

# Eclipse<sup>2</sup>

by Inter-Tel

## User Guide

Associate Display Phone  
and Basic Digital Phone

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# QUICK REFERENCE GUIDE TO FREQUENTLY USED FEATURES FOR THE ECLIPSE SYSTEM

These are the **basic** instructions for the most frequently used telephone system and voice mail features. For detailed information on these and other features, refer to the complete instructions in the User Guide.

## PLACING AN INTERCOM CALL

- With or without the handset lifted, 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.*

## ANSWERING AN INTERCOM CALL

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

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

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

- Lift the handset for privacy *OR* press SPKR or the flashing IC key to respond handsfree.

## PLACING 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.*)

## TO MAKE AN EMERGENCY CALL

- Simply dial **[9][1][1]** to automatically place a call to the system's programmed emergency number (usually 911). You do not have to press the OUTGOING key first.

## ANSWERING AN OUTSIDE CALL

- Lift the handset *OR* press the flashing CALL key.

## REDIALING AN OUTSIDE NUMBER

- While on a call or after selecting a line, press REDIAL. A line is selected automatically and the number is dialed.

## PLACING A CALL ON HOLD

- Press HOLD and hang up *OR* place another call.
- To return to the call, lift the handset and press the flashing key.

## CALL WAITING

- If you hear a “call waiting” tone through your handset and/or you see a display, end your current call or place it on hold. Then press the flashing CALL key.

## PAGING

- Lift the handset and dial 7.
- Dial the desired zone number (0-9).
- After the tone, make your announcement and hang up.

## TRANSFERRING A CALL TO ANOTHER EXTENSION

- Press TRANSFER.
- 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.*

## TRANSFERRING A CALL TO VOICE MAIL

- Press TRANSFER.
- Dial the voice mail extension number.
- *If you want to send the call to a specific voice mailbox, dial the desired mailbox number and then hang up.*  
*If you want to send the call to the voice mail main menu (so that the caller can select the mailbox number), hang up.*

## TRANSFERRING A CALL TO AN OUTSIDE NUMBER

- Press TRANSFER and select an outside line.
- 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 A CALL FROM ANOTHER EXTENSION

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

## CALL FORWARDING

- Press FWD. The key should be lit.
- *To forward to an outside telephone number:* Select an outside line and dial a telephone number.  
*To forward to an extension number:* Dial the extension number.  
*To forward to your Voice Mail mailbox:* Dial the voice mail extension.

## TO CANCEL CALL FORWARD

- Press FWD. The key should be unlit.

## CONFERENCE CALLS

- While on the first call, press the CNF key. The call is now on hold.
- Place an intercom or outside call. Then press the flashing CNF key to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
- Press the flashing CNF key to join all of the calls together in the conference.

## VOLUME CONTROL

- Press the up or down arrow on the Volume key to increase or decrease the volume.
- *To save your change:* Press the middle of the Volume key.

## ENTERING YOUR VOICE MAIL MAILBOX

***If your MSG key is lit and you have a message from voice mail:***

- Lift the handset *OR* press the SPKR key.
- Press the flashing MSG key.
- Enter your personal password and press **[#]**.

***If your MSG key is not lit, 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 **[#]**.

## LISTENING TO VOICE MAIL MESSAGES

- Enter your mailbox as described on page 3.
- Press **[1]** to listen to your new messages. 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.
- The system plays the message. 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 (or make a return call, if enabled).
  - Press **[3]** to forward a copy of the message to another subscriber.
  - 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.

## SENDING VOICE MAIL MESSAGES

- Enter your mailbox as described on page 3.
- Press **[2]**.
- Dial the mailbox number where you want to leave the message.
- After hearing the subscriber's name, press **[#]** to accept it.
- When you hear the tone, record your message.
- When you have completed your message, hang up or press **[#]** and listen for more options.

