



# ***AXXESS***

EXECUTIVE DIGITAL KEYSET  
USER GUIDE

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
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# INTRODUCING THE EXECUTIVE DIGITAL KEYPAD






## About This Guide




This user guide contains simplified instructions for using the Inter-Tel AXXESS Executive Digital Keypad (also called the Executive Digital Terminal). For detailed information and expanded procedures, refer to the *Inter-Tel AXXESS Owner's Guide*. For quick access to basic instructions, refer to the *Inter-Tel AXXESS Keypad Quick Reference Guide*.

## General System Information

- Besides the Executive keypad, there are other types of phones that can be installed on your telephone system, including: Standard Digital Keypads, Basic Digital Keypads, and single-line sets. Each type of phone has its own user guide.
- Your telephone system may have one dial tone for both intercom calls and outside calls. Or, it may be programmed to have two dial tones: (1) When you lift the handset or press the  key, you hear intercom dial tone. (2) When you select an outgoing line, you hear standard outside dial tone.
- A keypad is considered to be “off hook” when either the handset is lifted or the speakerphone is on (the  key is lit). When a call is on the speakerphone, the call is in “handsfree” mode.
- A keypad is considered to be “on hook” when the handset is in the cradle and the speakerphone is off (the  key is unlit). When a procedure in this user guide instructs you to “hang up,” it means that you should place the handset back on hook or turn off the speakerphone.
- Many features “time out” if you wait too long before performing the next step. If this happens, you must start over.
- Four fast tones or repeating fast tones signal that you made a mistake, 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. If you hear this signal, hang up and try again.
- Your telephone system may be equipped with an optional AXXESSORY Talk voice processing system. If so, you will be provided with a separate voice mail user guide that explains the voice mail features.
- In this user guide, phone locations are often referred to as “stations.” Each station in your telephone system has an extension number that allows you to place intercom calls to it. Some stations belong to “hunt groups” that have special extension numbers which route your call through the stations in the group. Your customer service representative, trainer, or system administrator can provide you with a list of extension numbers for your telephone system.

## Feature Keys




- The buttons on your phone are called “keys,” which is why the phone is called a “**key**set.” Some of the keys are used to control the messages on your keyset’s display (see page 7 for details). Other keys have feature codes assigned to them for easy access to various features. The telephone system was designed to allow customized feature key layouts called “keymaps.” The locations of the various feature keys on your keyset are determined by its keymap. Your customer service representative, trainer, or system administrator can tell you how your specific keyset is laid out. You can use the diagram on the page 4 to note any differences between the default feature keys and your keyset’s layout.
- If your keyset has been reprogrammed by the installer so that its feature keys do not match the feature keys described in this user guide, refer to the owner’s guide for procedures on using feature codes. Default feature codes are listed on the back of this user guide.
- Your keyset may have Call keys labeled “CALL” like those shown in the diagram on page 4. These keys are used for call access. They are not associated with specific lines. Instead, they are assigned to calls in the order that the calls are placed or received. If there are more calls in progress than there are CALL keys, new calls wait until a CALL key becomes available. Pressing an unlit CALL key will enter the programmed Outgoing Call feature code for your phone.
- Depending on your keyset model, the Special Key may look like this  or it may look like this . The instructions in this guide refer to the Special key with the  symbol.
- There is a system-wide option called “SPCL Key Required For Feature Code Entry.” If your customer service representative, trainer, or system administrator tells you that it is enabled in your telephone system, you must always press the  or  key before dialing a feature code.
- Some of the keys on your keyset are equipped with lamps. The flash rates of the lamps indicate the status of the lines, phones, and features assigned to the keys. The flash rates and their meanings are explained throughout this user guide. For detailed flash rate information, refer to the owner’s guide.
- Some keyset models have red/green lamps in the feature keys. If you have one of these keysets, and your telephone system is programmed to use them, the lamps will be green if the associated call is ringing, holding, or active on your phone and will be red if the call is on another station. (An exception to this would be if the programmer has determined that calls that ring in directly to your phone will always have red lamps.) Your customer service representative, trainer, or system administrator can tell you how your specific keyset is programmed.

- In this guide, keys equipped with lamps are represented as unlit, lit, or flashing. For example, an unlit conference (CNF) key is represented as , a lit CNF key is , and a flashing CNF key is .





## Standard And Alternate Keypads

Each keypad is programmed with a standard keypad that determines where each feature key appears on the keypad. Each keypad can also have an alternate keypad. If you have an alternate keypad, you can switch between the keypads by dialing this feature code.

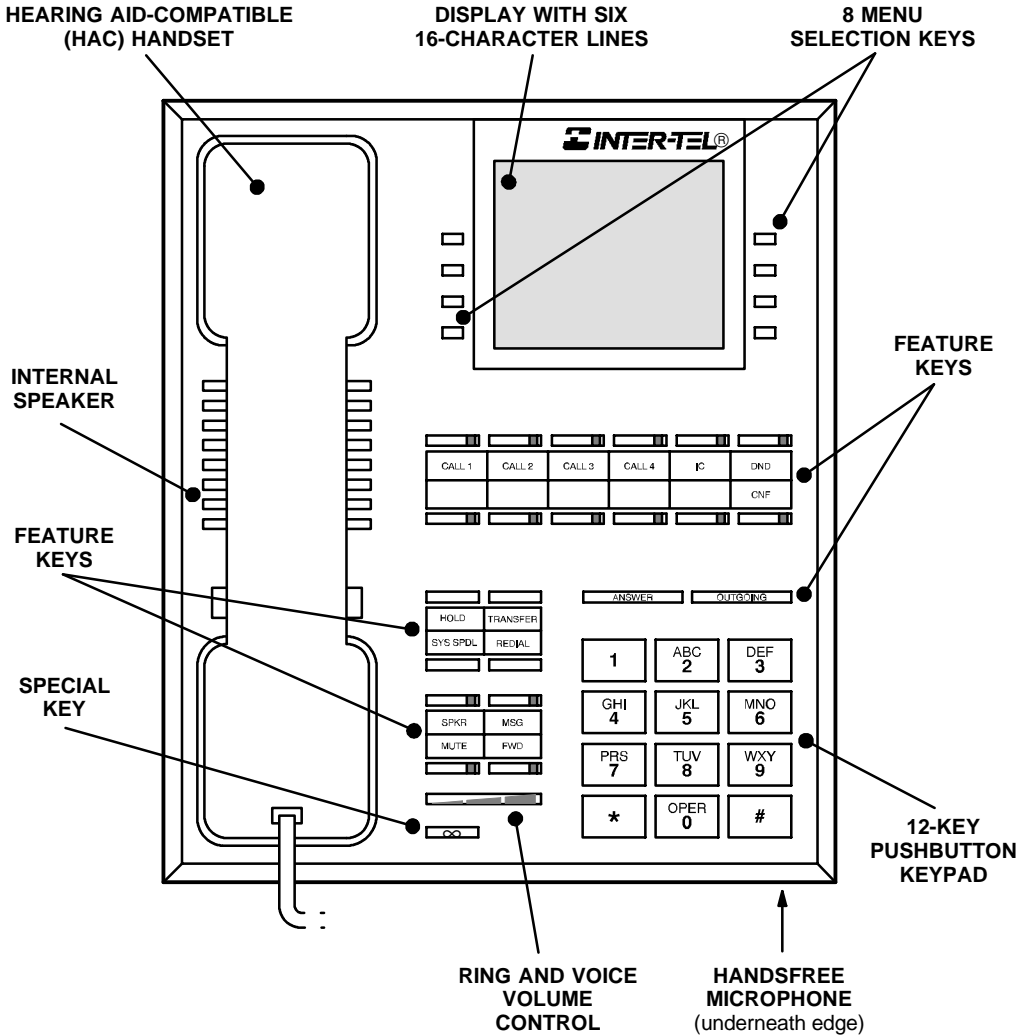
*To switch between keypads when your keypad is idle:*

