



Inter-Tel Eclipse²

Associate Display and Basic Digital Phone

User's Guide

Associate Display Phone 560.4200
Basic Digital Phone 560.4100

Associate Display Phone Inter-Tel 560.4200





Feature Key Functions

Press	To
IC or CALL	Answer a call
OUTGOING	Place an outgoing call
Unlit or flashing CALL button	Select outside line or answer a call
IC	Answer an intercom call
DND	Enable or disable Do-Not-Disturb mode
CNF and phone numbers	Place a conference call
HOLD	Place a call on hold
TRANSFER plus station number	Transfer a call to the desired station
SYS SPDL	View/access system speed-dial numbers
REDIAL	Redial a number or save the last number dialed
SPKR and hang up	Use speakerphone
MSG	Listen to or leave a message
MUTE	Prevent the distant party from hearing any sound from your end
FWD and destination number	Forward calls to the dialed number
Up or Down Arrow	Adjust volume during a call

Check with your system installer to confirm these default settings still apply.

Notes:

- Your phone may be programmed for one or two dial tones, one for intercom and one for outside calls.
- If you hear four fast tones or a repeating fast tone, hang up and try again.
- Some phones feature both green and red LEDs. Green lights indicate a call holding, ringing or active on your phone. Red indicates that the call is on another phone.

Set Up Your Mailbox

1. Dial the voice mail extension number.
2. Press "*".
3. Enter your mailbox number and default password (your mailbox number).
4. To enter a password, enter up to 12 digits and press "#". If you do not want a password, just press "#".
5. Press "#" to accept the entry after the system plays back the number or press "3" to re-enter.
6. When prompted, record your first and last names and press "#". Select one of the following options:
 - a. Press "#" again to accept.
 - b. Press "1" to replay the name.
 - c. Press "2" to add to your name.
 - d. Press "3" to erase and re-record.

The system plays a prompt that introduces the voice mail features. Press "#" to skip.



Making and Receiving Calls

Placing Intercom Calls

1. Dial an extension number (with or without handset lifted).
2. If you hear a double tone, wait and then speak. Wait for the call to be answered when you hear the continuous ringing.

To place a non-handsfree call that will ring at the other phone until answered, press “#” before dialing.

To leave a message if there is no answer or the phone is busy, press MSG key and wait for the message center to pick up.

If the extension is unavailable (but not in do not disturb), you may stay on the line until the phone is available.

To request a call back, press “6” and hang up. Your phone will ring when the extension is available. Press “6” again to cancel before you get your callback.

Answering Intercom Calls

To respond to an intercom call coming through on your speakerphone, either speak towards your speaker or lift the handset for privacy.

To respond to a ringing intercom call, press SPKR or IC and speak towards your speaker or lift the handset for privacy.

To disable your phone’s handsfree answering feature, dial “319” while on-hook. Dial “319” again to enable.

To redirect a ringing call, press SPCL and dial “331” then the extension or outside number to receive the call.

To accept an Off-Hook Voice Announce call (a call that comes through on your speakerphone while you are on a call – you will hear a double tone), talk handsfree with the caller over the speakerphone. The caller on the handset will be able to hear you and the caller.

To block an OHVA call, press SPKR to allow the caller to camp on or press DND to block.

Placing Outside Calls

Using either the handset, press the “OUTGOING” key and dial the desired number. If you see a request of an account code and hear a single progress tone, you must dial an account code before you place the call.

Depending on your phone system’s programming, you may be able to press the outgoing call feature code (8), press an unlit CALL button, dial the Automatic Route Selection feature code (92000 default) or dial the Select Line Group feature code (92001-92208 default) to select an outside line.

To request a callback if all outgoing lines are busy when you try to call out, press “6” at the busy signal and hang up. Your phone rings when a line is available. To cancel before your phone rings, press “6” again.



Answering Outside Calls

Either lift the handset or press the flashing CALL key.

To forward a ringing call, press SPCL and dial "331" then enter the extension or outside phone number to receive the call.

Emergency Calls

To make an emergency call, simply dial "911". You do not need to access an outside line first.

