial tone.

Using Flash:

Press FLASH while on an outside line, intercom or page call.

Queuing for a Particular Outside Line:

- Press the busy outside line.
- Press CALLBK.

Picking Up the Queued Line:

- When the outside line rings or the loop key is flashing, the CALLBK button lights.
- Press the flashing outside line or Loop key.

Place the System in Night Mode:

- From the Attendant Station, press DND to activate and deactivate.
- From any telephone, dial 70 to activate and deactivate.



Programming Your Displayed Station Name:

When your name is programmed on your station, system users with display phones will see your name instead of your station number.

- Press SPEED twice.
- Dial speed number bin 00.
- Press SPEED.
- Enter up to 7 letters for your name using the following codes (Q and Z available with 3672 and 36112 systems only)-

A	12	B	*2	C	#2
D	13	E	*3	F	#3
G	14	H	*4	I	#4
J	15	K	*5	L	#5
M	16	N	*6	O	#6
P	17	Q	*1	R	*7
S	#7	T	18	U	*8
V	#8	W	19	X	*9
Y	#9	Z	#1	BLANK	# #

Delete Your Displayed Station Name:

- Press SPEED twice.
- Dial 00.
- Press FLASH.
- Press SPEED.
- Press MON.

Using Account Codes:

Account codes may be entered before or during a call. One of your station's programmable buttons must be programmed for this purpose.

- Press the Account Code button.
- Enter the account code (up to 12 digits). If the code has fewer than 12 digits, enter * at the end of the code.

Background Music:

- Do not lift handset or press MON.
- Dial 73 or press programmed button.
- Dial 73 again or press programmed button to cancel background music (system 816) or to access the alternate music channel (system 3672).
- Dial 73 again to cancel music on the 3672 system.

Program Flexible Buttons:

- Press SPEED twice.
- Press the flexible button to program.
- Enter the desired code from the table below.
- Press MON.

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Cancel Programmed Flexible Button:

- Press SPEED twice.
- Press the programmed button to be erased.
- Press FLASH.
- Press MON.

Button Programming Codes			
Access a Specific Line	88 plus line number (01-36)	Internal Zone 4	#4 (3672 and 36112 only)
Account Code Enter	71	Internal All Call	#5
Alarm Reset	75 (816 only)	External Zone 1	#6
Attendant Override	78	External Zone 2	#7 (3672 & 36112 only)
Auto Save Redial	294	External All Call	#8 (3672 & 36112 only)
Background Music	73	System All Call	#0
Call Park	250-255	Pooled Group	Group access number
Call Wait	3	Group 1	9
Custom Messages	72 and the number (11-20) of the message to use (3672 & 36112 only)	Group 2	81
Dial Memo	293	Group 3	82
Directed Call Pickup	*plus the station number (100-211)	Group 4	83
Group Call Pickup	**	Group 5	84
Hunt Groups	260-267 (3672 and 36112 only)	Group 6	85
Intercom Hold	76	Group 7	86
Last Number Redial	SPEED *	Group 8	87 (816 only)
Loop Button	79	Pre-Selected Messages	72 and message number (00-10)
Meet Me Answer	# #	Remove Station from UCD	278 (3672 & 36112 only)
Night Service	70	Save Number Redial	SPEED #
Paging	#0 for All Call	Station Speed Number	SPEED plus 2 digit number (00-19)
Internal Zone 1	#1	System Speed Number	SPEED plus 2-digit number (00-99)
Internal Zone 2	#2	Voice Mail Groups	240-247 (2672 & 36112 only)
Internal Zone 3	#3 (3672 & 36112 only)		

Features Available on systems 3672 and 36112 Only:



Off-Hook Voice Announce (OHVA):

- If your station is programmed for OHVA, when another system user uses the CALL WAIT feature, a warning tone will sound and there will be a voice cut-through on your speaker. If you are on your speakerphone, the CALL WAIT signal (muted ringing) will result.

Special Conference Call Options:

Add more conference parties by pressing CONF, calling the party and pressing CONF twice.

Unsupervised Conference:

You can initiate a conference between yourself and two outside parties, exit and leave the remaining callers in the conference call.

- Call the outside party
- Press CONF.
- Call the second outside party.
- Press CONF twice.
- To exit, press CONF again before hanging up.

Re-enter an Unsupervised Conference:

- Lift the handset or press MON.
- Press CONF.

End an Unsupervised Conference:

- Press CONF while on-hook.

Call Forward Off Premise:

This feature allows you to forward intercom and transferred outside calls to any off-premise location.

- Lift handset or press MON.
- Press DND/FOR.
- Press SPEED.
- Dial the bin number storing the phone number of the off-premise location (00-99).
- A confirmation tone will sound.

Cancel Forward Off Premise:

- Go off-hook and press DND/FOR
- A confirmation tone will sound.

Forward Calls to Uniform Call Distribution (UCD), Hunt Groups or Voice Mail:

- Lift handset or press MON.

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- Press DND/FOR.
- Dial the desired code:
 - 4 – no answer calls
 - 5 – busy calls
 - 6 – busy and no answer calls
- Dial the 3-digit pilot number.
 - 270-277 – UCD groups 1-8
 - 260-267 – Hunt groups 1-8
 - 240-247 – Voice mail groups 1-8
- After the confirmation tone, go off-hook and press DND/FOR.

Uniform Call Distribution (UCD) Agent In/Out:

- Lift handset or press MON.
- Dial 278 or press the programmed flexible button.
- After the confirmation tone sounds and the flexible key flashes, hang up.

To re-enter the group, repeat the steps above.