



AXKESS

***Analog Keypad
and***

AXCESSORY Talk Voice Mail

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**If you have questions or comments about this User
Guide, contact Inter-Tel Technical Publications at:
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Welcome

ABOUT THIS GUIDE

This user guide contains instructions for using the Inter-Tel Analog Keysets on the AXXESS telephone system and the AXXESSORY Talk Voice Mail system.

The tabs on the edge of each page will help you find the features more quickly.

- Keypad and Telephone System feature pages have tabs at the top of the page like the one shown at right.
- Voice Mail feature pages have tabs in the middle of the page.
- Default Feature Code pages have the tab at the bottom of the page.

Note The AXXESS telephone system is a very flexible, programmable system. Depending on the version of software your system uses and your system's custom programming, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or system administrator can tell you how your system differs and how to use the features. If your telephone system uses a different voice mail system, you will be provided with a separate user guide for that system.

QUICK-START INSTRUCTIONS

For quick access to basic instructions, refer to the *Quick Reference Guide* attached to the center of this user guide. It also includes a tear-out pocket guide that has instructions for the features you are likely to use while away from the office (Remote Feature Access and Voice Mail).

ABOUT YOUR PHONE

The buttons on your phone are called “keys,” which is why the phone is called a “**Ke**yset.” The keys are used for dialing and for access to the features of the AXXESS telephone system and AXXESSORY Talk voice mail system.

Analog keysets are available in display and non-display models. The display keysets have two-line displays with 16 characters per line. 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

Feature Key Functions






The AXXESS telephone system is designed to allow customized feature key layouts. Your trainer or system administrator can tell you how your specific phone is arranged. Also, if your phone has been reprogrammed so that its feature keys do not match the feature keys described in this user guide, refer to the *Inter-Tel AXXESS Administrator's Guide* for procedures on using feature codes. Default feature codes are listed at the back of this user guide.

KEY	FUNCTION	ACTION	REFERENCE PAGE NUMBERS
<input type="button" value="ANSWER"/>	Answer call	Press <input type="button" value="ANSWER"/>	page 7, 9
<input type="button" value="OUTGOING"/>	Place call	Press <input type="button" value="OUTGOING"/> and dial number	page 8
<input type="button" value="CALL or LINE"/>	Answer a call or select an outside line	Press unlit key to select an outside line or flashing key to answer a call	page 7, 9
<input type="button" value="IC"/>	Access intercom call	Press <input type="button" value="IC"/> to access the call	page 6
<input type="button" value="DND"/>	Use Do-Not-Disturb mode	Press unlit <input type="button" value="DND"/> to turn on Do-Not-Disturb or press lit key to turn it off	page 22
<input type="button" value="CNF"/>	Place a conference call	Press <input type="button" value="CNF"/> and dial numbers you would like to add to the conference	page 13
<input type="button" value="HOLD"/>	Put call on hold	Press <input type="button" value="HOLD"/>	page 11
<input type="button" value="TRANSFER"/>	Transfer a call	Press <input type="button" value="TRANSFER"/> and dial destination number	page 16
<input type="button" value="SYS SPD"/>	View or dial system speed dial numbers	Press <input type="button" value="SYS SPD"/> to view the number or select a line then press the key to dial	page 19
<input type="button" value="REDIAL"/>	Redial a telephone number	Press <input type="button" value="REDIAL"/>	page 20
<input type="button" value="SPKR"/>	Put a call on the speaker	Press <input type="button" value="SPKR"/> and hang up	
<input type="button" value="MSG"/>	Leave or listen to a message	Press <input type="button" value="MSG"/>	page 14
<input type="button" value="MUTE"/>	Mute the microphone	Press <input type="button" value="MUTE"/>	page 12
<input type="button" value="FWD"/>	Forward call	Press <input type="button" value="FWD"/> and dial destination number	page 17
<input type="button" value="VOL UP"/> <input type="button" value="VOL DN"/>	Adjust volume during call	Press <input type="button" value="VOL UP"/> increase or <input type="button" value="VOL DN"/> to decrease the volume	page 27
<input type="button" value="SPCL"/>	Special key	If the Special key is required for feature code entry in your telephone system, you must always press it before dialing a feature code. Otherwise, you only need it to enter a feature code while on a call	

ABOUT YOUR PHONE SYSTEM

What You See And Hear

There are a few things you should know about the Inter-Tel AXXESS telephone system before you use your phone:

- 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.
- 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.
- Each phone in your telephone system has an extension number that allows you to place intercom calls to it. Some phones belong to “hunt groups” that have special extension numbers which route your call through the phones in the group. Your trainer or system administrator can provide you with a list of extension numbers for your telephone system.
- 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 .
- A phone is considered to be “off hook” when either the handset is lifted or the speakerphone is on (the  key is lit). You can hang up or be “on hook” by placing the handset in the cradle or turning the speakerphone off. When a call is on the speakerphone, the call is in “handsfree” mode.

What The Administrators Can Do For You

There are two types of Administrators: AXXESS System Administrator and AXXESSORY Talk Voice Mail Administrator. Often these duties are assigned to the same person or a small group of people.

