These are the basic instructions for the most frequently used telephone system features. For detailed information on these and other features, refer to the Encore Installation, Programming, and Maintenance Manual supplied with your telephone system, or consult your system administrator. Manuals are also provided in PDF format on the software CD-ROM. An Adobe Acrobat Reader is needed to view the files (www.adobe.com). For technical support, please contact the company that sold and now services your system.

Instructions in this guide are given for both Keysets and single-line sets. When the single-line set instructions tell you to “perform a hookflash,” quickly press and release the handset hookswitch.

The instructions in this guide assume that the Keyset starting display is the Idle Menu, unless stated otherwise. If you want to return to the Idle Menu at any time from within other menus, press the Speaker key.

“Select <Option>” means to press the Display key opposite the indicated menu on the display. Please note that all menu options may not be displayed at one time on the Keyset display. In this case, to display the desired menu option, press the Scroll Down (▼) key, or the Scroll Up (▲) key, until the menu option appears.

The instructions in this guide are given for both Keysets and single-line sets. When the single-line set instructions tell you to “perform a hookflash,” quickly press and release the handset hookswitch.
Transferring Calls

**KEYSET (INTERNAL CALL):**
- While on the call, select Internal Transfer.
- Select or dial the desired extension. Then select Transfer or hang up.

**KEYSET (EXTERNAL CALL):**
- While on the call, select External Transfer.
- Select a free line and dial the number. Then press Transfer.

**SINGLE-LINE SET:**
- Perform a hookflash.
- Dial the extension number or a line code and an outside number.
- Hang up.

**Speed Dial Programming**

**KEYSET:**
- Press the PROGRAM key, then select Personal Speed-Dial.
- Select the location you want to program. Use the Scroll Down (▼) key to scroll to the locations as required.
- Select New Entry and enter the number. If necessary, you may use Pause as one of the ten digits.
- Select Confirm.
- Enter a name, if desired, using the keypad keys. (If you want the number only, press Cancel.)
- Press the Speaker key to finish programming.

**SINGLE-LINE SET:**
- Lift the handset and dial 62.
- Enter the location (0 - 9) where you want to store the number.
- Dial the number you want to store, up to ten digits. Then hang up.

**System Speed Dialing**

**KEYSET (PERSONAL NUMBERS):**
- Press the DIRECTORY key.
- Select Personal Speed Dial.
- Select the number you wish to dial.

**KEYSET (SYSTEM NUMBERS):**
- Press the DIRECTORY key.
- Select System Speed-Dial.
- Press Select By Name or Select By Location. Then use the Scroll keys to locate the name you want and select it.

**SINGLE-LINE SET:**
- Lift the handset.
- Do one of the following:
  - Dial 61 and then enter the desired personal speed-dial number (0-9).
  - Dial the desired System Speed-Dial location code (7001 – 7200).

Conference Calls

**KEYSET:**
- Scroll down to and select Internal Conference and then select the extension OR Select External Conference and then select a free line and dial the external number.
- When the party answers, select Conference on the display.
- Repeat to add the third party.

**SINGLE-LINE SET:**
- Place the first call and then perform a hookflash.
- Place the second call, perform a hookflash and dial 3.

**Call Forwarding**

**KEYSET:**
- Scroll to and select Forward, then select one of the following:
  - Forward All Calls
  - Forward When Busy
  - Forward On No Answer
- Enter an extension number OR enter 9 followed by an external number OR enter 38 to send your calls to your voice message box.
- Select Confirm.

**SINGLE-LINE SET:**
- Lift the handset and enter one of the following:
  - Dial 151 for Forward All Calls
  - Dial 152 for Forward When Busy
  - Dial 153 for Forward On No Answer
  - Enter an extension number OR enter 9 followed by an external number OR enter 38 to send your calls to your voice message box.

**TO CANCEL CALL FORWARD:**

**KEYSET:**
- Select Cancel Forwarding (KEYSET ONLY): select Forward and then Forward When Busy or Forward On No Answer
- Single-Line: Lift the handset, dial the code you used for setting call forwarding, and hang up.

**TO FORWARD RINGING CALLS (KEYSET ONLY):**
- While you phone is ringing, select Forward The Call.
- Select an extension number or select Forward To Voice Messaging.

**TO USE FOLLOW ME FORWARDING:**
- From the extension that is to answer your calls:
  - Keys: Select Forward. Then select Follow Me.
- Enter your extension number and Ext. Lock password (default is 123).

**TO CANCEL FOLLOW ME FORWARDING:**
- Return to your extension and do the following:
  - Keys: Select Cancel Forwarding.
  - Single-Line: Lift the handset, dial 154, and hang up.

Voice Messaging

**KEYSET:**
- Select New Voice Messages OR press the MESSAGE key and select Voice Messaging.
- Enter your voice message box number (which is your extension number).
- Enter your voice messaging password (1111 by default), followed by #.
- You have the following options:
  - Play: Plays any messages waiting in your message box. While replaying your messages the following options are available:
    - Forward Message: Allows you to enter another box number.
    - Next Message: Skips to the next message.
    - Return Call: Places a call to the extension or outside caller (if Caller ID was received).
  - Delete All Messages: Erases all messages in your message box.
  - Greeting: Allows you to listen to or record your personal greeting:
    - Record Greeting: Allows you to record your greeting. Press Confirm and then Speaker.
    - Replay Greeting: Plays your greeting.
  - Change Password: Allows you to enter a new voice messaging password, up to 8 digits. Press Confirm and then Speaker.
  - Monitor: Allows you to screen calls that are sent to your voice message box. If you lift your handset, you can intercept the call and speak to the caller. Select Monitor On or Monitor Off then press Speaker.
  - Cancel: Exits from your voice message box.

**SINGLE-LINE SET:**
- Dial 88, your extension number, your voice messaging password, and #.
- When you hear your message box greeting, do one of the following:
  - To play your messages, dial 1. You have the following options:
    - Dial # to pause playback
    - Dial 2 to save this message and move to the next message
    - Dial 3 to delete this message and move to the next message
    - Dial 4 to go back to the start of the message
    - Dial 5 to go back to the previous message
    - Dial 6 to delete all messages
    - Dial 7 to go back ten seconds
    - Dial 8 to go forward ten seconds/Skip the time stamp
    - Dial 9 + extension number to forward the message
    - Dial 0 to return the call
  - To program your greeting or password:
    - Dial 91 to change the outgoing greeting
    - Dial 92 to hear the current outgoing greeting
    - Dial 93 to delete the outgoing greeting
    - Dial 0 and enter a new password