Call Waiting

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

- Hang up to end the current call and accept the new one or,
- Press HOLD to place the current call on hold. Then press the flashing key to answer the waiting call or,
- Press DND to cause the new caller hear the Do-Not-Disturb tone.

Call Holding

To place a call on individual hold, where only your phone can retrieve the call (unless using call pickup from another phone), press HOLD, then hang up or place another call. To pick up the call again, lift the handset and press the flashing key.

To place a call on system hold, where any phone with the flashing key for the call can pick up the call. To pick up the call again, lift the handset and press the flashing key.

Conference Calls

Connect up to four intercom and/or outside callers:

1. Press CNF while on the first call.
2. Place another call.
3. Press CNF.
4. Repeat 2 and 3 for another call if desired.
5. Press the flashing CNF key to connect all the calls.

To place all callers on hold, press HOLD. To return to the conference, press CNF.

To leave the conference, press the flashing CNF key and hang up. The remaining parties are still connected.

To add another party to the conference, press the flashing CNF key and call the party to be added. Press the flashing CNF key twice.

To end the conference and place all the parties on hold, press the flashing CNF key and press HOLD. Pick them up one at a time by pressing the HOLD key or a flashing key.

To mute your microphone, press MUTE.

To transfer the conference to another extension or to voice mail, press the TRANSFER key and dial the desired extension number.



Transfer Calls

Transfer to another extension by pressing TRANSFER and the desired extension number. If the extension is busy, no answer or refused, press the flashing key to return to the caller.

Transfer to voice mail by pressing TRANSFER and dial the voice mail extension and either dial the mailbox number and hang up or hand up to send the caller to the voice mail menu.

Transfer to an outside number by pressing TRANSFER and selecting an outgoing line then dialing the desired number. When the call is answered, announce the call and then hang up. If the extension is busy, no answer or refused, press the flashing key to return to the caller.

Forward Calls

To forward all calls to another extension number or outside number (if enabled):

- Press FWD or,
- Enter "355" to forward all calls or,
- Dial "356" to forward only "no answer" calls or,
- Dial "357" to forward calls ringing in when your phone is busy or,
- Dial "358" to forward on no answer and busy.

Then:

- Select an outside line and dial a phone number or,
- Dial an extension number or,
- Press MSG to forward to your message center.

To cancel a call forward request, press FWD and then SPKR.

Redirect a call (versions 5.3 and higher)

Use call redirect to forward a call that is ringing on your phone without having to answer the call.

To redirect, press SPCL, dial "331" and the extension number or outside phone number.

Automatic System Forward

The System Administrator can route calls based on the type of call and the status of your telephone. To enable or disable this feature on your phone, dial "354".

Redial

To use the last number dialed feature (if programmed), press REDIAL with or without the handset lifted.

To use the last number saved feature (if programmed), while the phone is idle or while hearing the intercom dial tone, press REDIAL. To redial the number saved, while on a call or after selecting a line, press REDIAL.

Displaying Information on your Phone (associate display model)

To view the date, time, name and extension number on a phone, press SPCL and dial "300".

To view the caller ID information while connected to an outside caller, press SPCL and dial "397".



Using a Headset

Press SPKR to connect and disconnect calls when using a headset.

To connect a headset:

1. Unplug the coiled handset cord from the phone, but leave the handset in the cradle.
2. Insert the headset plug into the handset jack.
3. While on-hook, enter "315". Display phones will show "HEADSET MODE ON".

To disconnect a headset:

1. Unplug the headset cord from the phone.
2. Plug the coiled handset cord into the vacant jack.
3. While on-hook, enter "316". Display phones will show "HEADSET MODE OFF".

Using the Speaker

Use the speaker and microphone to have handsfree conversation, use on-hook dialing, call monitoring or background music.

Group Listening

Group listening transmits a conversation over the speaker while you use the handset or headset to continue speaking. The caller will hear only your voice. Others in the room will hear both sides of the conversation. To turn the group listen feature on or off during a call, press SPCL and dial "312".

Message Key

Leave a message to cause the MSG light at another extension to flash. When the user pressing the MSG key, a call is placed to your phone.

To leave a message while on an intercom call, press MSG and hang up or wait for the message center to answer.

To leave a message without placing an intercom call, press "367" and dial the extension number.