## VOICE MAIL OPTIONS

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

#	LISTENING TO MSG	AFTER MSG PLAYS	LEAVING MSG
1	Back Up	Replay the Message	Replay Your Message
2	Pause	Reply to the Message	Add to Your Message
3	Skip Forward	Forward a Copy	Erase and Re-record
4	Lower Volume	Listen to Previous Msg	—
5	Play Envelope	Play Envelope	—
6	Increase Volume	Listen to Next Message	—
7	—	Save the Message	—
8	—	—	—
9	—	Delete the Message	Delivery Options
*	—	—	Cancel
#	Skip To End	—	Send Message and Exit

## FEATURE CODES

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code - All Calls	330	Hookflash
390	Account Code - Optional	324	Hunt Group Remove/Replace
326	ACD Agent Log In	365	Message
327	ACD Agent Log Out	366	Cancel Message You Left
328	ACD Agent Log In/out	368	Cancel Msg On Your Phone
329	ACD Agent Wrap-up Term.	367	Silent Message
375	Agent Help Request	314	Microphone Mute
376	Agent Help Reject	7	Page
361	Automatic Intercom Access	325	Page Remove/Replace
360	Automatic Line Access	397	Program Keys
350	Automatic Line Answer	392	Program Station Password
313	Background Music	6	Queue (Callback) Request
355	Call Forward All Calls	385	Record-A-Call
357	Call Forward If Busy	380	Redial
356	Call Forward If No Answer	305	Reminder Message
358	Call Fwd. If No Answer/Busy	306	Reminder Message Cancel
5	Conference	359	Remote Programming
301	Change Language	4	Reverse Transfer (Call Pick-up)
394	Default Station	396	Review Keys
307	Directory	377	Ring Intercom Always On/Off
300	Display Time And Date	398	Ring Tone Selection
372	Do-Not-Disturb On/Off	321	Station Monitor
373	Do-Not-Disturb Override	382	Station Speed Dial
395	Feature Key Default	383	Station Speed Dial Program
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336	Hold - Individual	346	Transfer To Hold
335	Hold - System	345	Transfer To Ring

## ECLIPSE SYSTEM AND VOICE MAIL POCKET REFERENCE GUIDE

### USING VOICE MAIL

To enter your voice mailbox:

1. Dial the voice mail extension number.
2. Press **\*** and enter your mailbox number.
3. Enter your password and press **#**.
4. You have the following options:

- Press **1** to listen to new messages.
- Press **2** to leave a message.
- Press **3** to listen to saved messages.
- Press **4** to program personal options and remote message notification (if enabled).
- Press **5** for message options (delete messages or cancel unheard sent messages)

Voice mail will guide you through the options with voice prompts. For your convenience, the table inside this guide summarizes the options available when listening to messages, after the message, and when leaving a message.

## 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.

If you do not hear a tone after each step, or if you hear repeating tones, you have made a mistake or the feature is restricted. Start over.

### To use Remote Feature Access:

1. EITHER, Call \_\_\_\_\_ (number provided by your System Administrator). If required, enter your password.  
**OR**, Use any phone on the system.
2. Enter **3 1 5 9**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. You can now use the features described below and at right.

### To change Station Password:

1. Enter **3 1 9 2**.
2. Enter your current password and press **#**.
3. Enter the new password and press **#**.
4. Enter the new password again for verification and press **#**.

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

1. Enter **3 7 0**.
2. Enter message number 01-20 (see default message list below).
3. If desired, enter the optional second-line message text (see keypad character chart on next page).
4. Hang up.

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

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

### Do-Not-Disturb Messages

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

### Keypad Key Characters

KEY	NUMBER OF TIMES KEY IS PRESSED				
	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

### To turn on Call Forward:

1. Enter one of the following Call Forward feature codes.  
All Calls 355  
If No Answer 356  
If Busy 357  
If No Answer/Busy 358

2. Enter an extension number or enter a line access code followed by an outside telephone number.
3. Hang up.

### To turn off Call Forward:

1. Enter **3 5 5**.
2. Press **#** and hang up.



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# Welcome

## ABOUT THIS GUIDE

This user guide contains instructions for using the Eclipse Associate Display and Basic Digital Phones on the Eclipse telephone and Voice Mail systems.

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

- Phone 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.

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**NOTE:** The Eclipse 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.

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## QUICK-START INSTRUCTIONS

For quick access to basic instructions, refer to the *Quick Reference Guide* attached inside the front cover 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 sometimes referred to as a “**Key**set.” The keys are used for dialing and for access to the features of the Eclipse telephone system and Eclipse Voice Mail.