- **System Administrator:** There are certain telephone system functions that can be performed for you only by the System Administrator. These include:
 - Set the date and time
 - Program system speed-dial numbers
 - Make database changes, such as programming user names, toll restriction, do-not-disturb messages, and extension numbers
- **Voice Mail Administrator:** The AXXESSORY Talk Voice Mail Administrator has a special type of voice mailbox that allows him or her to perform the following tasks:
 - Record a broadcast message that is sent to all mailboxes at once
 - Perform mailbox maintenance (such as changing your password)
 - Customize voice mail prompts

If you are a system administrator or need more information than this guide covers, refer to the *Inter-Tel AXXESS Administrator's Guide* (part number 550.8001).

ABOUT AXCESSORY TALK VOICE MAIL

The AXCESSORY Talk Voice Mail system allows callers to send and receive recorded messages from any station or touch-tone telephone.

The telephone system users are assigned “voice mailboxes” that usually have numbers that match the users’ extension numbers. However, sometimes an “unassociated” mailbox can be programmed to signal a non-matching extension number when it receives a message.

When they first reach the voice mail system, callers hear the Voice Mail company greeting and recorded instructions that tell them how to access the voice mailboxes. Once in a mailbox, they hear the mailbox owner’s personal greeting.

To make it easier to send messages to a large group of people, the Voice Mail System Administrator can program “group lists” of mailboxes. These lists can be used by any voice mail user by entering the group list’s number instead of a mailbox number.

Initializing Your Mailbox

The first time you use your voice mailbox, you must initialize it. The Voice Mail system will instruct you to:

- Change the default password number to a personal password
- Record a name to identify yourself in the company directory
- Listen to the Voice Mail introduction

To initialize your mailbox:

- Dial the Voice Mail extension number. (You hear the main menu.)
- Press [*] to identify yourself as a subscriber.
- Enter your mailbox number and default password. (Your default password is your mailbox number.)
- *If you want a password*, enter a new password using digits 0-9 (up to 12 digits). Then press [#]. Voice Mail plays back your password.
- *If you do not want to use a password*, just press [#].
- Press [#] to accept the entry. (Or, press [3] if you wish to re-enter your password.) The system prompts you to record your directory name.
- After the tone, record your first and last name. When finished, press [#].
- Press [#] again to accept the name. (Or, press [1] to replay the name you just recorded, press [2] to add to your name, or press [3] to erase and re-record it.)
- The system then plays a prompt that introduces you to the basic Voice Mail features. (You can skip this introduction by pressing [#], if desired.)

For complete instructions on using AXCESSORY Talk Voice Mail, see [page 34](#).

Telephone System Features

INTERCOM CALLS

Placing Intercom Calls

The Basics

To place an intercom call:

- With or without the handset lifted, dial an extension number.
- *If your call goes through handsfree to a keyset's speaker, speak after you hear a double tone.*
If you hear continuous ringing, wait for the call to be answered.

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.

Your phone can be programmed to always send non-handsfree calls using the “Ring Intercom Always” feature. To enable or cancel the Ring Intercom Always feature:

- With the handset in the cradle, dial **3 7 7**.

If there is no answer or the phone is busy when you place an intercom call, you can leave a message:

- Press **MSG**. Then hang up *OR* wait for their message center to answer. (See [page 14](#) for more Message options.)

If the phone is busy when you place an intercom call, you can do any of the following:

- *You can stay on the line and wait for the phone to become available:* 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.)
- *To request a callback (queue on to the phone):* Press **6** and hang up. When the phone is available, your phone rings. (To cancel the queue request before the callback, press **6**.)
- *You can use the “Off-Hook Voice Announce” feature (if the called keyset is programmed 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:

- Respond handsfree *OR* lift the handset for privacy.

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

- Lift the handset for privacy *OR* press **[SPKR □]** or **[ANSWER □]** to respond handsfree.

Options

To disable your phone's handsfree answering feature and make all incoming calls ring until you answer them:

- With the handset in the cradle, dial **[3 1 9]**. (Repeat this step if you want to turn handsfree answering on again.)

If your phone is programmed 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:* Do the following steps.
 - To cause the incoming intercom call to camp on, press **[SPKR □]**. The IC key flashes.
 - Then, if you wish to place your phone in do-not-disturb mode, press **[DND □]**. (See [page 22](#) for more information about do-not-disturb mode.)

OUTSIDE CALLS

Placing Outside Calls

The Basics

To place an outside call:

- With or without the handset lifted, press **OUTGOING**.
- 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.

Note To make an emergency call, simply dial **9111** 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 to select an outgoing line, 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 key, 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).

If the line is busy when you try to call out, you can request a callback when it is available:

- *To request a callback (queue on to the line):* When you hear busy signals, press **6** and hang up. When the line is available, your phone rings. (To cancel the queue request before the callback, press **6**.)

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

- Use the speed-dial directory. See [page 21](#).
- Use the station speed-dial feature. See [page 18](#).
- Use the system speed-dial feature. See [page 19](#).
- Redial the last number you dialed. See [page 20](#).

Answering Outside Calls

The Basics

- Lift the handset *OR* press .

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 key, if you have one.