To cancel a message that you left for another phone, dial "366" and the extension number.

If your MSG key light is flashing, lift the handset and press the flashing MSG key to respond.

With your display phone, you can view messages and decide which to answer. With the handset on-hook, press MSG repeatedly to view all messages. When you see the message you want, press "#" or lift the handset and press "#".

Voice Mail

Accessing Voice Mail

1. Dial the voice mail extension number.
2. Press "*".
3. Enter your mailbox number and password (if programmed), then press "#".

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Retrieving Messages

Once you have accessed your mailbox:

1. Press "1" to listen to new messages or "3" to listen to your saved messages
2. While you are listening to a message you may:
 - Press "#" to skip to the end of the message.
 - Press "1" to rewind.
 - Press "2" to pause.
 - Press "3" to fast forward.
 - 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.
3. When the message is finished playing you may:
 - Press "1" to replay or,
 - Press "2" to reply to the message. Then,
 - Press "1" to leave a voice mail message for the caller (inside callers only). Follow the prompts. Or,
 - Press "2" to return the call if the extension is available or the outside phone number is available.
 - Press "3" to forward a copy of the message. To include an introduction, press "1". Otherwise, press "#".
 - Press "4" to listen to the previous message.
 - Press "5" to play the introductory message envelope.
 - Press "6" to play the next message.
 - Press "7" to save the message.
 - Press "9" to delete.
4. Hang up.

Undelete Messages

If you accidentally delete a voice mail message, retrieve it within the time period specified by your System Administrator. Retrieved messages are stored as saved messages.

To Recover a Message:

1. Enter your mailbox and press "5" for message options
2. Press "2" to access undelete options. You then may,
 - Press "1" to listen to deleted messages. After each message you may,
 - Press "1" to replay
 - Press "2" to reply to the message
 - Press "3" to forward the message
 - Press "4" to listen to the previous message
 - Press "5" to play the message envelope.
 - Press "6" to listen to the next message
 - Press "7" to recover the message
 - Press "9" to purge the message from your mailbox.
 - Press "2" to recover all your deleted messages and store them as save messages.
 - Press "3" to erase all your deleted messages.

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3. Hang up.

Send Messages

1. Enter your mailbox and press "2"
2. Dial the mailbox number and press "#" to accept the name.
3. Record your message after the tone. While recording you may press "2" to pause and any key to resume or press "3" to erase and re-record.
4. When finished, hang up or press "#" to use any of the following options:
 - Press "#" to send the message and return to voice mail options
 - Press "1" to replay
 - Press "2" to append
 - Press "3" to erase and re-record
 - Press "9" to use the special delivery options and select one or more of the following:
 - Press "1" to mark the message "private" (prevents the recipient from forwarding the messages).
 - Press "2" to mark the message "certified" (when the recipient listens to the message you will receive a receipt notice).
 - Press "3" to mark the message "priority" (this places your message ahead of all other waiting messages in the mailbox).
 - Press "*" to cancel delivery options.
 - Press "#" to complete delivery.
5. Hang up.

Cancel Messages

Messages left by you that are as yet unheard may be cancelled. To cancel:

1. Enter your mailbox. At the main menu, press "5".
2. Press "1".
3. When prompted, enter the number of the mailbox containing the unheard message.
4. Press "#" to confirm. Voice mail will tell you how many messages you have waiting at the mailbox and will play them all. After each message you can,
 - Press "1" to replay
 - Press "2" to append
 - Press "3" to forward
 - Press "4" to listen to the previous message
 - Press "5" to play the message envelope
 - Press "6" to listen to the next message
 - Press "7" to save the message in your mailbox
 - Press "9" to delete.
5. Hang up.

Do-Not-Disturb Mode

DND blocks all pages and calls to our phone except for queue callbacks, recalls and direct ring-in calls. Extensions calling your phone will hear a repeating signal of four fast tones. Your System Administrator may program up to 20 different messages. The following is a chart of the default messages (check with your system administrator and not any changes):



	Default Message	New Message		Default Message	New Message
01	DO-NO-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION 'TIL		15	WITH A GUEST	
06	ON VACATION		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the display phones use only one line to show the above messages you may enter a second line of text up to 16 characters. For example, if you select message 13 "OUT UNTIL", you can enter "1:15" as your second line. Callers with a display will see, "OUT UNTIL 1:15".