Basic Digital Phones are available in non-display models only. Associate Display Phones are available in both display and non-display models. The Associate Display Phones have two-line displays with 16 characters per line. When the phone 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.

# The Associate Display Phone

HEARING AID-COMPATIBLE  
(HAC) HANDSET

LCD WITH TWO  
16-CHARACTER LINES

INTERNAL  
SPEAKER



RING AND VOICE  
VOLUME  
CONTROL

FEATURE  
KEYS

HANDSFREE  
MICROPHONE  
(underneath edge)

12-KEY  
PUSHBUTTON  
KEYPAD

# The Basic Digital Phone

HEARING AID-COMPATIBLE (HAC) HANDSET

INTERNAL SPEAKER

FEATURE KEYS

RING AND VOICE VOLUME CONTROL

HANDSFREE MICROPHONE  
(underneath edge)

12-KEY PUSHBUTTON KEYPAD



## Feature Key Functions

The Eclipse 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 keys described in this user guide, see your System Administrator. Default feature codes are listed at the back of this guide.

KEY	FUNCTION	ACTION	REF. PG.
IC or CALL	Answer call	Press IC or CALL.	<a href="#">page 9, 11</a>
OUTGOING	Place call	Press OUTGOING and dial number.	<a href="#">page 10</a>
CALL	Answer a call or select an outside line	Press unlit key to select an outside line or flashing key to answer a call.	<a href="#">page 9, 11</a>
IC	Access intercom call	Press IC to access the call.	<a href="#">page 9</a>
DND	Use do-not-disturb mode	Press unlit DND to turn on do-not-disturb or press lit key to turn it off.	<a href="#">page 26</a>
CNF	Place a conference call	Press CNF and dial numbers you would like to add to the conference.	<a href="#">page 17</a>
HOLD	Put call on hold	Press HOLD.	<a href="#">page 15</a>
TRANSFER	Transfer a call	Press TRANSFER and dial destination number	<a href="#">page 20</a>
SYS SPDL	View or dial system speed-dial numbers	Press SYS SPDL to view the number or select a line; then press the key to dial.	<a href="#">page 23</a>
STA SPDL	View or dial station speed-dial numbers	Press STA SPDL to view the number or select a line; then press the <input type="text" value="#"/> key to dial. (Available on the Associate Display phone only.)	<a href="#">page 22</a>
REDIAL	Redial a telephone number	Press REDIAL.	<a href="#">page 24</a>
SPKR	Put a call on the speaker	Press SPKR and hang up.	
MSG	Leave or listen to a message	Press MSG.	<a href="#">page 18</a>
MUTE	Mute the microphone	Press MUTE.	<a href="#">page 16</a>
FWD	Forward call	Press FWD and dial destination number.	<a href="#">page 21</a>
Up or Down Arrow	Adjust volume during call	Press the up or down arrow key to increase or decrease the volume.	<a href="#">page 32</a>
SPCL	Special key	If the Special key is required for feature code entry in your telephone system, you must always press SPCL before dialing a feature code. Otherwise, you only need it to enter a feature code while on a call	
<input type="text" value="#"/>	Pound Key	Used to accept entries, signal the end of a numeric entry, or to enter a hyphen during numeric entry.	
<input type="text" value="*"/>	Star Key	Used to identify yourself as a voice mail subscriber, to cancel messages, and to enter a colon during numeric entry.	



# ABOUT YOUR PHONE SYSTEM

## What You See And Hear

There are a few things you should know about the Eclipse 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 SPKR 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.
- Some phone models have red/green lamps in the feature keys. If you have one of these phones, 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 phone. (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.)
- A phone is considered to be “off hook” when either the handset is lifted or the speakerphone is on (the SPKR 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: System Administrator and 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, including the voice mail extension number.
- **Voice Mail Administrator:** The 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 *Eclipse Administrator's Guide* (part number 550.8001).