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

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

Using 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, as described on the preceding page.
- Optional account codes that can be entered at any time during a call.

Your customer service representative or system administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

- While on an outside call, press , dial , and then dial the optional account code. *If the account code is not immediately accepted, press .*

To set an account code for all calls placed from your phone:

- Dial and then the account code. *If the account code is not immediately accepted, press .* This code will be used for all calls made from your phone until it is disabled.
- **To disable the code:** Dial again and then press .

Call Screening

This feature is available only if your telephone system is equipped with an AXCESSORY Talk voice processing unit. The call screening “Transfer Method” options can be programmed through your voice mailbox (see [page 39](#)). Depending on the Transfer Method programmed for your phone, transferred calls from AXCESSORY 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. When you answer, you hear “*You have a call from (caller's name).*”
- **“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 have the following options:
 - To accept the call, press .
 - To replay the announcement, press .
 - To send the call to voice mail, press .
 - To forward the call to another extension, press and then enter the extension number.
 - To refuse the call, press .

Call Waiting

If you receive a call while you are already on another call, you will hear a “call waiting” tone and/or you will see a display.

To respond to a waiting call (you hear a single tone and a key is flashing):

- If you wish to end the current call, hang up. The waiting call rings in. Answer as usual.
- If you wish to place the current call on hold, press . Then answer the waiting call by pressing the flashing key.
- If you wish to have the caller hear do-not-disturb signals, press . (See [page 22](#) for more information about do-not-disturb mode.)

Displaying Date, Time, Name, and Extension Number

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 .

Displaying The Outside Party's Name

When you enter the following feature code, while connected to an outside call with Caller ID, the display will switch between the caller's name and number. If there is no outside party name available, the display shows "CANNOT ACCESS FEATURE."

To show the outside party's name:

- Press and dial .

Performing A "Hookflash" During A Call

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

To generate a hookflash while using a line:

- While on a call, press and dial .

PLACING CALLS ON HOLD

There are two ways to place a call 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 keyset that shows a flashing key for the call, including the keyset that placed it on hold. (Intercom calls cannot be placed on system hold.)

To place a call on Individual Hold:

- Press .
- Hang up *OR* place another call.
- To return to the call, lift the handset and press the flashing 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 keyset with a flashing key, lift the handset and press the flashing key.

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

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

USING THE SPEAKER AND MICROPHONE

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 **MUTE**.
- To return to the call, press **MUTE**.

“Group Listen” Using The Speaker

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

This feature cannot be used on a handsfree call. You must be on a call using the handset or a headset before entering the feature code.

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

- While on a call using the handset or a headset, press **SPCL** and dial **312**.

Note If you are using the handset, the SPKR key lamp will remain unlit, even though the speaker is on. This allows you to place the call into handsfree mode at any time during the call by pressing the SPKR key. If you are using a headset, the Speaker key lamp is lit. Pressing the SPKR key will disconnect the call.

PLACING CONFERENCE CALLS

You can establish multi-party conference calls without operator assistance. You can place any combination of up to three intercom or outside parties in the conference.

The Basics

- While on the first call, press **[CNF 1]** to put the call on hold.
- Place another intercom or outside call. Place it on hold by pressing the flashing **[CNF 3]**. (If necessary, repeat this step to place one more call on hold.)
- Press the flashing **[CNF 3]** 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 **[HOLD]**. This places the conference on hold (the parties are still connected). To return to the conference, press **[CNF 3]**.
- *Drop out of the conference:* Press **[CNF 3]**. 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 **[CNF 3]**. This leaves the conference parties connected.
 - Place a call to the party to be added to the conference.
 - Press **[CNF 3]** twice to put yourself and the new party into the conference.
- *End the conference and place all parties on individual hold:* Press **[CNF 3]** and then press **[HOLD]** to place all of the parties on individual hold. You can then speak to one party at a time by pressing **[HOLD]** or a flashing key.
- *Mute your microphone:* Press **[MUTE 1]**. This turns your 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 **[TRANSFER]** and dial the desired extension number. Then hang up when you are ready to complete the transfer.

USING THE MESSAGE KEY

If you call a phone that is busy, does not answer, or is in do-not-disturb, you can use the Messaging feature to let the other person know you called.

To signal that a message is waiting, a keyset's MSG key flashes and the display shows the number of waiting messages. (If you leave a message for a single-line set, the user will hear six short tones after lifting the handset or pressing the hookswitch.)

There are two ways to leave messages:

- **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 (which can be a person or voice mail):** When the party you called responds to the message, a call is automatically placed to his or her message center instead of your phone.

Leaving Messages

The Basics

To leave a message:

- While on an intercom call, press **MSG**.
- Hang up *OR* wait for the message center to answer.

Options

To leave a message without placing an intercom call:

- Press **3 6 7**.
- Dial the desired extension number.

To cancel a message that you left at another phone:

- Press **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 **MSG** key. 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 (display keysets only):

- If your MSG key is flashing, one or more messages are waiting. With the handset in the cradle, press **MSG** repeatedly to view your waiting messages.
- When the desired message is displayed, press **#** OR lift the handset for privacy and then press **#** to respond.