To use Do-Not-Disturb

1. Press DND.
2. Dial the two-digit number for the message you want to use or press the up or down arrow keys to scroll through the messages (display phones only).
3. If desired, customize the second display line by dialing the desired numbers or letters as described below:
 - For numbers only, press the keypad keys to dial the desired numbers. Press "#" for "-", "*" for ":", FWD to leave a space or MUTE to backspace
 - For numbers and letters, press MSG and then the desired keypad keys using the chart below. The number of times a key is pressed determines which character is displayed. For adjoining characters located under the same key, press FWD to advance to the next character. For example, to display "MONDAY", you would press, "6FWD666FWD6632999". Press FWD twice to leave a space or MUTE to backspace.
4. Press SPKR or lift and replace the handset to end.

	Number of Times Key is Pressed				
Key	1	2	3	4	5
	Characters				
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 cancel Do-Not-Disturb, press DND.



Reminder Messages

Program your phone, up to 24 hours in advance to alert you at a specified time. When the time comes, your phone sounds eight short tones and your display phone shows the message.

Your phone system can be programmed for up to 20 messages. The following chart shows the default configuration. See your system administrator for any adjustments.

	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. With the phone on-hook, dial "305".
2. Either dial the desired two-digit number for the message or press the up or down arrow keys until the message you want is displayed. Press "#" when you see the message you want.
3. Enter the time you wish to receive the message in hours and minutes. For example, 0900=9:00. If your phone is set for 12-hour display (as opposed to military format), press "1" for AM or "2" for PM.

To cancel all future reminders, with the phone on-hook, dial "306".

To clear a received reminder message, with the phone on-hook, press "*".

User Preferences

Telephone Settings

Adjusting Volume

You can adjust the volume settings on the handset (intercom and outside call), speakerphone (intercom and outside call), background music, ringing, handset and speakerphone intercom dial tone. To adjust any setting, you must be using that feature. For example, to change the volume setting on the handset you must be on a call using the handset.

To change the volume, press the up or down keys to increase or decrease the volume. Press the center of the volume key to save the setting.

Ring Tones

To select a new ring tone for your station, with the phone on-hook, dial "398" and press "0" for no ringing, up or down arrow keys to scroll through tones or dial 1-9 to select a specific tone. When you hear the ring you want, press "#" or lift and replace the handset.

Background Music (if programmed)

To enable or disable background music, which will play through your speaker, dial "313".

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Automatic Call Answer

When enabled, automatic call answer connects you to a caller when you lift the handset (or press SPKR). If disabled, you must first lift the handset (or press SPKR) and press the flashing line key.

To enable/disable for ringing outside calls, while on-hook, dial "360".

To enable/disable for ringing (non-handsfree) intercom calls, while on-hook, dial "361".

Changing the Language

The system installer may choose two of four languages (American English, British English, Japanese, or Spanish) as the Primary and Secondary language. You can then change the display and voice mail prompts on your phone by toggling between the two. See your system administrator to find out which languages are programmed for your phone system.

To change the assigned language, dial "301".

Returning to Default Settings

Return all settings to default level by dialing "394".

Voice Mail Options

Record Personal Greetings

You can store a primary and alternate greeting. Sample greetings:

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

To Change Your Personal Greeting:

1. Access your mailbox and press "4".
2. Press "1".
3. Do one of the following:
 - Press "1" to record and/or enable primary greeting
 - Press "2" to record and/or enable your alternate greeting
 - Press "3" to enable the system default mailbox greeting.
4. If you pressed "3", hang up. Otherwise, the current greeting is played. Then,
 - Press "#" to accept
 - Press "1" to replay
 - Press "2" to append
 - Press "3" to erase and re-record
 - Press "*" to exit without changing the greetings
5. Hang up.

Record Your Name in the Voice Mail Directory

To change your directory name:

1. Access your mailbox and press "4".
2. Press "2" to play your name as currently recorded. Press "1" to replay.

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3. Press "3" to erase and re-record
4. At the tone record your first and last names.
5. Press "#" and choose one of the following:
 - Press "#" again to accept.
 - Press "1" to replay.
 - Press "2" to append.
 - Press "3" to erase and re-record.
6. Hang up.