— While on hook, dial .

*To switch between keypads during a call:*

— While on a call, press  and dial .

### EXECUTIVE DIGITAL KEYSET



**NOTE:** The keys are shown as they appear in the default key map configuration.

## User-Programmable Feature Keys

Depending on how your system is programmed, some of your feature keys may be designated as “user-programmable.” If so, you can program them with any of the feature codes listed on the back of this user guide. (Station Speed-Dial keys require special programming, as described in the last section below.)

### *To program a user-programmable feature key:*

- While on hook, dial **3** **9** **7**.
- Press the feature key you want to program.
- Dial the feature code you want to store under that key. (Refer to the back of this guide for default feature codes.)

### *To return all feature keys to their original default values:*

- While on hook, dial **3** **9** **5**.

### *To display the current feature key values:*

- While on hook, dial **3** **9** **6**.
- Press the feature key(s) you want displayed.
- Press **SPKR** to hang up.

### *To change a user-programmable feature key into a Station Speed-Dial key:*

- While on hook, dial **3** **9** **7**.
- Press the feature key you want to change into a Station Speed-Dial key.
- Dial **3** **8** **2**.
- When the display asks for a number, dial a digit 0–9. This is the station speed-dial number “location.”
- Label the corresponding key on your keypad with the station speed-dial location number (0–9) and the extension number or outside telephone number that will be stored there. You can now use the procedure outlined on page 19 to program and use the Station Speed-Dial key.


## Secondary Extension Appearances

The Secondary Extension Appearances feature allows calls that are ringing or on individual hold at one “primary” station to appear on a “secondary extension key” at another keypad. For example, a secretary or assistant can have a secondary extension key for a supervisor’s station, or one keypad can have several secondary extension keys, each associated with a different primary station. If you have a secondary extension key, it functions as follows:

- When a call is ringing or holding on any Call key at the primary station, pressing your flashing secondary extension key for that station will answer the call. (This includes recalls, transfers, callbacks, and hunt group calls.)
- If your secondary extension key is unlit, pressing the key places an intercom call to the primary station.




**Note:** If the key is flashing, you can still place an intercom call to the primary station without answering the incoming call by pressing the pound (#) key before pressing the flashing secondary extension key. (Or, of course, you can just dial the primary station’s extension number.)

After answering a call on the secondary extension key, you can transfer it back to the primary station using one of the following methods:




- **Transfer to hold:** To transfer the call to hold at the primary station, press the secondary extension key, announce the call, if desired, and then hang up.
- **Transfer to ring:** To transfer the call to the primary station, press  and then the secondary extension key. You can announce the call, if desired, before hanging up to complete the transfer.

There are two ways to make a secondary extension key. The installer or programmer can create a secondary extension key that cannot be changed at your keypad. Or, the installer or programmer can make one of your user-programmable keys a secondary extension key so that you can determine the associated station for the key, as outlined in the second procedure below. In addition, the installer or programmer can program your phone to ring when a given number of calls are waiting at the primary station.

### *To display the current secondary extension key assignment(s):*

- While on hook, dial .
- Press the secondary extension key(s) you want displayed.

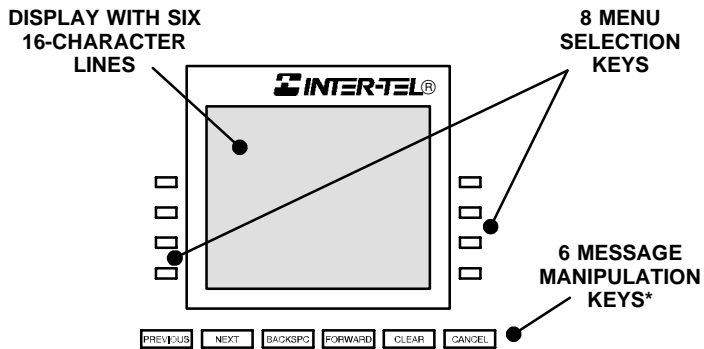
### *To assign a primary station to a secondary extension key (if enabled):*

- While on hook, dial .
- Press the desired secondary extension key.
- Dial the extension number you want to store under that key.

## Executive Keyset Displays

All Executive Digital Keysets are equipped with a six-line display as shown below. When the keyset is not in use, the display shows the extension number, user name, time of day, and date. Other displays include: reminder messages, do-not-disturb messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

Each line in the display can have up to 16 characters. The top two lines are used to display standard call information and messages. The remaining four lines are used to display a menu of options. To select an option, simply press the menu selection key closest to the desired option. When there is only one option on a line, like DO NOT DISTURB, pressing the key on either side of the line will select that option.



\*On some Executive keyset models, under the display, are six display-oriented message manipulation keys that can be used in place of other keys, if desired. PREVIOUS and NEXT are used for scrolling through messages or menus. BACKSPACE and FORWARD are used when doing text entry (like custom do-not-disturb messages). CLEAR erases all data that you have entered into a line. CANCEL terminates whatever you are doing.

