

Inter-Tel Axxess Executive Digital Terminal Reference Guide to Frequently Used Features



Making Calls

Make an Outside Call:

1. With or without lifting the handset, press **OUTGOING**.
2. Dial the desired number (if account codes are required, you must enter the number before you place the call).

Make an Emergency Call:

Dial 911. This will dial the preprogrammed emergency number, even if 911 is not supported in your area. You do not have to press **OUTGOING** first.

Make an Intercom Call:

1. With or without lifting the handset, dial an extension.
2. If you hear a double tone, your call has been connected to an extension that is using hands-free mode. Begin speaking. If you hear continuous ringing, wait for the call to be answered.

Redial an Outside Number:

Press redial after selecting a line.

Placing Conference Calls:

1. While on a call, press the "CNF" button.
2. Place the next call and press the "CNF" button. Repeat if desired.
3. Press the flashing "CNF" button to complete the conference.

Program Station Speed Dials:

1. Do not lift the handset.
2. Enter "383".
3. Enter the 2-digit bin number (0-9) or press the speed dial key you want to program.
4. Dial the number to be stored.
5. Press "#".

Use Station Speed Dials:

1. Lift the handset
2. Press an idle line key.
3. Press the speed dial key or dial " 382" and the speed dial bin number (0-9)

Use System Speed Dials:

1. Press the "∞" button.
2. Enter "381".
3. Press the 3-digit bin number (000-999).
4. Press the "#" key to dial the number.

Program Name buttons:


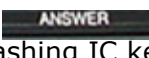

1. Press the "∞" button.
2. Enter "397".
3. Press the button you want to program.
4. Enter the four-digit extension number.

Answering Calls

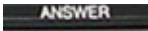
Answer a Hands-free Intercom Call:

1. Either begin speaking or lift the handset.

Answer a Ringing Intercom Call:

1. Either press  or  to respond hands-free, lift the handset or press the  flashing IC key.


Answer an Outside Call:

Lift the handset, press  or press the flashing key.

Pick Up a Call from Another Extension:

1. Lift the handset and press "4".
2. Dial the extension where the call is ringing or holding.

Forward Calls:

1. Press . For Executive, Professional and model 8560 Display phones, select a menu key.
2. Select one of the following:
 - a. To forward to an outside number, select an outside line and dial a telephone number.
 - b. To forward to an extension number, enter the extension number.

To forward to a voice mailbox, dial the voicemail extension.

Use Distinctive Ring:

1. Lift the handset or press "SPKR"
2. Press "∞".
3. Enter "398".
4. Press 0-9 on the keypad.
5. Press "SPKR" when you hear the ring you want.

Call Processing


Place a call on Hold:

Press and hang up.


Retrieve a call on Hold:

Lift the handset and press the flashing key.

Use Call Waiting:

If you hear the call waiting tone, end your current call or put it on hold. Press  or the flashing key.

Transfer a Call To Another Extension:


1. Press .
2. Dial the extension number.
3. Wait for an answer, announce the call and hang up.
4. If the party is unavailable, press the flashing key to retrieve the call.

Transfer a Call to Voice Mail:


1. Press .
2. Dial the voice mail extension number.

3. Dial the mailbox number and hang up or just hang up to send the caller to the voice mail menu.

Transfer a Call to an Outside Number:

1. Press 
2. Dial the desired phone number.
3. Wait for an answer, announce the call and hang up. If the call does not go through, press the flashing key to retrieve the call.

Cancel Call Forwarding:

Press . For Executive, Professional and model 8560 Display phones, press the FWD OFF menu key.

Page:

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

To end, hang up by pressing the hook switch or replacing the handset

Change Volume Levels:

Press the high or low side of the volume key, press the "VOL UP" or "VOL DN" key or press the up or down arrow on the volume key. To save, press the middle of the key.

Voice Mail Options

Access Your Mailbox when your key is lit:

1. Lift the handset or press the "SPKR" button.
2. Press "MSG".
3. Enter your password and press "#".

Access Your Mailbox when your key is NOT lit:

1. Lift the handset or press the "SPKR" button.
2. Dial the voice mail extension number.
3. Press "*".
4. Enter your mailbox number, your password and press "#".

Access Your Mailbox from Outside the Office:

1. Dial in and enter the voicemail extension number.
2. Press the "*" key and follow the prompts.

Initializing Your Mailbox:

To access your voice mailbox, press "SPKR" or lift the handset. Enter the voicemail extension number. Your temporary password is your extension number. Follow the prompts.

Listen to Messages:

Press "1" to listen.