Change Your Mailbox Password

1. Access your mailbox.
2. Press "4".
3. Press "3"
4. If you want to have a password, enter a new password, up to 12 digits. If you do not want to use a password, skip this step.
5. Press "#". Voice mail plays back your password.
6. Press "#" to accept or "3" to erase and re-enter.
7. Hang up.

Change the Voice Mail Message Envelope

When retrieving a message, voice mail plays an "envelope" containing the time and date the message was left, the source of the message and/or the message length. By default, all the information is included.

To Change Information Included in Your Message Envelope:

1. Access the mailbox and press "4".
2. Press "4" again. Then choose any of the following:
 - Press "1" to enable/disable time/date
 - Press "2" to enable/disable message source
 - Press "3" to enable/disable message length
 - Press "4" to enable all options
 - Press "5" to disable all options
 - Press "#" to accept
 - Press "*" to return to the personal options menu without changing the envelope.
3. Hang up.

Change the Call Screening Transfer Method (when enabled)

Transfers may be unannounced or:

- Announce Only – Before voice mail transfers a call to your, a prompt asks the caller to record his or her name. When you answer, you hear, "You have a call from (name)".
- Screened Calls - Before voice mail transfers a call to your, a prompt asks the caller to record his or her name. When you answer, you hear, "You have a call from (name)". You can choose whether or not to accept the call.

To change transfer method:

1. Access your voice mailbox and press "4".
2. Press "9" for more options
3. Press "5" to hear your current transfer method. Then select one:
 - Press "1" to select unannounced transfers.
 - Press "2" to select screened transfers.
 - Press "3" to select announce only transfers.
4. Hang up.

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Programming a Fax Destination

Callers can use your mailbox to send a fax to you. You must specify the destination fax number to use this feature.

To change your fax destination number:

1. Access your mailbox and press "4".
2. Press "9".
3. Press "1".
4. Enter the number of your fax destination followed by "#".
5. Press "#" to accept or "3" to erase and re-enter.
6. Hang up.

Changing the Message Search Order:

When more than one message is in your mailbox, you can change the order in which you pick up your messages based on when they were received.

To change the listening order of your messages:

1. Access your mailbox and dial "4".
2. Press "9" for more options.
3. Press "2".
4. Press "1" to change the search order for new messages or "2" for saved messages. Select from the following options:
 - Press "1" to retrieve oldest messages first.
 - Press "2" to retrieve the newest messages first.
 - Press "*" to return to the menu without making changes.
5. Hang up.

Programming Remote Messaging (if enabled)

You can program the voice mail system to call you when a voice mail message is left in your mailbox. Using a series of up to nine telephone numbers (called a "cascade"), voice mail will call you until it successfully connects to a device such as a pager, answering machine, etc.

Because your mailbox can have Primary and Alternate cascades, you can program each to be used during specific days and times.

Set up remote messaging:

1. Access your mailbox and press "4".
2. Press "5".
3. Press "1" for Primary and "2" for Alternate cascades. Current status is relayed.
4. Choose one of the following:
 - To program a cascade level, press "1" and enter the number of the level to program (1-9). Then,
 - To enable or disable the cascade level press "1".
 - To set up or change an extension or telephone number, press "2" and then "1" for an extension or "2" for an outside number. Enter the number.
 - To set up or change a pager number, press "3" and then the number.
 - To set up a time of day for notification, press "2". Enter the time you want the message notification to start and stop. Enter the times with two digits for the hour and two digits for the minutes (0730 = 7:30). If entering the time in 12-hour format, at the prompt press "1" for AM or "2" for PM.
 - To set up the days of the week for notification, press "3" then, choose an option:
 - Press "1" for Monday-Friday

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- Press "2" for all days
 - Press "3" to select individual days (numbers 1-7).
 - To select all or priority-only message notification, press "4" then "1" for all messages or "2" for priority messages only.
5. Select another option or press "#" to save and exit.