To cancel a waiting message:

Display Keypad: Press **MSG** repeatedly to view your waiting messages. When the message you wish to cancel is displayed, remain on hook and press *****. The message is canceled.

Non-Display Keypad: While on hook, press **3 6 8**. The message is canceled.

TRANSFERRING CALLS

Transferring To Another Extension

- **To transfer so that the call rings at the other phone:** Press .
- To transfer so that the call is on hold at the other phone:** Press and dial press .
- Dial the desired extension 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 flashing key.

Note If the special “Transfer-To-Connect” option has been programmed for your phone, a transferred call 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

- Press .
- Dial the voice mail extension number.
- *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

- Press .
- Select an outgoing line and 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 flashing key.

To Pick Up (Reverse Transfer) A Call From Another Extension:

- Lift the handset and dial .
- Dial the extension or hunt group number where the call is ringing or holding. (See [page 31](#) for more information about hunt groups.)

FORWARDING CALLS

Manual Call Forwarding

With manual call forwarding, you can choose to send incoming 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 **FWD** or enter one of the following feature codes:
 - **3 5 5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
 - **3 5 6** (Call Forward If 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.)
 - **3 5 7** (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
 - **3 5 8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
- Then do one of the following:
 - *To forward to an outside telephone number:* Select an outgoing line and dial a telephone number.
 - *To forward to an extension number:* Dial the extension number.
 - *To forward to your message center:* Press **MSG**.

To cancel any call forward request:

- Press **FWD** then **SPKR**.

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 **3 5 4**.

STATION SPEED DIALING

Storing Speed-Dial Numbers On Your Phone

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. Or, if you have programmable feature keys, you can create Station Speed-Dial keys (as described on [page 26](#)) for one-touch speed dialing.

To program your station speed-dial locations:

- With the handset in the cradle, 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, as described below:
 - *Remain in alphanumeric mode (MSG key lit):* 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:* Press **[MSG]** and then 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.
- Make sure your keyset is in alphanumeric mode, then press **[#]** to save the name.
- Dial the extension number or telephone number to be stored. *If your number includes an asterisk, pound, a hookflash (a quick hangup and release), or a pause*, press **[SPCL]** once for an asterisk, twice for a pound, three times for a hookflash, or four times for a pause. (Each pause or hookflash counts as one digit.) You can enter more than one special character in a row by pressing **[FWD]** between the characters. *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 **[#]** to save the name.

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

- With the handset in the cradle, dial **3 1 9 6**.
- Press the Station Speed-Dial key to be viewed.
- Press **#** to exit.

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

- With the handset in the cradle, dial **3 8 3**.
- 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 **#** to continue.
- To remove the number, press **MUTE** repeatedly until the number is erased.
- Press **#** to exit.

Dialing Station Speed-Dial Numbers

- *If necessary*, select an outgoing line.
- **Using a location number:** Dial **3 8 2** 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 **3 8 1**.
- Dial the location code (000-999) for the desired number. The number is displayed.
- *To dial the displayed number*, press **#**.

REDIALING A NUMBER

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 phone 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 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):

With or without the handset lifted, press . A line is selected automatically and the number is dialed.

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

- **To save a number:** While the phone 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.

USING THE DIRECTORIES

The optional directories allow display keyset 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:

- With the handset in the cradle, press **[3|0|7]**.
- Press **[1]** for the intercom directory, **[2]** for the outside directory, or **[3]** for the feature directory.
- 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 **[FWD]** 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 **[FWD]** once to advance and twice to leave a space. Press **[MUTE]** to backspace.
 - *Change to numeric mode (MSG key unlit):* Press the keypad keys to enter an extension number. Press **[MUTE]** to backspace.
- Press **[#]** to begin the search. *If desired, you can use [VOL UP] or [VOL DN] to move alphabetically through the directory.*
- **To dial a number or feature code while it is displayed:** Press **[#]**.

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

USING DO-NOT-DISTURB MODE

Placing your phone in do-not-disturb halts all pages and calls to your phone (except for queue callbacks, recalls, and direct ring-in calls). Other users calling your phone hear a repeating signal of four fast tones. If they have a display, they 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 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:

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION '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	

To enable do-not-disturb:

- Press **[DND]**.
- Dial the desired two-digit number for the message you wish to use *OR* press **[VOL UP]** or **[VOL DN]** to scroll 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 **[FWD]** to leave a space, or press **[MUTE]** to backspace.
 - *Change to 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, 33377744432999 enters 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 enters MONDAY. (Note that letters correspond to the letters printed on the keys.) Press **[FWD]** twice to leave a space. Press **[MUTE]** if you need to backspace.
- Press **[SPKR]** *OR* lift and replace the handset.

To cancel do-not-disturb mode:

- Press **[DND]**.

USING RECORD-A-CALL

If your telephone system is equipped with an AXCESSORY 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 in a mailbox message. 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 .
- *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 OR hang up.

PAGING

The Paging feature allows announcements to be made through keyset 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 trainer or system administrator can tell you how your paging zones are programmed. You can list them here for your convenience:

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

Making Pages

- Lift the handset and dial .
- Dial the desired zone number (0-9).
- After the tone, make your announcement.
- Hang up.