## ABOUT VOICE MAIL

The Eclipse Voice Processing Unit contains a voice mail application that 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 voice mail, 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 group of people, the Voice Mail 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. Voice mail 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, which you can get from your Voice Mail Administrator. (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.) Voice mail 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 unit 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 voice mail, see [page 39](#).**

# Telephone System Features

## HEADSETS

For convenience, you can connect an electret headset to your phone. If your headset has a power-saver mode, make sure the System Administrator has the Headset Connect Tone flag enabled in the telephone system. If this flag is disabled, you may miss portions of incoming calls.

### *To connect a headset:*

- Unplug the coiled handset cord from the base of the telephone. (Leave the handset in the cradle.)
- Insert the headset plug into the vacant handset jack.
- While on hook, enter the Headset On feature code (**3 1 5**) or the Headset On/Off feature code (**3 1 7**). Display phones will show HEADSET MODE ON.

### *To disconnect a headset:*

- Unplug the headset cord from the base of the phone.
- Plug the coiled handset cord into the vacant jack.
- While on hook, enter the Headset Off feature code (**3 1 6**) or the Headset On/Off feature code (**3 1 7**). Display phones will show HEADSET MODE OFF.

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**NOTE:** If using a headset, press the SPKR key to connect and disconnect calls.

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## 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 phone's speaker*, speak after you hear a double tone.  
*If you hear continuous ringing*, wait for the call to be answered.

## Options

***To place a non-handsfree call that will ring at the other phone until answered:***

- Press **#** before dialing the extension number.

You can program your phone to **always** send non-handsfree calls using the Ring Intercom Always feature.

***To enable or disable 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 the MSG key. Then hang up *OR* wait for their message center to answer. (See [page 18](#) for more Message options.)

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

- *To 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**.)
- *To use the Off-Hook Voice Announce feature (if the called phone is programmed for it):* 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.) This allows you to talk to the phone user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if the calling phone has the Ring Intercom Always feature enabled.

## 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 the SPKR or IC key to respond handsfree. You must lift the handset if the caller has the Ring Intercom Always feature enabled.

## 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:
    - To cause the incoming intercom call to camp on, press the SPKR key. The IC key flashes.
    - Then, if you wish to place your phone in do-not-disturb mode, press the DND key. (See [page 26](#) 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 the OUTGOING 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.

---

**NOTE:** To make an emergency call, simply dial **[9][1][1]** 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.
- 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 becomes 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 25](#).
- Use the station speed-dial feature. See [page 22](#).
- Use the system speed-dial feature. See [page 23](#).
- Redial the last number you dialed. See [page 24](#).

## Answering Outside Calls

### The Basics

- Lift the handset *OR* press the flashing CALL key.

### Options

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

- Lift the handset, and dial **[4]**.
- Dial the extension or hunt group 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 the SPCL key, dial **[3][9][0]**, 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 **[3][9][1]** 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 **[3][9][1]** again, and then press **[#]**.



## Call Screening

This feature is available only if your telephone system is equipped with an Eclipse Voice Processing Unit. The call screening “Transfer Method” options can be programmed through your voice mailbox (see [page 44](#)). Depending on the Transfer Method programmed for your phone, transferred calls from voice mail 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 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 the HOLD key.* Then answer the waiting call by pressing the flashing CALL or IC key.
- *If you wish to have the caller hear do-not-disturb signals, press the DND key.* (See [page 26](#) 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 the SPCL key, and dial **[3][0][0]**.

---

**NOTE:** This option is only available with the Associate Display Phone.

---

## 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 the SPCL key, and dial **[3][7][9]**.

---

**NOTE:** This option is only available with the Associate Display Phone.

---

## 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 the SPCL key, and dial **[3][3][0]**.

## 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 Call Pickup (Reverse Transfer) feature, accessed by dialing **[4]**. This feature is described on [page 20](#).
- An outside call on **System Hold** can be picked up directly at any phone that shows a flashing key for the call, including the phone that placed it on hold. (Intercom calls cannot be placed on system hold.)

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

- Press the HOLD key.
- 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 the SPCL key, and dial **[3][3][5]**.
- Hang up *OR* place another call.
- To return to a call on system hold at any phone with a flashing key, lift the handset and press the flashing key.