Speed Dialing

Station Speed Dial

To Program:

1. While on-hook, dial "383".
2. Dial the location code (0-9) or press a station speed dial key, if available.
3. Enter the desired name for the speed dial number:
 - In alphanumeric mode (MSG key should be lit, if not, press the MSG key), use the keypad to enter the desired characters. The number of times a key is pressed determines which character is displayed. For adjoining characters located under the same key, press FWD to advance to the next character. For example, to display "MONDAY", you would press, "6FWD666FWD6632999". Press FWD twice to leave a space or MUTE to backspace.

	Number of Times Key is Pressed				
Key	1	2	3	4	5
	Characters				
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

4. Dial the extension number to be stored, using numeric mode (MSG key should be unlit, if not, press the MSG key). To eliminate the need to first select an outside line when using a speed dial, enter a line access code (such as "8") before entering the number as directed.
 - Press the keypad keys to dial the desired numbers. Press "#" for "-", "*" for ";", FWD for a space and MUTE to backspace. If your number includes an asterisk, pound, hookflash or pause, press SPCL once for an asterisk, twice for pound, three times for hookflash or four times for a pause.
 - Press "#" to save.

To see how your speed dial keys are programmed, while on-hook, dial "396" and the speed dial key. Name and number is displayed. Press "#" to exit.

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

1. While on-hook dial "383".
2. Dial the desired location code (0-9) or press the desired station speed dial key.
3. Press MUTE until the name is erased.

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4. Press “#” to continue.
5. Press MUTE until the number is erased.
6. Press “#” to exit.

Use Station Speed Dial Numbers:

If necessary, select the outgoing line.

- To use a location number, dial “382” or press the STA SPDL key (if available) and then enter the station speed dial location number (0-9).
- To use a station speed dial key, press the desired station speed dial key.

System Speed Dial

System speed dial can store up to 1,000 speed dial numbers.

To view and/or dial system speed dial numbers:

1. Press SYS SPDL or dial “381”.
2. Dial the location code (000-999) for the number.
3. Press “#” to dial the number.

Recording a Call

Record-a-Call records an in-progress call as an voice mail message. You can retrieve the message just like any other message.

To use, Press SPCL, dial “385” and, if required, the desired mailbox number. You will hear a confirmation tone when recording begins.

To turn off Record-a-Call, either press SCL and dial “385” or hang up.

Paging

To prevent announcements from sounding over every phone in the system by using page zones. Each of the nine zone contains extensions and external paging equipment, as programmed by your system administrator.

To page

Either lift the handset, dial “7” and the desired zone number (0-9) or press the PAGE ZONE key if available and dial the zone number. Make your announcement and hang up.

Enable/Disable Paging on Your Phone

Dial “325” to enable or disable.

Programming Feature Keys

Some of your feature keys may be programmable. Check with your system administrator for details.

To program:

1. While on-hook, dial “397”.
2. Press the feature key to program.
3. Dial the feature code or extension number to be stored.

To return all keys to their default values, while on-hook, dial “395”.



To display the current feature key values:

1. While on-hook, dial "396".
2. Press the feature keys you want displayed.
3. Press SPKR to hang up.

Programming Secondary Extension Keys

You can program various keys on your phone to indicate the call activity at a different extension. You will be able to see when a call is ringing, answered or on hold. You can also use the secondary extension key to answer a call ringing at another phone. If you have a non-programmable key, only the system administrator can change the associated extension. If you have a programmable key, you can change the extension.

To display the current key assignment, while on-hook, dial "396" and then the secondary extension key you want displayed.

To assign a primary phone to a secondary extension key (if enabled), while on-hook, dial "397" and the secondary extension key and desired extension number.

To use your programmed key, press the key to answer a call that is ringing on any CALL key at the primary phone. You can also press your extension key to place an intercom call to the primary phone.

To transfer a call back to the extension after you have answered it on your phone, press the TRANSFER button and then the extension key. Announce the call (if desired) and hang up to complete.

Using Account Codes

If your phone system is programmed to use Station Message Detail Recording (SMDR) you may need to enter account codes before you place all call. There are three types of account codes

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

To enter an optional account code, press SPCL and dial "390" and the optional account code. Press "#" if the code is not immediately accepted.

To set an account code for all calls placed from your phone, dial "391" and he account code. Press "#" if the code is not immediately accepted.