To Turn Paging On Or Off

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

- Dial 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.

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, programming.)

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 trainer or system administrator will give you a list of Reminder Messages for your system. You can list them here for your convenience:

	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:

- With the handset in the cradle, dial **[3][0][5]**.
- Dial the desired two-digit number for the message that you want *OR* press **[VOL UP]** or **[VOL DN]** scroll through the messages.
- While the desired message is displayed, press **[#]**.
- 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 **[1]** for AM or **[2]** for PM. (If it is set for 24-hour format, you do not need this step.)

To cancel all reminder message requests before they signal you:

- With the handset in the cradle, dial **[3][0][6]**.

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

- With the handset in the cradle, press **[*]**.

REMOTE FEATURE ACCESS

Remote Feature Access allows you to place your phone in Do-Not-Disturb mode or forward calls, either from another phone or through a special dial-up line. For your convenience, a pocket-sized guide is attached to the card stapled in the middle of this guide.

Remote Access Password

This password is used for Remote Feature Access, as described below.

To change the password from your phone:

- Dial **3 9 2**.
- Enter your current password, followed by **#**. (At default the password 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 below.

Remote Feature Access

- *EITHER*, Call your AXXESS number (provided by your system administrator). If required, enter your password.
OR, Use any phone on the system.
- Enter **3 5 9**.
- Enter your extension number.
- Enter your 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.

Continued on next page

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 or Busy.....	358
- Enter an extension number or enter an outside line access code followed by a telephone number.
- Hang up.

To turn off Call Forward:

- Enter and then press and hang up.

PROGRAMMING YOUR 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 or with extension numbers.

To program a user-programmable feature key:

- With the handset in the cradle, dial .
- Press the feature key you want to program.
- Dial the feature code or extension number 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:

- With the handset in the cradle, dial .

To display the current feature key values:

- With the handset in the cradle, dial .
- Press the feature key(s) you want displayed.
- Press to hang up.

SETTING USER PREFERENCES

Change Volume Levels

On some Analog keysets, the speaker volume and ringer volume are controlled by two thumbwheels on the side of the keyset. On other models, the volume is controlled by the **[VOL UP]** and **[VOL DN]** keys, as described below.

The AXXESS system has eight volume settings: handset intercom, handset outside call, speakerphone intercom, speakerphone outside call, background music, ringing, handset intercom dial tone, and speakerphone intercom dial tone.

To change a volume level:

- Press **[VOL UP]** to increase or **[VOL DN]** to decrease the volume.

To save your change:

- Press both Volume keys at the same time.

Select Ring Tone

To select the type of ring tone for your phone:

- With the handset in the cradle, dial **[3][9][8]**.
- Do one of the following to select your ring tone:
 - Press **[0]** for no ringing.
 - Press **[VOL UP]** or **[VOL DN]** to scroll to the desired tone.
 - Dial 1-9 to select a specific tone.
- When you hear the tone you want, press **[#]**.

Background Music

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

To enable or disable background music:

- Dial **[3][1][3]**.

Returning To Default Operation

This feature returns volumes to default levels; cancels do-not-disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your phone to default:

- Dial **[3][9][4]**.

Standard And Alternate Keymaps

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

To switch between keymaps when your phone is idle:

- With the handset in the cradle, dial **3 9 9**.

To switch between keymaps during a call:

- While on a call, press **SPCL** and dial **3 9 9**.

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:

- With the handset in the cradle, dial **3 6 0** to turn on or off automatic line answer (If you turn it on, you will answer outside calls automatically by lifting the handset).

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

- With the handset in the cradle, dial **3 6 1** to turn on or off automatic intercom answer (If you turn it on, you will answer ringing intercom calls automatically by lifting the handset).

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 phone 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 Japanese (Katakana) characters and all voice prompts are played in Japanese. By default, all phones are set for English.

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

To change the assigned language for your phone:

- Dial **3 0 1** to change between English and Japanese, as desired. Your display shows the current language.

SECONDARY EXTENSION APPEARANCES

The Secondary Extension Appearances feature allows calls that are ringing or on individual hold at one “primary” phone to appear on a “secondary extension key” at another keyset. For example, a secretary or assistant can have a secondary extension key for a supervisor's phone, or one keyset can have several secondary extension keys, each associated with a different primary phone.

There are two ways the installers can make a secondary extension key. They can create a non-programmable secondary extension key that cannot be changed at your keyset. Or, they can make a programmable secondary extension key so that you can determine the associated phone for the key, as outlined below. In addition, the installer can program your phone to ring when a given number of calls are waiting at the primary phone.

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

- With the handset in the cradle, dial **3 9 6**.
- Press the secondary extension key(s) you want displayed.

To assign a primary phone to a secondary extension key (if enabled):

- With the handset in the cradle, dial **3 9 7**.
- Press the secondary extension key and dial the desired extension number.

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 phone, pressing your flashing secondary extension key for that phone will answer the call.
- If your secondary extension key is unlit, pressing the key places an intercom call to the primary phone.

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

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

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

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 . *If you hear repeating 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 and the display shows AGENT HELP REJECTED.