## 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 the MUTE key.
- To return to the call, press the MUTE key.

### “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 the SPCL key, and dial 

3	1	2
---	---	---

.

---

**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

### *To place a conference call:*

- While on the first call, press the CNF key to put the call on hold.
- Place another intercom or outside call. Place it on hold by pressing the flashing CNF key. (If necessary, repeat this step to place one more call on hold.)
- Press the flashing CNF 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 key. This places the conference on hold (the parties are still connected). To return to the conference, press the flashing CNF key.
- *Drop out of the conference:* Press the flashing CNF key. 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 flashing CNF key. This leaves the conference parties connected.
  - Place a call to the party to be added to the conference.
  - Press the flashing CNF key twice to put yourself and the new party into the conference.
- *End the conference and place all parties on individual hold:* Press the flashing CNF key, and then press the HOLD key to place all of the parties on individual hold. You can then speak to one party at a time by pressing the HOLD key or a flashing key.
- *Mute your microphone:* Press the MUTE key. 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 the TRANSFER key, 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 phone's MSG key flashes and the display shows the number of waiting messages. (If you leave a message for a single-line phone, 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 (voice mail extension) instead of your phone.

### Leaving Messages

#### The Basics

*To leave a message:*

- While on an intercom call, press the MSG 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**.
- 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 phones only):*

- If your MSG key is flashing, one or more messages are waiting. With the handset in the cradle, press the flashing MSG key 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 Phone:** Press the flashing 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 Phone:** 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 the TRANSFER key.
- **To transfer so that the call is on hold at the other phone:** Press the SPCL key, and press **[3][4][6]**.
- 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 the TRANSFER key.
- Dial the voice mail extension number.
- *If you want to send the call to a specific voice 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 the TRANSFER key.
- 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 Station or Hunt Group

- Lift the handset, and dial **[4]**.
- Dial the extension or hunt group number where the call is ringing or holding. (See [page 36](#) for more information about hunt groups.)

---

**NOTE:** If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number.

---



# 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 the FWD key, 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 the MSG key.

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

- Press the FWD key and then the SPKR key.

## Automatic System Forwarding

Your phone may be programmed with the automatic call forwarding feature called System Forwarding. This allows the System Administrator to route calls based on the type of call and the status of your telephone. If this feature is available, you can turn it 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 ten 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 31](#)) 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 25](#).) 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 the FWD key 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 the FWD key twice to leave a space. Press the MUTE key if you need to backspace.
  - *Change to numeric mode (MSG key unlit):* Press the MSG key, and then press the keypad keys to dial the desired numbers. Press **[#]** for a hyphen (-), press **[\*]** for a colon (:), press the FWD key to leave a space, or press the MUTE key to backspace.
- 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 the SPCL key 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 the FWD key between the characters. *If necessary*, press the MUTE key to backspace and make corrections *OR* press the FWD key to move to the next space.
- Press **[#]** to save the number.

---

**TIP:** 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.

---

*Continued on next page.*

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

- With the handset in the cradle, dial **[3][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 the MUTE key repeatedly until the name is erased.
- Press **[#]** to continue.
- To remove the number, press the MUTE key 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]** (or press the STA SPDL key, if your phone has one), and enter 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 SPDL feature key, plus one of the location numbers 000-999.

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

- Press the SYS SPDL key *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 System Administrator can tell you whether your phone is programmed for Last Number Dialed or Last Number Saved operation. If your phone is programmed for Last Number Saved, you cannot redial the last number dialed.

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

With or without the handset lifted, press the REDIAL key. 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 the REDIAL key.
- *To redial the saved number:* While on a call or after selecting a line, press the REDIAL key. A line is selected automatically and the number is dialed.

## USING THE DIRECTORIES

The optional directories allow display phone 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 the FWD key 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 the FWD key once to advance and twice to leave a space. Press the MUTE key to backspace.
  - *Change to numeric mode (MSG key unlit):* Press the keypad keys to enter an extension number. Press the MUTE key to backspace.
- Press **[#]** to begin the search. *If desired*, you can use the high or low end of the Volume key (—  ) 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					JAPANESE 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	N	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 the up or down arrow of the Volume key 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 the FWD key to leave a space, or press the MUTE key to backspace.
  - *Change to alphanumeric mode (MSG key unlit)*: Press the MSG key, and then press the keypad keys to enter the desired characters. (Refer to the chart on [page 25](#).) 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 the FWD key 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 the FWD key twice to leave a space. Press the MUTE key if you need to backspace.
- Press the SPKR key *OR* lift and replace the handset.