To disable the code, dial "391" and press "#".

Call Screening

If your voicemail system is programmed for screened calls you may choose any of the following options when you receive a transfer:

- Press "#" to accept.
- Press "1" to replay.
- Press "2" to send to voice mail.
- Press "3" and an extension to forward the call to another extension.
- Press "*" to refuse the call.



Using Directories

Use directories to find names and numbers using your phone keypad. Then use the information to make calls, access features or leave a voice mail message.

The phone directory contains a list of extension numbers, system speed dial numbers, feature codes and the names assigned to them. Search for an item using the full or partial name. The system will find the closest match. When the correct match is displayed on your phone, you can dial the number or press a key to access that extension or feature.

To search the directory:

1. While on-hook, dial "307".
2. Press "1" for the intercom directory, "2" for the outside directory or "3" for the feature directory.
3. Enter letters or numbers up to 10 characters.
 - For numbers only, press the keypad keys to dial the desired numbers. Press "#" for "-", "*" for ":", FWD to leave a space or MUTE to backspace
 - For numbers and letters, press MSG and then the desired keypad keys using the chart below. The number of times a key is pressed determines which character is displayed. For adjoining characters located under the same key, press FWD to advance to the next character. For example, to display "MONDAY", you would press, "6FWD666FWD6632999". Press FWD twice to leave a space or MUTE to backspace.
4. Press "#" to search. Use the high or low end of the volume key to move alphabetically through the directory.
5. When the desired selection is displayed, press "#".

	Number of Times Key is Pressed				
Key	1	2	3	4	5
	Characters				
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 use the directory to leave a voice mail message:

1. Dial the voice mail extension number.
2. Press "#".
3. Enter the desired name.
4. Press "#".
5. Choose an option:
 - Press "#" to accept.
 - Press "1" to hear the previous name in the directory
 - Press "2" to hear additional information for the selected name
 - Press "3" to hear the next name in the directory

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- Press "4" and spell a new name for a new search
- Press "5" to switch the first/last name sort order.

Programming Remote Feature Access

With remote feature access, you can place your phone in DND or forward calls from any other phone on the system. If you have a special dial-up line, you can access your phone features from an outside line.

Remote Access Passwords

To change the password from your phone:

1. Dial "392".
2. Enter your current password (default is your extension number), followed by "#".
3. Enter your new password. Press "#".
4. Enter the new password again to confirm.

Remote Feature Access

To access your phone from another phone:

1. From an outside phone, call your DISA number and enter your password if required. From any phone in the system,
2. Enter "359".
3. Enter your extension number.
4. Enter your password followed by "#" and choose a feature:
 - Change station password using remote programming by entering "392", the new password, "#", and confirm the password followed by "#".
 - To turn on Do-Not-Disturb, enter "370".
 - To turn off Do-Not-Disturb, enter "371".
 - To activate call forward choose an option:
 - a. "355" for all calls
 - b. "356" for no answer calls
 - c. "357" for busy calls
 - d. "358" for no answer/busy calls
 - For call forwarding, enter an extension number or enter an outside line access code followed by a telephone number.
 - To cancel call forwarding, dial "355".
5. Hang up.

Request Agent Help (when programmed)

You may be able to request help from a designated agent help extension (usually your supervisor) during a call. If the agent help extension is a multi-line phone, the phone's microphone is muted. None of the parties will hear the supervisor unless the supervisor presses MUTE. If the agent help extension is a single-line phone, all parties will be heard by each other.

To use agent help request while on a call:

1. Press SPCL and dial "375". If you hear repeating tones, this feature is not available or the agent you are trying to reach is unavailable.
2. Dial the agent help extension number if required. If the agent accepts the call, you hear the agent help tone (if enabled) and the supervisor can join or monitor the call. If the agent help extension rejects the call, you hear a confirmation tone and the display shows "AGENT HELP REJECTED".

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To respond to an agent help request at a display phone:

When your phone receives an agent help request, your display shows <name> REQUESTS HELP.

Do one of the following:

- Accept the call by answering as usual. Your microphone is muted and you cannot be heard by either party unless you press MUTE.
- Reject the call by dialing "376".