The following are common abbreviations you may see on your keyset display:

ACCT CODE . . .	Account Code	SPKR . . . . .	Speaker
CNF . . . . .	Conference	SPKRPHN . . . . .	Speakerphone
DEST . . . . .	Destination	STN SPD . . . . .	Station Speed Dial
DIR . . . . .	Directory	SYS SPD . . . . .	System Speed Dial
DND . . . . .	Do-Not-Disturb	TFR . . . . .	Transfer
EXT . . . . .	Extension	TG . . . . .	Trunk Group (a group of outside lines)
MSG . . . . .	Message	TRNK . . . . .	Trunk (an outside line)
RCL . . . . .	Recall		

# INTERCOM CALLS

## Placing Intercom Calls

### The Basics

#### *To place an intercom call:*

- While on or off hook, dial an extension number.
- *If your call goes through handsfree to the called keyset's speaker, speak after you hear a double tone.*  
*If you hear continuous ringing, wait for the call to be answered.*
- When finished, hang up.

### Options

#### *If you want to place a non-handsfree call that will ring at the other keyset until answered:*

- Press **#** before dialing the extension number. (This step is not necessary if you programmed your keyset for the Ring Intercom Always feature described on page 31.)

#### *If there is no answer, you can do any of the following:*

- *You can leave a message:* Press **MSG** or the LEAVE MESSAGE menu key. Then hang up *OR* wait for the message center to answer. (See page 15 for more Message options.)
- *You can leave voice mail:* Press the LEAVE VOICE MAIL menu key to call the station's mailbox. (This option appears only if the called station has a Voice Mail mailbox.)
- *You can stay on the line and wait for the phone to become available:* When you hear busy signals, do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in do-not-disturb mode.)
- *You can use the "Off-Hook Voice Announce" feature (if the called keyset is enabled for it):* This allows you to talk to the keyset user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music, or if the phone is in do-not-disturb mode, your off-hook voice announce call will not go through.)

## Receiving Intercom Calls

### The Basics

*To receive an intercom call that comes in through your speakerphone:*

— *EITHER*, Respond handsfree.

*OR*, Lift the handset for privacy.

*To receive a ringing (non-handsfree) intercom call:*

— *EITHER*, Lift the handset for privacy.

*OR*, Press  or  to respond handsfree.

### Options

*Instead of answering a ringing, non-handsfree intercom call, you can press one of the following menu keys:*

- **SEND TO V-MAIL:** This sends the call directly to your Voice Mail mailbox. (You will not see this option if you do not have a mailbox.)
- **IC CALL TO DND:** This places your phone in do-not-disturb mode and blocks the call. (See page 25 for more information about do-not-disturb mode.)

*If your keypad is enabled for it, you may receive an “Off-Hook Voice Announce” call (a call through your speaker) while you are on a call using the handset:*


- When you hear a single tone and see an incoming call display while you are on a call, you can do the following:
  - **Accept the call on the speakerphone without ending your current call:** When you hear a double tone, you may talk handsfree with the caller through the speakerphone. (The caller on the handset will be able to hear both you and the party on the speakerphone.)
  - **Block the call from coming through the speaker:** Press one of these menu keys:
    - **SEND TO V-MAIL:** Sends the call to your Voice Mail mailbox (if you have one).
    - **IC CALL TO DND:** Blocks the call by placing your phone in do-not-disturb mode. (See page 25 for more information about do-not-disturb mode.)

# OUTSIDE CALLS


## Placing Outside Calls

### The Basics

#### *To place an outside call:*

- While on or off hook, press  or the OUTGOING menu key.
- Dial the desired number. (*If you see a request for an account code and hear a single progress tone, you must dial an account code before you can place your call.*)
- When finished with the call, hang up.

#### *To make an emergency call:*

- Simply dial  to automatically place a call to the preset emergency number. (You do not have to press the OUTGOING key first.)

### Options

*Depending on how your system is programmed, you may be able to use one of the following methods instead of pressing the OUTGOING key:*

- Dial the Outgoing Call feature code — default is 8.
- Press an unlit CALL key, if you have one.
- Press an unlit line access key (LINE key or a LINE GROUP), if you have one.
- Dial a Select Line Group feature code — defaults are 9201–9299 and 93000–93107.
- Dial the Automatic Route Selection (ARS) feature code — default is 9200.

*When dialing the number, you can press one of the following menu keys:*

- OUTSIDE DIR: This selects the speed-dial directory. See page 21.
- STN SPEED DIAL: This selects the station speed-dial feature. See page 19.
- SYS SPEED DIAL: This selects the system speed-dial feature. See page 20.
- REDIAL: This redials the last outside number you dialed. See page 22.

## Answering Outside Calls

### The Basics

- Lift the handset *OR* press the Answer key ANSWER or the ANSWER menu key.

### Options

*Depending on how your system is programmed, you may be able to use one of the following methods instead of pressing the ANSWER key:*

- Press the flashing CALL key, if you have one.
- Press the flashing line access key (LINE or LINE GROUP), if you have one.

*Instead of answering, you can send the call to your Voice Mail mailbox:*

- Press the SEND TO V-MAIL menu key to transfer the call directly to your Voice Mail mailbox. (You will not see this option if you do not have a mailbox.)

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

- Lift the handset and dial 4.
- Dial the extension number where the call is ringing or holding.

## Call Screening


This feature is available only if your telephone system is equipped with an AXXESSORY Talk voice processing unit. The Transfer Method options can be programmed in the database or by the mailbox user (see your *Inter-Tel AXXESSORY Talk Voice Mail User Guide* for programming instructions). Depending on the Transfer Method programmed for your phone, transferred calls from AXXESSORY Talk may be unannounced (as usual), or one of the following may occur:

- **“Announce Only” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name before the system completes the transfer.
- **“Screened” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer the call from Voice Mail, you hear, “*You have a call from (caller’s name),*” You then have the following options:
  - *To accept the call,* press the ACCEPT menu key or #.
  - *To replay the announcement,* press the REPLAY menu key or 1.
  - *To send the call to voice mail,* press the SEND TO V-MAIL menu key or 2.
  - *To forward the call to another extension,* press the FORWARD menu key or 3 and then enter the extension number.
  - *To refuse the call,* press the REFUSE menu key or \*.





## PLACING CALLS ON HOLD

The first procedure places a call on *individual* hold, the second places it on *system* hold. Individual hold places the call on hold at one phone. It can then be directly picked up at that phone or it can be picked up at another phone using the reverse transfer (call pick-up) feature. An outside call on system hold can be picked up directly at any keypad that shows a fluttering key for the call, including the keypad that placed it on hold. (Intercom calls cannot be placed on system hold.)