While listening to messages you may:

- Press "#" to skip to the end of the message
- Press "1" to back up.
- Press "2" to pause. Press any key to continue.
- Press "3" to skip ahead.
- Press "4" to lower the volume.
- Press "5" to play the message envelope.
- Press "6" to raise the volume.
- Press "7" to save the message.
- Press "9" to delete.

After messages play, you may:

- Press "1" to replay.
- Press "2" to reply by making a return call (if enabled).
- Press "3" to forward a copy of the message to another extension.
- Press "4" to listen to the previous message.
- Press "5" to play the envelope (call information).
- Press "6" to listen to the next message.
- Press "7" to save.
- Press "9" to delete.

Leave a Voice Mail Message:

1. Access voice mail as described above.
2. Press "2".
3. Dial the destination mailbox.
4. Press "#" to confirm the agent's name.
5. After the tone, begin recording.
6. When finished, hang up or press "#" for more options.

VOICE MAIL OPTIONS

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

Key	While Listening	After Listening	Leaving a Message
1	Back UP	Replay	Play Your Message
2	Pause	Reply to Message	Add to Message
3	Skip Ahead	Forward a Copy	Erase and Re-record
	Lower Volume	Listen to Previous	
5	Play Envelope	Play Envelope	
6	Increase Volume	Listen to Next	
7		Save Message	
9		Delete	Delivery Options
*			Cancel
#	Skip to End		Send and Exit

Code	Feature	Code	Feature
391	Account Code - All	324	Hunt Group Remove/Replace
390	Account Code - Optional	365	Message
326	ACD Agent Login	366	Cancel Message You Left
327	ACD Agent Log Out	368	Cancel Message On Your Phone
328	ACD Agent Log In/Out	367	Silent Message
329	ACD Agent Wrap-Up	314	Microphone Mute
375	Agent Help Request	7	Page
376	Agent Help Reject	325	Page Remove/Replace
361	Automatic Intercom Access	397	Program Keys
360	Automatic Line Access	392	Program Station Password
350	Automatic Line Answer	6	Queue (Callback) Request
313	Background Music	385	Record-A-Call
355	Forward All Calls	380	Redial
357	Call Forward if Busy	331	Redirect Call
356	Call Forward if No Answer	305	Reminder Message
358	Call Fwd If No Answer/Busy	306	Reminder Message Cancel
5	Conference	359	Remote Programming
301	Change Language	4	Reverse Transfer
394	Default Station	396	Review Keys
307	Directory	377	Ring Intercom Always On/Off

Code	Feature	Code	Feature
300	Display Time and Date	398	Ring Tone Selection
372	DND On/Off	321	Silent Monitor
373	DND Override	362	Station Speed Dial
395	Feature Key Default	383	Station Speed Dial Program
312	Group Listen	354	System Forward On/Off
319	Hands-free On/Off	381	System Speed Dial
317	Headset On/Off	399	Switch Key map
336	Hold-Individual	346	Transfer to Hold
335	Hold - System	345	Transfer to Ring
330	Hook flash		

Phone System and Voice Mail Feature Guide

Using Voice Mail

To Access your voice mailbox:

1. Dial the voice mail extension number.
2. Press "*" and enter your mailbox number.
3. Enter your password and press "#"

Voice mail will guide you through the options with prompts. Use the charts to the left and above for more options.

Remote Feature Access

With remote feature access you can place your phone in Do-Not-Disturb mode or forward calls, either from another phone or through a specified dial-up line.

If you do not hear a tone (or you hear repeating tones) after every step, you have either made a mistake or attempted to access a restricted feature. Begin again.

To Use:

1. Either call the number provided by your system administrator or use any phone on the system.
2. Enter "359".
3. Enter your extension number.
4. Enter your password and "#".
5. Use any of the features presented.

To Change Station Password:

1. Enter "392".
2. Enter your current password and "#".
3. Enter the new password and press "#".
4. Enter the new password again and press "#".

Turn on Do-Not-Disturb:

1. Enter "370".
2. Enter message number 01-20 (see list below).
3. Optionally, enter the second line message text using the keypad on your phone.
4. Hang up.

Turn off Do-Not-Disturb:

Dial "371" and hang up.

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

Turn on Call Forward:

1. Enter a call forward feature code:
 - a. All Calls 355
 - b. If No Answer 356
 - c. If Busy 357
 - d. If No Answer/Busy 358
2. Enter an extension number or line access code and outside telephone number.
3. Hang up.

Turn Off Call Forward:

1. Enter "355".
2. Press "#".
3. Hang up.