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. Your microphone is muted and you cannot be heard by either party unless you press .
 - **To reject the call:** Press dial .

INSTRUCTIONS FOR HUNT GROUPS

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.

To Turn On Or Off Hunt Group Calls

If you are a member of a hunt group, you can use the following Hunt Group Remove/Replace feature code to determine when you will receive hunt group calls.

— Dial **3 2 4** to stop or restart hunt group calls.

ACD Hunt Groups

Some hunt groups use a special feature called “Automatic Call Distribution” (ACD) that distributes the hunt group calls equally among the available members. 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.

ACD Agent IDs

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

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 on the next page). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any phone in the system to log in and does not have to use the same phone every time.
- **Members:** If the hunt group *is not* programmed to use Agent IDs, it will have a pre-programmed list of phones and will send calls to the phones where agents are logged in.

ACD Hunt Group Login And Logout

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.

To log in to all of your ACD hunt groups at once using the ACD Agent Login/Logout feature code:

- With or without the handset lifted, dial **[3][2][8]**.

If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS and you hear a confirmation tone.

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

- With or without the handset lifted, dial **[3][2][6]**. The display shows AGENT LOGIN ACD NUMBER.

- Enter the desired ACD hunt group number. (Or you can press **[#]** to log in to all of your ACD hunt groups at once.)

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

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

- *To log into 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 you entered in this step. *If another Agent ID is already logged in at this phone, you hear repeating tones and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that phone.*
- *To log into 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 repeating tones. Start over.

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

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, With or without the handset lifted, 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.
- If off hook, hang up.

ACD Agent Wrap-Up Terminate

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

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

- With the handset in the cradle, 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

If the “ACD Agent ID Automatic Connect” option is programmed for your hunt group, and you are using a headset, ACD hunt group calls will automatically be connected following a short ring burst.

When you log in as an ACD Agent or remove your phone from do-not-disturb mode while you are logged in, the first call you receive 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.

Voice Mail Features

The first time you use your Voice Mail mailbox, you need to initialize it, as described on [page 5](#).

ENTERING YOUR MAILBOX

When you enter your mailbox, the system may play one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote messaging:** The system will indicate whether primary or alternate remote messaging is selected when remote messaging is enabled. It will also alert you if a programming error has been detected and/or whether it encountered busy system resources when attempting to place a remote messaging call.

Enter your mailbox by following these steps:

- Dial the Voice Mail extension number. (You hear the main menu.)
- During or after the greeting, press to identify yourself as a subscriber.
- Enter your mailbox number and your personal password (if programmed). Then press . (If you do not have a password, just press .)

If your MSG key is lit and you have a message from Voice Mail:

- Lift the handset *OR* press .
- Press .
- Enter your personal password and press .

LISTENING TO MESSAGES

Whenever you enter your mailbox, you are told how many new and saved messages you have.

To listen to messages:

- Enter your mailbox as described on [page 34](#).
- *EITHER*, Press **[1]** to listen to your new messages.
OR, Press **[3]** to listen to your saved messages.
- The system plays each message in the queue selected. While you are listening to a message, you can use the following options:
 - Press **[#]** to skip to the end of the recording.
 - Press **[1]** to back up.
 - Press **[2]** to pause. (Then press any key to continue.)
 - Press **[3]** to skip ahead.
 - Press **[4]** to lower the volume.
 - Press **[5]** to play the message envelope again.
 - Press **[6]** to raise the volume.
 - Press **[7]** to save the new message in your mailbox.
 - Press **[9]** to delete the message from your mailbox.
- When the message has finished playing, you have the following options:
 - Press **[1]** to replay the message from the beginning.
 - Press **[2]** to reply to the message. You can then do one of the following:
 - Press **[1]** to leave a voice mail message for the caller. *If the caller had a mailbox number, it will ask you to verify the destination by pressing **[#]**. If the number was not associated with a mailbox, it will ask you to enter a mailbox number. If the message was from an outside caller, you cannot leave a voice mail message.*
 - Press **[2]** to make a return call. Your call will be transferred automatically to the caller's extension or telephone number, if available. *If the extension number is not available, you will have the option of leaving voice mail. If the telephone number is not available, you cannot reply to the message.*
 - Press **[3]** to forward a copy of the message to another subscriber. If you want to include introductory comments, press **[1]** and record an introduction. If not, press **[#]** to forward the message without an introduction.

Continued on next page

- Press **[4]** to listen to the previous message.
- Press **[5]** to play the introductory message “envelope” again.
- Press **[6]** to listen to the next message.
- Press **[7]** to save the new message in your mailbox.
- Press **[9]** to delete the message from your mailbox.

UNDELETING VOICE MAIL MESSAGES

This feature allows you to “undo” the Delete Message operation and restore previously deleted messages. The messages will be restored to your saved-message queue. You have up to 24 hours to restore your deleted messages. After that, voice mail will erase them.