### *To place a call on Individual Hold:*



- Press  or the HOLD menu key.
- Hang up *OR* place another call.
- To return to the call, lift the handset and press the fluttering key.

### *To place an outside call on System Hold:*

- Press  and dial .
- Hang up *OR* place another call.
- To return to a call on system hold at any keypad with a fluttering key, lift the handset and press the fluttering key.

## 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):*

- Press  or the MUTE menu key.
- To return to the call, press  or the UNMUTE menu key.

## REQUESTING A CALLBACK

When you call a phone that is busy or try to select an outgoing line that is busy, you can stay on the line and wait for it to become available (this is called “camping on”) or you can request a callback (“queue” on the phone or line). If you request a callback, your phone will ring when the phone or line you are waiting for is available.

### *To camp on to a busy phone or line:*

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

### *To request a callback (queue on to the phone or line):*

- When you hear busy signals, press the QUEUE menu key and hang up. (You can do this even if your call has “camped on” and you hear music.)
- When your keypad rings, lift the handset and wait for the other party to answer. Or, press one of the following menu keys:
  - CANCEL QUEUE: This cancels the queue request.
  - ANSWER: This answers the callback using the handsfree speakerphone.

### *To cancel a queue before the callback:*

- While on hook, dial **6**.

## 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 and a key is flashing):*

- End your current call, place it on hold, and/or use one of the following menu keys:
  - ANSWER: This answers the ringing call. (If you did not place the current call on hold, it is disconnected.)
  - SEND TO V-MAIL: This sends the call directly to your Voice Mail mailbox. (You will not see this option if you do not have a mailbox.)
  - IC CALL TO DND: This places your phone in do-not-disturb mode and blocks the call. (See page 25 for more information about do-not-disturb mode.)

## ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, the system will periodically print out a record of telephone calls placed from the phones within the system. Account codes can be used to add information to these reports.

There are three types of account codes:

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

Your customer service representative, trainer, or system administrator can tell you which types of account codes are used on your telephone system. The account code is recorded in the report as soon as the call is completed. If more than one account code is entered during a call, only the last account code that was entered is recorded.

### ***To enter an optional account code while on an outside call:***

- Press , dial , and then dial the optional account code. *If the account code has fewer than the programmed maximum number of digits and is not immediately accepted, press .*

### ***To enable an account code for all calls placed from your keyset:***

- Dial  and then the account code. *If the account code has fewer than the programmed maximum number of digits and is not immediately accepted, press .* This code will be used for all calls made from your keyset until it is disabled.
- **To disable the code:** Dial  again and then press .

# STATION-TO-STATION MESSAGES

## Leaving Messages

If you call a phone that is busy, does not answer, or is in do-not-disturb, you can use the station-to-station messaging feature to let the other person know you called. There are two messaging options:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your phone.
- **Leave a message with the called party's message center.** When the party you called responds to the message indication, a call is automatically placed to his or her message center instead of your phone. Sometimes the voice mail system is programmed as the message center.

To signal that a message is waiting, a called keyset's MSG key flashes and the display shows the number of waiting messages. For single-line sets, a system programming option can be enabled that sends six short message waiting tones when the user lifts the handset or presses the hookswitch.

## The Basics

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

- Press **MSG** or the LEAVE MESSAGE menu key.
- Hang up *OR* wait for the message center to answer.

## Options

*To leave a message without placing an intercom call:*

- Press **3****6****7** and dial the desired extension number.


*To cancel a message that you left at another phone:*

- While on hook at your keyset, dial **3****6****6**.
- Dial the extension number of the phone where you left the message.

## Receiving Messages

### The Basics

*When you see a flashing MSG key:*



- Lift the handset and press the flashing . A call is automatically placed to the phone or message center that left the displayed message.

### Options

*To select the message you want to answer first:*


- Press the VIEW MESSAGE menu key to view the waiting message (if more than one message is waiting, scroll to the desired message using the PREVIOUS or NEXT menu keys), then press the REPLY menu key to respond.

*To cancel a message while it is displayed without answering it:*

- Press the flashing  or the VIEW MESSAGE menu key to view the message to be canceled.
- Press  or the DELETE menu key to cancel the displayed message.

## REVERSE TRANSFER (CALL PICK-UP)


*To pick up a call that is ringing or holding at another phone or hunt group:*

- Lift the handset and dial .
- Dial the extension or hunt group number where the call is ringing.

## CALL TRANSFER

### Transferring To Another Extension


*To transfer a call to another extension:*

- Press  or the TRANSFER menu key. (Or, press the TRANSFER TO HOLD menu key if you want to place the call on hold at the other phone.)
- Dial the desired extension number *OR* press the IC DIRECTORY menu key to look up the number. *To transfer to your message center*, press the MESSAGE CENTER menu key.
- Wait for an answer, announce the call, and then hang up 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 the fluttering key.

**NOTE:** If the Transfer-To-Connect option is enabled for your phone, an announced transfer call (including an announced transfer from voice mail) connects immediately once the transferring party hangs up. (If the option is disabled, you must press a Call key to answer the transferred call).

### Transferring To Voice Mail


*To transfer a call to Voice Mail:*

- Press  or the TRANSFER menu key.
- Press the VOICE MAIL menu key.
- *If you want to send the call to a specific Voice Mail mailbox*, dial the desired mailbox number and then hang up to complete the transfer.

*If you want to send the call to the Voice Mail main menu (so that the caller can select the mailbox number)*, hang up to complete the transfer.

### Transferring To An Outside Number

*To transfer a call to an outside number:*


- Press  or the TRANSFER menu key.
- Select an outgoing line by pressing the OUTSIDE PHONE menu key.
- Dial the desired telephone number.
- Wait for an answer, announce the call, and then hang up 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 the fluttering key.

# CALL FORWARDING


## Manual Call Forwarding

With manual call forwarding, you can choose to send incoming intercom and outside calls to another extension number. You may also be able to forward calls to outside numbers, if your phone is programmed to allow it.

### *To forward calls:*

- Press  and then press one of the following menu keys:
  - ALL: All incoming calls are forwarded without ringing at your phone.
  - NO ANSWER: All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
  - BUSY: When your phone is busy, all incoming calls are forwarded without ringing at your phone.
  - NO ANSWER/BUSY: All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
- *To forward to an outside telephone number:* Do the following:
  - Press the OUTSIDE PHONE menu key.
  - Dial a telephone number *OR* press the OUTSIDE DIR menu key to look up and select a number.
- *To forward to an extension number:* Dial the extension number *OR* press the IC DIRECTORY menu key to look up and select a number.
- *To forward to your Voice Mail mailbox:* Press the VOICE MAIL menu key.
- *To forward to your message center:* Press the MESSAGE CENTER menu key.