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

- Press the DND key.

## USING RECORD-A-CALL

If your telephone system is equipped with an Eclipse 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 as 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 the SPCL key and dial **3 8 5**.
- *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 the SPCL key and dial **3 8 5** OR hang up.

## PAGING

The Paging feature allows announcements to be made through phone 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 ten paging zones. Each paging zone can contain different combinations of phones 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 _____

---

**NOTE:** Some phones have a PAGE ZONE key, which is programmed to page a specific zone. If you do not know what page zone is programmed for this key, ask your System Administrator.

---

### Making Pages

- *EITHER*, Lift the handset, dial , and dial the desired zone number (0-9).  
*OR*, Press the PAGE ZONE key, if your phone has one.
- After the tone, make your announcement.
- Hang up.

### To Turn Paging On Or Off

You can enable or disable page receiving for your phone by 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.

***To turn paging on and off for your phone:***

- Dial   .



# 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 ten 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 the up or down arrow of the Volume key to 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 several short tones and see a reminder message display):***

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

## 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 front 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 the following section.

### Remote Feature Access

***To access your phone from another phone:***

- *EITHER*, call your Direct Inward System Access 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.

***To turn off do-not-disturb:***

- Enter **3 7 1**.

*Continued on next page.*

**To turn on Call Forward:**

- Enter one of the following Call Forward feature codes.

All Calls.....

If No Answer .....

If Busy .....

If No Answer or Busy.....

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

**To turn off Call Forward:**

- Enter   .

— 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 the SPKR key to hang up.

**To program a feature key for an outside number:**

- Store the outside number in a Station Speed-Dial location using the procedure on [page 22](#).
- With the handset in the cradle, dial   .
- Press the feature key you want to program.
- Enter    (this causes the key to access the Station Speed-Dial feature) and then enter the System Speed-Dial location (0-9) in which you stored the outside number in the first step.

## SETTING USER PREFERENCES

### Change Volume Levels

The Eclipse 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 the up or down arrow of the Volume key to increase or decrease the volume.

**To save your change:**

- Press the center of Volume key.

### 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 the up or down arrow of the Volume key 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]** (or press the BGM key, if your phone has one).

### 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 phone is programmed with a standard keymap that determines where each feature key appears on the phone. Each phone can also have an alternate keymap. (Ask your System Administrator if your phone has this feature.) 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 the SPCL key, 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 a Primary and Secondary Languages. An option in the database determines the language (i.e., American English, British English, Japanese, or Spanish) that will be used by each phone. If the system's Primary Language is American English, and your phone is programmed for the Primary Language, all displays appear in American English, and all voice mail prompts are delivered in American English (unless changed, as outlined below). If the Secondary Language is Japanese, and your phone is programmed for the Secondary Language, all displays appear in Japanese characters and all voice mail prompts are played in Japanese. By default, all phones are set for the Primary Language.

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

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

- Dial **[3][0][1]** to change between your system's Primary and Secondary languages, 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 phone. For example, a secretary or assistant can have a secondary extension key for a supervisor's phone, or one phone can have several secondary extension keys, each associated with a different primary phone.

There are two ways that installers can make a secondary extension key. They can create a non-programmable secondary extension key that cannot be changed at your phone. Or, they can make a programmable secondary extension key so that you can choose the extension number 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.

---

**NOTE:** You can only assign an extension to a secondary extension key. You cannot create or change the secondary extension key (e.g., make it a feature key).

---

*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.)

---

*To transfer a call back to the primary phone after it is answered on the secondary extension:*

- **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 the TRANSFER key 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 phone, the phone’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 phone, 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 the SPCL key, and dial **[3][7][5]**. *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. Display phones show AGENT HELP REJECTED.

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

- When you receive an Agent Help request, 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 the MUTE key.
  - **To reject the call:** Press dial **[3][7][6]**.