Hunt Groups

Hunt groups are groups of phones (programmed by your System Administrator) that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group or a specific member.

To enable or disable hunt group calls, dial "324".

ACD Hunt Groups

Automatic Call Distribution distributes calls equally among the available members (agents) who log in and out of the ACD hunt groups. When you log in to a group using ACD Agent ID Automatic Connect and are using a headset, you may be automatically connected to calls.

Log in and out of ACD Hunt Groups

To log in to or out of all of your ACD hunt groups at once using the ACD Agent Login/Logout feature code, with or without the handset lifted, dial "328" and enter your Agent ID if necessary.

To log in to one or more hunt groups using the ACD agent login feature code:

1. With or without the handset lifted, dial "326". Display phones show AGENT LOGIN ACD NUMBER.
2. Either enter the desired ACD hunt group number or press "#" to log in to all your ACD hunt groups at once. Display phones show AGENT LOGIN AGENT ID.
3. Either:
 - Log into ACD hunt groups using Agent IDs: Enter your agent ID. Display phones show AGENT LOGGED INTO ALL ACDS.
 - To log in to ACD hunt groups that do not use agent IDs, press "#". Display phones show AGENT LOGGED INTO ALL ACDS.

If you were already logged in, the display shows ALREADY LOGGED INTO <hunt group>. If you are not a member of the hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP, and you hear the repeating tones. Start over.

4. Hang up if off hook. Repeat to log in to additional ACD groups if necessary.

To log out of one or more ACD hunt groups:

Either dial "328" to log out of all groups or, with or without the handset lifted, dial "327". Hang up if off hook.

Ending an ACD Hunt Group Call

When you end a hunt group call, a wrap-up timer starts. Until it expires you will not receive another call through any of the ACD groups. You can end the wrap-up session early by dialing "329" while on hook.



Frequently Asked Questions:

1. How do I program system speed-dial numbers?
Only the system administrator can program system speed dial numbers. You can program up to ten station speed dial numbers.
2. How do I change the time and date on my phone:
Only the system administrator can make this change.
3. How can I retrieve voice mail messages if I don't know the password for my voice mail?
Try using the default pass code, which is your extension number. You may not have a pass code. If that is the case, press "#". Your system administrator can change or erase your pass code for you.
4. Why can't I retrieve a deleted message?
Voice mail may have erased your message. After a programmed length of time (up to 24 hours), voice mail automatically erases all deleted messages. If you believe the time period has not expired, your system may not have the latest software, or your voice mail system may not have enough memory to store deleted messages.
5. How can I set the number of rings allowed before the call is sent to voice mail?
Only the system administrator can make this change.
6. How can I change the name displayed on my phone?
Only your system administrator can change the user names assigned to extensions.
7. How do I scroll the display screen?
Press the down arrow key to scroll down or the up arrow key to scroll up.
8. Why can't I program a station speed dial number to the key I want?
Your system administrator has programmed they key as non-programmable. You must choose another key.
9. Why can't I use one of the features described in this guide?
There are a few reasons why you might not be able to access this feature. Your particular software version may not support this feature, the system administrator may not have enabled the desired feature or your system administrator may have programmed your phone to block that feature.

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	
Outgoing Call	8	

*Defaults may differ depending on the software version.

Extension Numbers

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Phone Extensions	1000-1511	
Hunt Groups	2000-2074	
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	
Background Music On/Off	313	
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	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	
Enhanced Speakerphone Enable	310	
Feature Key Default	395	
Group Listen	312	
Handsfree On/Off	319	
Headset On	315	
Headset Off	316	
Headset On/Off	317	
Hold – Individual	336	
Hold – System	335	
Hookflash	330	
Hunt Group Remove	322	
Hunt Group Replace	323	
Hunt Group Remove/Replace	324	
Message	365	
Cancel Message That You Left	366	
Cancel Message On Your Phone	368	
Silent Message	367	
Microphone Mute On/Off	314	

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FEATURE NAME	FEATURE CODE	NEW CODE
Page	7	
Page receive On/Off	325	
Program Baud Rate	393	
Program Keys	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 Keys	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	



Voice Mail Flow Chart

At any menu, press * to Cancel or return to the previous menu, or press # to accept.