### *To cancel any call forward request:*

- Press , then press the FWD OFF menu key.

## Automatic System Forwarding

Your phone may be programmed with the automatic call forwarding feature called “System Forwarding.” If so, you can use the following procedure to turn the System Forwarding feature on and off.

### *To enable or disable System Forwarding:*

- Dial  to enable or disable System Forwarding.

# STATION SPEED DIALING

## Storing Station Speed-Dial Numbers

You can store up to 10 personal speed-dial numbers and associated names in station speed-dial “locations” 0–9. These locations are then dialed using a feature key or code plus one of the numbers 0–9 on your keypad dialpad. Or, if you have programmable feature keys, you can create Station Speed-Dial keys (as described on page 5) for one-touch speed dialing.

### To program your station speed-dial locations:

- While on hook, dial **[3][8][3]**.
  - Dial the location code 0–9 to be programmed *OR* press a Station Speed-Dial key that you want to program (if you have one).
  - Enter the desired name for the speed-dial number to be programmed, as described below:
    - *Remain in alphanumeric mode:* Press **[MSG]** and then press the keypad keys to enter the desired characters. (Refer to the chart on page 21.) The number of times a key is pressed determines which character is entered. For example, 533266 would enter “JEAN.” When adjoining characters are located under the same key, press **[FWD]** once to advance to the next character. For example, 66FWD6667776 would enter “NORM.” (Note that letters correspond to the letters printed on keypad keys 1–9.) Press **[FWD]** twice to leave a space. Press **[MUTE]** if you need to backspace.
    - *Change to numeric mode (MSG key unlit):* Press the keypad keys to dial the desired numbers. Press **[#]** for a hyphen (–), press **[\*]** for a colon (:), press **[FWD]** to leave a space, or press **[MUTE]** to backspace.
  - Press **[#]** or the ACCEPT menu key to save the name.
  - Dial the extension number or telephone number to be stored. *If your number includes an asterisk, pound, hookflash, or pause*, use the menu keys to enter the special character. *If necessary*, press **[MUTE]** to backspace and make corrections *OR* press **[FWD]** to move to the next space.
- Hint:** If you want to be able to dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code “8”) before the outside telephone number.
- Press **[#]** or the ACCEPT menu key to save the number.

**To view the current programming of Station Speed-Dial keys:**

- While on hook, dial **396**.
- Press the Station Speed-Dial key to be viewed.
- Press **#** to exit.

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

- While on hook, dial **383**.
- Dial the location code 0–9 to be erased *OR* press the Station Speed-Dial key to be erased.
- To remove the name, press **MUTE** repeatedly until the name is erased.
- Press **#** or the ACCEPT menu key to continue.
- To remove the number, press **MUTE** repeatedly until the number is erased.
- Press **#** or the ACCEPT menu key to exit.

## Dialing Station Speed-Dial Numbers

- *If necessary*, select an outgoing line.
- **Using a location number:** Dial **382** and then the desired station speed-dial location number (0–9).

**Using a Station Speed-Dial key:** Press the desired Station Speed-Dial key.

## SYSTEM SPEED DIALING

Your system administrator can store up to 1000 speed-dial numbers in system speed-dial “locations” 000–999. These speed-dial numbers can then be dialed using a feature code or the SYS SPD feature key, plus one of the location numbers 000–999.

**To view and/or dial system speed-dial numbers:**

- Press **SYS SPD** *OR* dial **381**.
- Dial the location code (000–999) for the desired number. The number is displayed.
- *To dial the displayed number*, press **#** or the ACCEPT menu key.

## INTERCOM, OUTSIDE, AND FEATURE DIRECTORIES




The optional directories allow display keypad users to “look up” extension numbers, system speed-dial numbers, and feature codes, and their associated names. If searching for a name, you do not need to enter the full name. The system will find the closest match and show the number and its associated name on your display. If desired, you can then dial the displayed number.

### To perform a directory search:


— If your phone is idle, press the DIRECTORY menu key, then press the menu key for the desired directory (IC DIRECTORY, OUTSIDE DIR, or FEATURE DIR).

If placing a call, press the OUTSIDE DIR or IC DIRECTORY menu key.

— Enter letters or numbers (up to 10 characters) as described below:

- *Remain in alphanumeric mode (MSG key lit):* Press the keypad keys to enter the desired characters. (See the chart below.) The number of times a key is pressed determines which character is entered. For example, 77776444844 would enter SMITH. When adjoining characters are located under the same key, press  once to advance to the next character. For example, 5666 FWD 66337777 would enter JONES. (Note that letters correspond to the letters printed on keypad keys 1–9.) Press  once to advance and twice to leave a space. Press  to backspace.

KEY	NUMBER OF TIMES KEY IS PRESSED										
	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					KATAKANA CHARACTERS					
1	–	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	/	5	NA	NI	NU	NE	NO	o
6	M	N	O	#	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

- *Change to numeric mode (MSG key unlit):* Press the keypad keys to enter an extension number. Press  to backspace.
- Press the SEARCH menu key to begin the search. *If desired*, you can use the SCROLL menu key to move alphabetically through the directory.
- **To dial a number/code while displayed:** Press the CALL or ACCEPT menu key.

## REDIALING

If you reach a busy number, are disconnected, or if there is no answer, the number in your redial memory can be redialed easily. An outside line is automatically selected and the telephone number is redialed.

Your keypad can be programmed to store, in redial memory, the last outside telephone number that you dialed or an outside telephone number that you saved. (Your customer service representative, trainer, or system administrator can tell you whether your phone is programmed for “Last Number Dialed” or “Last Number Saved” operation.) Choose the appropriate procedure for your phone:

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

— *EITHER*, While on or off hook, press . A line is selected automatically and the number is dialed.

*OR*, While on or off hook, press the OUTGOING or OUTSIDE CALL menu key and then the REDIAL menu key. The number is dialed.

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




— **To save a number:** While the keypad is idle or while listening to intercom dial tone, press .

— **To redial the saved number:** While on a call or after selecting a line, press . A line is selected automatically and the number is dialed.

## CONFERENCE CALLS








You can establish multi-party conference calls without operator assistance. There can be up to four parties in a conference. In addition to you, the conference can include any combination of up to three intercom and/or outside parties.