## 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 receiving 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]**, then enter your Agent ID.

---

**NOTE:** This feature code acts as a toggle. 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 then shows AGENT LOGIN AGENT ID. 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.

*Continued on next page.*

**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 mailbox, you need to initialize it, as described on [page 7](#). For an overview of the voice mail procedures, refer to the flow chart on [page 51](#).

---

**TIP:** Generally speaking, pressing **[#]** during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can press **[#]** to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can press **[#]** to skip the system-generated voice prompts and proceed directly to the playback phase.

---

The following instructions describe access voice mail features using the keypad. Most of these options, however, may be accessed using the menu selection keys within the display.

## 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 the Remote Messaging feature is enabled (see [page 46](#)). 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 the SPKR key.
- Press the flashing MSG key.
- 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 39](#).
- *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 have the following options:
    - 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.
  - 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. System programming determines how long you have (up to 24 hours) to restore your deleted messages. After the programmed time, voice mail will erase them.

### *To recover deleted messages:*

- Enter your mailbox as described on [page 39](#).
- Press **[5]** for Message Options.
- 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 39](#).
- 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, hang up *OR* press **[#]** for the following options:

**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.) 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:*

- Enter your mailbox as described on [page 39](#).
- 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
- Remote Messaging
- Fax Destination
- Call Screening Transfer Method
- Message Search Order

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 my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message and I will return your call as soon as possible. Thank you.
- **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 39](#).
- Press  to select the Personal Options Menu.
- Press .

*Continued on next page.*



- *EITHER*, Press **[1]** to record and/or enable your primary greeting.  
*OR*, Press **[2]** to record and/or enable your alternate greeting.  
*OR*, Press **[3]** to enable the system default mailbox greeting.
- 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 39](#).
- 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 39](#).
- 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 39](#).
- 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 Processing Unit 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 39](#).
- Press **[4]** to select the Personal Options Menu.
- Press **[5]**. (This option is not available if Remote Messaging is not enabled.)
- 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

If your station is programmed to receive incoming faxes, you can program the extension number of the fax machine that will receive the faxes sent to your mailbox.

### **To change your Fax Destination Number:**

- Enter your mailbox as described on [page 39](#).
- Press **[4]** to select the Personal Options Menu.
- Press **[9]** for More Options.
- Press **[1]**.
- Enter the number of your fax destination, followed by **[#]**.
- To accept the number, press **[#]**. 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 (ask your System Administrator). Depending on the Transfer Method you select, transferred calls from voice mail 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 13](#).)

### **To change your Transfer Method (if allowed):**

- Enter your mailbox as described on [page 39](#).
- Press **[4]** to select the Personal Options Menu.
- Press **[9]** for More Options.
- Press **[5]**. 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 **[1]**.*
  - *To select screened transfers, press **[2]**.*
  - *To select announce only transfer, press **[3]**.*
  - *To return to the Personal Options menu without changing the Transfer Method, press **[\*]**.*

## Message Search Order

This feature allows you to determine the order in which to retrieve your messages based on the date and time they were received.

***To change the listening order of your messages:***

- Enter your mailbox as described on [page 39](#).
- Press **[4]** to select the Personal Options Menu.
- Press **[9]** for More Options.
- Press **[2]** for the Message Search Order.
- Press **[1]** to change the search order for new messages, or press **[2]** to change the search order for saved messages. You have the following options:
  - Press **[1]** to retrieve the earliest-received messages first (First In/First Out).
  - Press **[2]** to retrieve the latest-received messages first (Last In/First Out).
  - Press **[\*]** to return to the Personal Options menu without making changes.

# 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.

- **Display Phones:** 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 the FWD key 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	N	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

- **Non-Display Phones:** Press a single digit on your telephone dial pad for each letter or character entered. For example, keypad key **[2]** shows ABC, key **[3]** shows DEF, etc. To enter “JONES,” you would press **[5][6][6][3][7]**. Some characters are not shown on the keys: for “Q” press **[7]**, for “Z” press **[9]**, for punctuation marks press the **[1]** key.