To recover deleted messages:

- Enter your mailbox as described on [page 34](#).
- Press **[5]**.
- The next prompt gives you the option of recovering deleted messages. Press **[2]** to continue.
- Your options are:
 - Press **[1]** to listen to your deleted messages and choose which ones to delete or recover. After each message you can:
 - Press **[1]** to replay the message.
 - Press **[2]** to reply to the message.
 - Press **[3]** to forward the message to another mailbox.
 - Press **[4]** to listen to the previous message.
 - Press **[5]** to replay 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 of your deleted messages and store them as saved messages.
 - Press **[3]** to erase all of your deleted messages.

SENDING MESSAGES

- Enter your mailbox as described on [page 34](#).
- Press **[2]**.
- Dial the desired mailbox number or group list number.
- After hearing the subscriber's name, press **[#]** to accept it.
- When you hear the tone, record your message.
 - To pause while recording, press **[2]**. To continue, press any key.*
 - To erase and re-record your message, press **[3]**.*
- When you have completed your message, you have the following options:
 - To exit:** Hang up. *OR*, press **[#]** and go to the next step.
 - To replay your message:** Press **[1]**.
 - To add to your message:** Press **[2]** and continue your message.
 - To erase and re-record your message:** Press **[3]**.
 - To use the special delivery options:** Press **[9]**. You can perform *one or more* of the following steps:
 - Press **[1]** to mark the message “private.” (This prevents the recipient from forwarding it to other subscribers.)
 - Press **[2]** to mark the message “certified.” (When a certified message is heard by the recipient, you will receive a receipt notice.)
 - Press **[3]** to mark the message “priority.” (This will place your message ahead of all other waiting messages in the receiving mailbox.)
 - Press **[*]** to cancel delivery options.
 - Press **[#]** to deliver the message. (If you wish to mark the message certified, private, and/or priority, do so before completing this step.)
- After the message has been sent, you may choose either of the following options:
 - Press **[#]** and enter another mailbox number to send the message to another destination.
 - Press **[*]** to exit.

CANCELING UNHEARD MESSAGES

You can cancel voice messages you have sent to other voice mailboxes, provided the messages have not yet been heard by their recipients and they were not sent to a group list.

To cancel unheard messages:

- While listening to the voice mail main menu, press **[5]**.
- Press **[1]**.
- When prompted, enter the number of the mailbox that has the unheard message. Then you will be asked to confirm the mailbox you selected by pressing **[#]**.
- It will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
 - Press **[1]** to replay the message.
 - Press **[2]** to add to the message.
 - Press **[3]** to forward the message to another mailbox
 - Press **[4]** to listen to the previous message.
 - Press **[5]** to replay the message envelope.
 - Press **[6]** to listen to the next message.
 - Press **[7]** to save the message.
 - Press **[9]** to delete the message.

PERSONAL OPTIONS

Personal Options allow you to customize your mailbox. Voice Mail has the following personal options:

- Personal Greetings
- Voice Mail Directory Name
- Mailbox Password
- Voice Mail Message “Envelope” Contents
- Call Screening Transfer Method

Each option is described in detail in the following pages.

Recording Your Personal Greetings

Your primary or alternate greeting is played to callers when they reach your mailbox. When recording your Voice Mail greeting the following information may be helpful for your callers:

- Whether you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit (They can press 0 to return to the operator.)

Here are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from 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.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message and I will return your call when I return. Thank you.

To change your personal greeting:

- Enter your mailbox as described on [page 34](#). Then press to select the Personal Options Menu.
- Press .
- *EITHER*, Press to record and/or enable your primary greeting.
OR, Press to record and/or enable your alternate greeting.
OR, Press to enable the system default mailbox greeting.

Continued on next page

- If you pressed 1 or 2, the current greeting is played (if one exists). Then do one of the following:
 - *EITHER*, Press **#** to accept the greeting. (Or, press **1** if you wish to replay the greeting, press **2** to add to the greeting, or press **3** to erase and re-record the greeting.)
 - *OR*, Press ***** to exit without changing your greeting.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

To change your directory name:

- Enter your mailbox as described on [page 34](#). Then press **4** to select the Personal Options Menu.
- Press **2**. Your current name is played. (Press **1** to replay your recorded name, if desired.)
- Press **3** to erase and re-record your name.
- When you hear a tone, record your first and last name, then press **#**.
- Press **#** again to accept your recorded name. (Or, press **1** to replay your recorded name, press **2** to add to your name, or press **3** to erase and re-record your name.)

Mailbox Password

Your password prevents unauthorized access to your mailbox.

To change your password:

- Enter your mailbox as described on [page 34](#). Then press **4** to select the Personal Options Menu.
- Press **3**.
- *If you want to have a password*, enter a new password, using up to 12 digits.
If you do not want to use a password, skip this step.
- Press **#**. Voice Mail plays back your password if you entered one.
- Press **#** to accept the password as entered. Or, press **3** if you want to erase and re-enter your password.

Voice Mail Message Envelope Contents

Each voice mail message is preceded by an “envelope” message that can include time and date the message was left, the source of the message, and/or the message length.