### The Basics

- While on the first call, press the Conference key  or the CNF menu key.
- Place an intercom or outside call. To place it on “conference wait hold,” press the fluttering  or the CNF menu key. (If necessary, repeat this step to place up to two more calls on conference wait hold.)
- Press the fluttering  or the CONNECT TO CONFERENCE menu key to join all of the calls together in the conference.

### Options

*During the conference call you can do the following:*

- *Place the conference on hold:* Press the HOLD menu key. This places the conference on hold (the parties are still connected). To return to the conference, press the fluttering .
- *Drop out of the conference:* Press the flashing . Then hang up. This removes your phone from the conference, but leaves the other parties connected.
- *Add additional parties to the conference:* Do the following:
  - Press the ADD PARTY menu key. This leaves the conference parties connected.
  - Place a call to the party to be added to the conference.
  - Press  twice (or press  once and then press CONNECT TO CONFERENCE) to put yourself and the new party into the conference.
- *End the conference and place all parties on individual hold:* Press the flashing  and then press  to place all of the parties on individual hold. You can then speak to one party at a time by pressing  or a flashing key.
- *Mute your keyset microphone:* Press the MUTE menu key. This turns your keyset microphone on or off during the conference. You can hear the conference parties, but they cannot hear you.
- *Transfer the conference to another extension or to voice mail:* Press the TRANSFER CNF menu key and dial the desired extension number. Then hang up when you are ready to complete the transfer.

## RECORD-A-CALL

If your telephone system is equipped with an AXXESSORY Talk voice processing unit, your phone may be programmed to use the Record-A-Call feature. If so, you can dial a feature code whenever you want to record an ongoing call. You can retrieve the message later, just as you would any other mailbox message.

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

- Press **[∞]** and dial **[3][8][5]** OR press the RECORD-A-CALL menu key.
- *If required*, dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)
- You hear a confirmation tone when the Record-A-Call feature is activated.
- **To turn off Record-A-Call:** Press **[∞]** and dial **[3][8][5]** OR press the CANCEL RECORDING menu key OR hang up.

## AGENT HELP

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

If the Agent Help Extension is a keyset, the keyset’s microphone is muted and the supervisor cannot be heard unless he or she presses the MUTE key. If the Agent Help Extension is a single-line set, 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:*

- Press **[∞]** and dial **[3][7][5]**. *If you hear repeating error tones*, the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in do-not-disturb.
- *If required*, dial the Agent Help Extension number. (Your phone may be programmed to automatically dial the number, or you may be required to dial it.)
- *If the Agent Help Extension accepts the call*, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

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

### *To respond to an Agent Help request at a display keyset*

- 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 the REJECT HELP menu key.

## DO-NOT-DISTURB

Placing your keyset in do-not-disturb halts all pages and calls to your keyset (except for queue callbacks, recalls, and direct ring-in calls). Other users calling your keyset hear a repeating signal of four fast tones. Display keyset users also see the do-not-disturb message you have selected.

There can be up to 20 different Do-Not-Disturb messages in your telephone system. They can be changed by the system administrator, installer, or programmer. Your customer service representative, trainer, or system administrator will give you a list of Do-Not-Disturb Messages for your system. You can list them here for your convenience:

01 _____	11 _____
02 _____	12 _____
03 _____	13 _____
04 _____	14 _____
05 _____	15 _____
06 _____	16 _____
07 _____	17 _____
08 _____	18 _____
09 _____	19 _____
10 _____	20 _____

### **To enable do-not-disturb:**

- Press the Do-Not-Disturb key  or the DND menu key.
- Dial the desired 2-digit number for the message you wish to use *OR* press the SCROLL menu key to begin scrolling through the messages *OR* press the Volume key to scroll forward or backward through the messages.
- *If desired*, customize the second display line by dialing the desired numbers or letters as described below:
  - *Remain in numeric mode (MSG key unlit)*: Press the keypad keys to dial the desired numbers. Press  for a hyphen (-), press  for a colon (:), press  to leave a space, or press  to backspace.

*Continued...*

- Change to alphanumeric mode:* Press **MSG** or the USE ALPHA MODE menu key and then press the keypad keys to enter the desired characters. (Refer to the following chart.) The number of times a key is pressed determines which character is entered. For example, 33377744432999 would enter “FRIDAY.” When adjoining characters are located under the same key, press **FWD** once to advance to the next character. For example, 6 FWD 666 FWD 6632999 would enter “MONDAY.” (Note that letters correspond to the letters printed on keypad keys 1–9.) Press **FWD** twice to leave a space. Press **MUTE** if you need to backspace.

KEY	NUMBER OF TIMES KEY IS PRESSED										
	1	2	3	4	5	6	7	8	9	10	11
	ENGLISH CHARACTERS					KATAKANA CHARACTERS					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	/	5	NA	NI	NU	NE	NO	o
6	M	N	O	#	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	.	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

— Press **SPKR** OR lift and replace the handset.

**To cancel do-not-disturb:**

— Press **DND** OR press the DND menu key and then the DND OFF menu key.

## PAGING

The Paging feature allows announcements to be made through keypad speakers. If your system is equipped with optional external paging equipment, announcements can also be made through the external speaker(s).

There can be up to 10 paging zones. Each paging zone can contain different combinations of keysets and the external paging equipment. Your customer service representative, trainer, or system administrator can tell you how your telephone system is programmed. You can list them here for your convenience:

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

You can prevent your keypad from receiving pages or allow it to receive pages again using the Page Remove/Replace feature code described below. If your keypad is assigned to more than one page zone, all zones are removed or replaced at once; you cannot turn off individual zones.

### Making Pages

*To make a page:*

- Lift the handset.
- Dial **[7]**.
- Dial the desired zone number (0–9).
- After the tone, make your announcement.
- Hang up.

### Page Remove/Replace

*To prevent your keypad from receiving pages or to allow it to receive pages again:*

- Dial **[3][2][5]** to turn paging on or off.

## REMINDER MESSAGES

Reminder messages are set, like an alarm clock, to signal you at a specified time. You can select the message and time up to 24 hours in advance.

There can be up to 20 different Reminder messages in your telephone system. They can be changed by the system administrator, installer, or programmer. Your customer service representative, trainer, or system administrator will give you a list of Reminder Messages for your system. You can list them here for your convenience:

01 _____	11 _____
02 _____	12 _____
03 _____	13 _____
04 _____	14 _____
05 _____	15 _____
06 _____	16 _____
07 _____	17 _____
08 _____	18 _____
09 _____	19 _____
10 _____	20 _____

At the programmed time, the reminder message signals you with eight short tones and your display shows the message. If your phone is busy, you still hear the tones and the message displays for 10 seconds during the call, then the display returns after you hang up. (Reminder displays interrupt, but do not affect, keypad programming.)