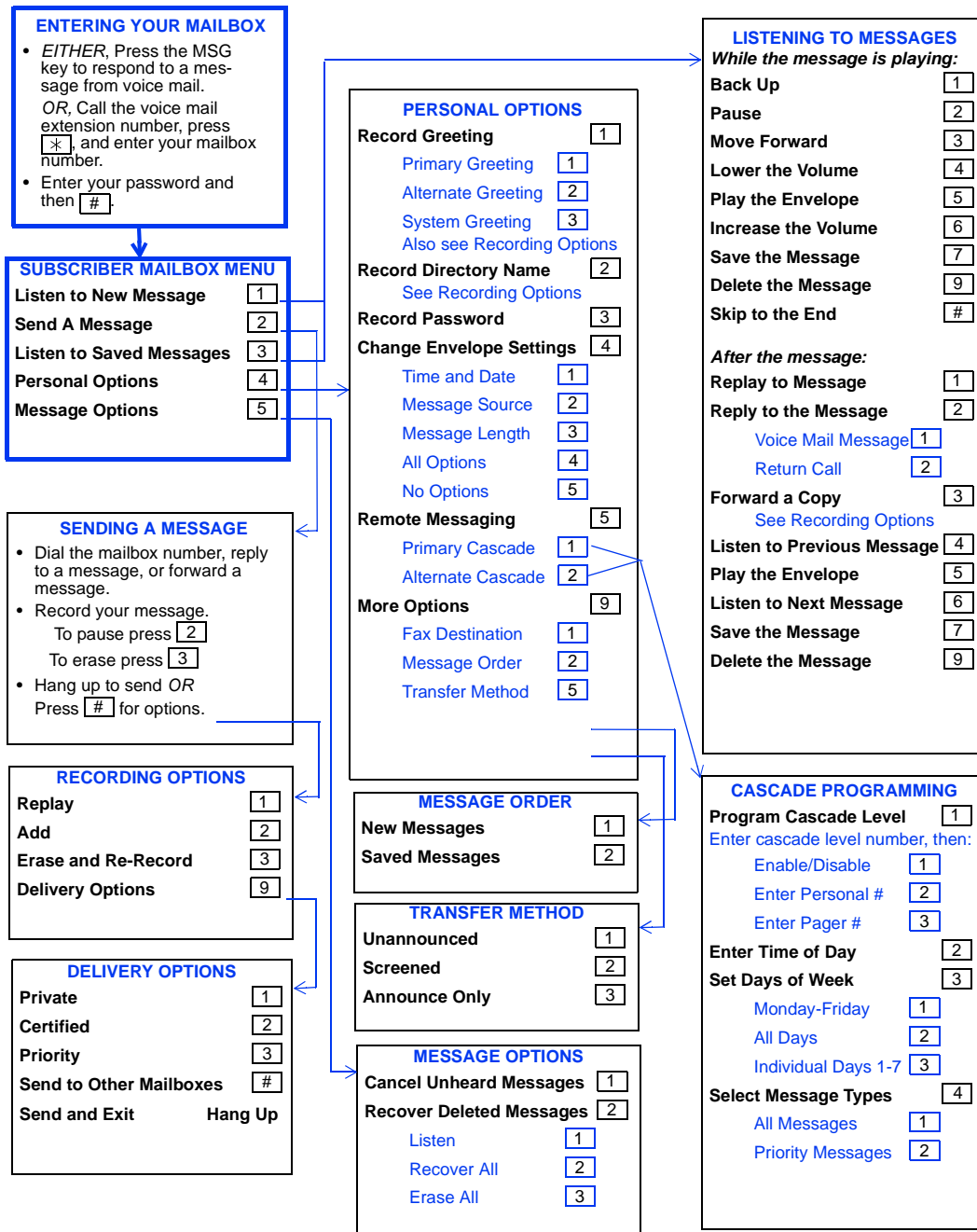
If you press **[0]** at any time while spelling a name, voice mail will play a helpful prompt instructing you how to enter a name.

### ***To use the directory:***

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

# VOICE MAIL FLOW CHART

**NOTE:** At any menu level, you can press [\*] to Cancel or return to the Previous Menu OR press [#] to Accept.



# 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	





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