To change your message envelope:

- Enter your mailbox as described on [page 34](#). Then press **[4]** to select the Personal Options Menu.
- Press **[4]**. You can then do any of the following:
 - To enable or disable the time/date option, press **[1]**.*
 - To enable or disable the message source option, press **[2]**.*
 - To enable or disable the message length option, press **[3]**.*
 - To enable all options, press **[4]**.*
 - To disable the envelope, press **[5]**.*
 - To accept the envelope, press **[#]**.*
 - To return to the Personal Options menu without changing the envelope, press **[*]**.*

Remote Messaging

Remote Messaging is a voice mail feature that can be enabled by your installer. If your mailbox has this feature turned on, you may program a remote programming “cascade” (a series of up to nine telephone numbers) for the voice mail system to call when your mailbox receives new messages.

Each mailbox can have a Primary and an Alternate cascade of numbers. Each cascade can be programmed to be used during specific days and times. For example, if you want to be paged when you receive a message from 5-10 PM, on weekdays, you can set up a Primary cascade. If you also want to receive pages for messages marked “priority” on the weekends, your Alternate cascade could be set for all day on Saturdays and Sundays. If you need to enter more than one number (just in case the pager number is busy or out of service) you can enter up to nine numbers for each cascade.

If for some reason Voice Mail is not able to use your remote notification (due to busy facilities or invalid programming), your mailbox will receive a message stating that notification could not be completed.

To set up remote messaging:

- Enter your mailbox as described on [page 34](#). Then press **[4]** to select the Personal Options Menu.
- Press **[5]**.
- Press **[1]** to set up a Primary cascade OR press **[2]** to set up an Alternate cascade.
Continued on next page

- A prompt tells you what the cascade's current status is. Perform one of the following steps.
 - **To program a cascade level:** Press **[1]** and enter the number of the level you wish to program (1-9). You then have the following options:
 - *To enable or disable the cascade level:* Press **[1]**. (You cannot enable the level until a notification number is programmed.)
 - *To set up or change an **extension or telephone** number:* Press **[2]**. Then press **[1]** if it is an extension number OR press **[2]** if it is an outside number. Then enter the number.
 - *To set up or change a **pager** number:* Press **[3]**. Then enter the number.
 - **To set up time of day for notification:** Press **[2]**. Then enter the time you want the message notification start and stop. Enter the times with two digits for the hour and two digits for the minutes. If entering the time in 12-hour format, you will be prompted to press **[1]** for AM or press **[2]** for PM.

Note If you wish to have 24-hour notification, program the starting and ending times to be the same.

- **To set up the days of the week for notification:** Press **[3]**. Then select one of the following: Press **[1]** for Monday-Friday, **[2]** for all days, or **[3]** to select individual days. *If you selected individual days*, you will be prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
- **To select all or priority-only message notification:** Press **[4]**. Then press **[1]** for all messages or **[2]** for priority messages only.
- The list of options returns. Either select another option, as described above, or press **[#]** to save the settings and exit.

Fax Destination

To change your Fax Destination Number:

- Enter your mailbox as described on [page 34](#). Then press **[4]** to select the Personal Options Menu.
- Press **[9]** for More Options and then press **[1]**.
- Enter the number of your fax destination, followed by **[#]**.
- To accept press **[#]**. Or, to erase the number and re-enter it press **[3]**.

Call Screening Transfer Method

This feature is available only if your mailbox has the option enabled. Depending on the Transfer Method you select, 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. When you answer, you hear *“You have a call from (caller's name).”*
- **“Screened” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller's name),”* You can choose whether to accept the call. (See [page 10](#).)

To change your Transfer Method (if allowed):

- Enter your mailbox as described on [page 34](#). Then press to select the Personal Options Menu.
- Press . The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:

To select unannounced transfers, press .

To select screened transfers, press .

To select announce only transfer, press .

To return to the Personal Options menu without changing the Transfer Method, press .

USING THE VOICE MAIL DIRECTORY

The mailbox and extension number directories can be used any time Voice Mail asks you to enter a mailbox number. You use the keypad keys to enter the name. The system then plays the closest matching directory name that corresponds to the entry.

Press the keys to enter the name. The number of times a key is pressed determines which character is entered, as shown below. When adjoining characters are under the same key, press **FWD** to advance to the next character. For example, 5666 FWD 66337777 enters JONES.

	NUMBER OF TIMES KEY IS PRESSED				
KEY	1	2	3	4	5
1	-	&	()	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	/	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

If you press **0** at any time while spelling a name, the voice mail system will play a helpful prompt instructing you how to enter a name.

To use the directory:

- Dial the Voice Mail extension number, then press **#** for Directory Services.
- Enter the desired name, as described above, then press **#**.
- The selected name is played. Do one of the following:
 - *To accept the name*, press **#**.
 - *To hear the previous name in the directory*, press **1**.
 - *To hear additional information for the selected name (if allowed)*, press **2**.
 - *To hear the next name in the directory*, press **3**.
 - *To spell a different name*, press **4** and spell a new name as described above.
 - *To switch the first/last name sort order*, press **5**.

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

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	9201-9299, 93000-93107	
Automatic Route Selection	9200	
Emergency Call	911	
Outgoing Call	8	

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	

GENERAL FEATURE CODES (CONTINUED)

FEATURE NAME	FEATURE CODE	NEW CODE
Do-Not-Disturb On/Off	372	
Do-Not-Disturb Override	373	
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	
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 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	