### ***To request a reminder message:***

- While on hook, dial **3 0 5**.
- Dial the desired 2-digit number for the message that you want *OR* press the SCROLL menu key to begin scrolling through the messages.
- While the desired message is displayed, press **#** or the ACCEPT menu key.
- 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 **#**.)
- *If your system is set for 12-hour display format*, press the AM or PM menu key. (If it is set for 24-hour format, you do not need this step.)

### ***To cancel all reminder message requests before they signal you:***

- While on hook, dial **3 0 6**.

### ***To clear a received reminder message (you hear eight short tones and see a reminder message display):***

- While on hook, press **\***.

## MISCELLANEOUS FEATURES

### Enhanced Speakerphones

Each Executive Digital Keypad has a speakerphone that allows complete handsfree operation on all calls, on-hook dialing, call monitoring, and background music. For improved voice switching capacity while on a call, you can enable “enhanced” speakerphone mode. The speakerphone will return to standard mode when you end the call.

*To enable enhanced speakerphone mode:*

- While on a call, press  and then . There will be about one second of white noise while the speakerphone circuitry is calibrated to the call. (Both parties should avoid speaking during this white noise. If the speakerphone cannot be calibrated correctly, the display shows CANNOT ENABLE ENHANCED MODE.)

### Default Station Operation

This feature returns keypad 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 phone to default:*

- Dial .

### Date, Time, Name, and Extension Number Display

This feature temporarily displays the system date and time, user name, and extension number during a call or when other displays are shown.

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

- Press  and dial .

## Background Music

If your telephone system is equipped with a music source, you can listen to music through your keypad speaker.

*To enable or disable background music:*

— Dial **313**.

## Hookflash

A timed hookflash (a quick hang up and release) may be required for certain telephone company services. This feature code sends a timed hookflash over the outside line when used.

*To generate a hookflash while using a line:*

— Press the FLASH menu key or press **∞** and dial **330**. (If the FLASH menu key is not visible, press MORE and then FLASH.)

## Group Listen

The Group Listen feature allows a keypad user to transmit a conversation over the keypad speaker while using a handset or headset. This allows other people in the room to listen to the conversation. However, the keypad microphone remains disabled so that only the headset or handset user can speak.

This feature cannot be used on a handsfree call. The user must be on a call using the handset or a headset before entering the feature code. Group Listen cannot be used on Single-Line sets.

*To turn the group listen feature on or off during a call:*

While on a call using the handset or a headset, press **∞** and dial **312**. You hear a confirmation tone and the display shows GROUP LISTEN ON or GROUP LISTEN OFF. (The other party will not hear the confirmation tone.)

**NOTE:** When the feature is active in handset mode, the Speaker key lamp will remain unlit, even though the speaker is on. This allows you to place the call into hands-free mode at any time during the call by pressing the Speaker key key. When the feature is active in headset mode, the Speaker key lamp is lit. Pressing the key will disconnect the call.

## SPECIAL PROGRAMMING

### Ring Tone Selection

The tone of your keypad's ring signals can be changed to create distinctive ringing. If phones are placed close together, changing the tone makes each phone's ring easier to recognize.

*To select the type of ring tone for your keypad:*

- While on hook, dial **3****9****8**.
- Do one of the following to select your ring tone:
  - Press **0** or the RINGER OFF menu key for no ringing.
  - Press the PREVIOUS or NEXT menu keys to scroll to the desired tone.
  - Dial 1–9 to select a specific tone.
- When you hear the tone you want, press **#** or the ACCEPT menu key.

### Automatic Call Answer

The “Automatic Call Answer” feature determines the method you will use to answer outside calls and intercom calls. You can choose to answer simply by lifting the handset (or pressing the Speaker key). Or, you can choose to answer by first lifting the handset (or pressing the Speaker key) and then pressing the flashing key.

*To specify how ringing outside calls are answered:*

- While on hook, dial **3****6****0** to turn on or off automatic line answer (answering outside calls automatically by lifting the handset).

*To specify how ringing (non-handsfree) intercom calls are answered:*

- While on hook, dial **3****6****1** to turn on or off automatic intercom answer (answering ringing intercom calls automatically by lifting the handset).

### Programming for Private Intercom Calls

You can place private (non-handsfree) intercom calls whenever you wish by pressing the pound (#) key before dialing the extension number. Or, your phone can be programmed to always send and/or receive private calls using the Ring Intercom Always or Handsfree Disable features described below.

*To place only private intercom calls (Ring Intercom Always) or to cancel the Ring Intercom Always feature:*

- While on hook, dial **3****7****7**.

*To disable or re-enable your keypad's handsfree answering feature:*

- While on hook, dial **3****1****9**.

## Multilingual Capability

Your telephone system may provide a choice between English and Japanese prompts and displays. An option in the database determines the language that will be used by each phone. If your keypad is programmed for English, all displays appear in English and all AXCESSORY Talk voice mail prompts are delivered in English (unless changed, as outlined below). If programmed for Japanese, all displays appear in Katakana characters and all voice prompts are played in Japanese (unless changed). By default, all phones are set for English.

Keypad-programmed messages can include English or Katakana characters, or a combination. In displayed lists, such as directories, the English characters are alphabetized before the Katakana characters. Therefore, Katakana names will appear after the English names.

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

- Dial  to change between English and Japanese, as desired. Your display shows the current language.

## Station Password

This password is used for the Remote Programming feature described on the next page.

### *To change the station password from your station:*

- Dial .
- Enter your current password, followed by . (At default it is your extension number.)
- Enter the new password followed by . You hear a confirmation tone.
- Enter the new password again for verification followed by . You hear a confirmation tone.

*To change the station password using remote programming:* See next page.

## REMOTE PROGRAMMING

The Remote Programming feature allows a user to place a phone in do-not-disturb mode (DND) or forward the station's calls, either from another station or through DISA. For your convenience, a pocket-sized Remote Programming guide is attached to the card stapled in the middle of this guide.

### *To access to the Remote Programming feature:*

- *EITHER*, Call your AXXESS DISA number (provided by your system administrator). If required, enter your DISA password.  
*OR*, use any phone on the system.
- Enter **3 5 9**.
- Enter extension to be programmed.
- Enter the extension's password followed by **#**. You can now use any of the following features.

### *To change the station password using Remote Programming:*

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

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

- Enter **3 7 0**.
- Enter message number (01–20) and, if desired, enter the optional second-line message text.
- Hang up.

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

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

### *To turn on Call Forward:*

- Enter one of the following Call Forward feature codes.
 

All Calls	..... 355	If No Answer	..... 356
If Busy	..... 357	If No Answer/Busy	..... 358
- Enter an extension number or enter a trunk access code followed by an outside telephone number.
- Hang up.

### *To turn off Call Forward:*

Enter **3 5 5** and then press **#** and hang up.

## HUNT GROUP REMOVE/REPLACE

Your system may be programmed with “hunt groups.” These are groups of phones that share a common extension number in addition to having individual extension numbers. (A phone that is part of a hunt group can be called directly using its individual extension number.) The phone or phones that receive the call when a hunt group extension number is dialed is determined by a list programmed in your telephone system’s software. If you are a member of a hunt group, you can use the following procedure to determine when you will receive hunt group calls.

*To prevent your keypad from receiving hunt group calls or to allow it to receive hunt group calls again:*

— Dial  to remove or replace hunt group calls.

## ACD HUNT GROUPS

ACD hunt groups use a special feature called “Automatic Call Distribution” (ACD) that distributes the hunt group calls equally among the available members. ACD hunt group members are referred to as “agents.” Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent will receive calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group will bypass the agent. If your phone is in an ACD hunt group, use the following procedures to log in and out.

### ACD Agent IDs

There is an ACD hunt group option that allows the use of Agent ID numbers in place of station extensions in the hunt group list.

ACD hunt group members are referred to as “agents.” Agents log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls. An ACD hunt group can be programmed to circulate calls to agents in two ways:

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

When the ACD Agent ID Automatic Connect flag and headset mode are enabled, ACD hunt group calls will automatically be connected following a short ring burst. When the ACD agent logs in or removes the station from do-not-disturb mode, the first call will ring until the ACD agent answers it. However, every time an ACD hunt group call is received after the first call, the agent will hear the ring burst in the headset and the call will be automatically connected.

## ACD Hunt Group Login

- **To log in to all of your ACD hunt groups at once using the ACD Agent Login/Logout feature code:** While on or off hook, dial **328**. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS and you hear a confirmation tone. If you were not logged in, continue to the next step.

**To log in to one or more hunt groups using the ACD Agent Login feature code:** While on or off hook (single-line users must lift the handset), dial **326**. The display shows AGENT LOGIN ACD NUMBER. Enter the pilot number of the desired ACD hunt group. (Or you can press **#** to log in to several ACD hunt groups at once.) If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP and you hear reorder tones.

- The display shows AGENT LOGIN AGENT ID. Then do one of the following:

**To log into to ACD hunt group(s) using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested above, that use the Agent ID that you entered in this step. If another Agent ID is already logged in at this station, you hear reorder tones and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that station.

**To log into to ACD hunt group(s) that do not use Agent IDs:** Press **#**. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested above that do 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 reorder tones. Start over.

- If off hook, hang up. Repeat this procedure to log into additional ACD groups, if necessary.

## ACD Hunt Group Logout

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

- *EITHER*, 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. Hang up if off hook.

*OR*, While on or off hook, 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. Start over.
- If off hook, hang up.

## ACD Agent Wrap-Up Terminate

Each time an agent ends an ACD hunt group call, a timer is started. Until that timer expires, the agent will not receive another call through any ACD hunt group. If an agent wishes to end the wrap-up session before the timer expires, he or she can use the following procedure.

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


- While on hook, dial **3****2****9**. (*If you were not logged in to an ACD hunt group*, the display shows CANNOT ACCESS RESERVED FEATURE.)

## ACD Agent ID Automatic Connect Flag

When the ACD Agent ID Automatic Connect flag is enabled, and headset mode is enabled at your station, ACD hunt group calls will automatically be connected following a short ring burst.

When you log in as an ACD Agent or remove your station from do-not-disturb mode while logged in, the first call will ring until you answer it. However, every time an ACD hunt group call is received after the first call, you will hear the ring burst in the headset and the call will be automatically connected.

## VOLUME CONTROLS

Volume levels for various keypad functions can be adjusted by pressing one edge of the VOLUME feature key to adjust the volume up or down. On some keysets there are up and down arrows on the key; on other keysets an illustration on the key (that looks like this ) represents higher and lower volume levels. Press the lower end in place of the down arrow and the higher end in place of the up arrow.

### *To change your keypad volume levels:*

— To adjust the volume levels of the eight basic functions of your keypad, press the high end of the Volume key to increase the volume or press the low end of the Volume key to decrease the volume while listening to or performing one of the following:

- Handset intercom call (changes handset intercom voice volume)
- Speakerphone intercom call (changes handsfree intercom voice volume)
- Handset outside call (changes handset outside call voice volume)
- Speakerphone outside call (changes handsfree outside call voice volume)
- Background music through the keypad speaker (changes background music volume)
- Ringing through the keypad speaker (changes ringing alert tone volume)

*Note:* To change the ringing alert tone while your keypad is idle, press both ends of the Volume key at the same time to hear the current volume. Then adjust the volume by pressing the high or low end of the Volume key. The selected volume level is automatically saved.

- Intercom dial tone through the handset (changes handset progress tone volume)
  - Intercom dial tone through the keypad speaker (changes speakerphone progress tone volume)
- *If desired*, press both ends of the Volume key at the same time to save the new volume level for the particular function. If this step is not performed, the keypad will retain the previously saved volume level for that function (except for the ringing alert tone volume, which is automatically saved at the most current volume level).

### *To return your keypad to the default volume levels:*

- Dial **394**. (Dialing this feature code also cancels do-not-disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding.)

## DEFAULT FEATURE CODES

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

### Outside Line Access Codes:

Select Line Group 1–208 .....	9201–9299, 93000–93107	_____
Automatic Route Selection .....	9200	_____
Emergency Call .....	911	_____
Outgoing Call .....	8	_____

### Extension Numbers:

Stations .....	1000–1511	_____
Hunt Groups .....	2000–2074	_____
Attendant .....	0	_____

### General Station Feature Codes:

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 If 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	_____

## General Station Feature Codes *(continued)*:

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 Current Message On Your Phone .....	368
Silent Message .....	367
Microphone Mute On/Off .....	314
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
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 Monitoring .....	321
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**