



Model 8602

User Guide



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Introduction

Thank you for purchasing the Model 8602 Internet Protocol (IP) softphone software package. The Model 8602 is a softphone application that enables Voice over IP (VoIP) communication between your desktop or laptop computer and an Inter-Tel® Axxess® or Inter-Tel 5000 telecommunications system. The Model 8602, which operates much like a Model 8662 hard endpoint, connects to the main system through an existing IP network. After a connection is established, you can converse with the other party via a headset connected to your computer. The voice engine used for the Model 8602 is provided by Global IP Solutions™.

The Model 8602 has the following features:

- Integration with the Plantronics® CS50-USB Wireless Headset (Plantronics CS60-USB Wireless Headset in Europe)

NOTE

User satisfaction for any particular headset can be quite subjective, so Inter-Tel recommends that you try before buying. See “Headset Recommendations” on [page 15](#) for additional information.

- Control and user-configurable options
- Control of audio and volume settings for the microphone and speaker
- Shortcut menu feature access
- Status indication
- Retractable dialpads
- User-friendly, modern look and feel
- Mouse and keyboard activated feature control

Document Overview

This user guide provides the installation procedures for the Model 8602 and highlights the basic features for making and receiving calls and checking your voice mail messages. For more details on basic or advanced features of the Model 8602, refer to the online Help by selecting the **Help** button  from the Main Display of the Model 8602 interface. Or refer to the *Inter-Tel Model 8662 User Guide* (part no. 550.8117). The Model 8602 operates much like a Model 8662 hard endpoint. You can find this user guide on the Mitel® Web site in the Mitel End User Customer Documentation section (<http://edocs.mitel.com/UG/Index.html>).

Installation

The Installation section provides information on the hardware and software requirements for your computer and the telephone system requirements needed to operate the Model 8602. After your system meets the requirements of the Model 8602, follow the instructions to install the IP softphone. Finally, you need to configure some settings before the Model 8602 is operational.

NOTICE

If necessary, refer to your system or network administrator for assistance configuring your Model 8602.

Parts

This shipment consists of the following items:

- *Model 8602 User Guide* (part no. 835.3019)
- Model 8602 Software CD-ROM (part no. 841.0477)

Optional Parts

Through your local Inter-Tel provider (who should consult with Inter-Tel's CommSource division), you can order the following:

- Plantronics CS50-USB (CS60-USB in Europe) Wireless Headset (part no. 901.9640)
- Other tested headsets include: Plantronics DA60 USB Connector (part no. 901.9606), Plantronics Supra (part no. 901.9613), Plantronics Encore (part no. 901.9642), Plantronics Supraplus H251 (part no. 901.9618), GN Netcom® 503USB (part no. 901.7199), GN Netcom 2120-NC (part no. 901.7174), GN Netcom 9120 (part no. 901.7168), Sennheiser® PC-135 (part no. 902.0981), Sennheiser PC-145 (part no. 902.0984), Sennheiser PC-155 (part no. 902.0907), Plantronics DA55 Wired (901.9695), Polycom Communicator (part no. 905.5610), ClearOne Chat 50 USB (part no. 900.2557), ClearOne Chat 150 (part no. 900.2563), and ClearOne Chat 150 USB (part no. 900.2562).

NOTE Bluetooth® technology headsets are not supported.

System Requirements

System requirements include software, hardware, and software compatibility with the telephone system.

Computer Software Requirements

- Microsoft® Windows® XP (Home or Professional) or Vista™ (recommended that all service packs be installed; Service Pack (SP) 3 for XP and SP1 for Vista)
- The latest 2.0 version of the .NET Framework

NOTE

If the .NET Framework is not currently installed on your computer, the installation wizard directs you to the Windows Updates Web site, where you can download the latest 2.0 version.

Computer Hardware Requirements for Windows XP

The table below lists the minimum and recommended requirements for the computer with the Windows XP operating system of which you are installing the Model 8602 software.

Minimum Requirements	Recommended Requirements
Intel® Pentium® 850 MHz or faster processor (or compatible)	Intel Pentium 1 GHz or faster processor (or compatible)
512 MB of RAM or higher	1 GB of RAM or higher
Hard drive with at least 2.0 GB of available hard disk space	Hard drive with at least 2.0 GB of available hard disk space
Super VGA (800 x 600) or higher-resolution video adapter and monitor	Super VGA (1024 x 768) or higher-resolution video adapter and monitor
A pointing device (such as a mouse, trackball, or touch screen)	A pointing device (such as a mouse, trackball, or touch screen)
Ethernet or Wi-Fi network card with TCP/IP configured	Ethernet or Wi-Fi network card with TCP/IP configured
Internet-capable network connection (a broadband connection of 256 Kbps or faster)	Internet-capable network connection (a broadband connection of 256 Kbps or faster)
Headset with microphone that uses the speaker and microphone ports is required	Headset with microphone that uses the speaker and microphone ports is required

Computer Hardware Requirements for Windows Vista

The table below lists the minimum and recommended requirements for the computer with the Windows Vista operating system of which you are installing the Model 8602 software.

Minimum Requirements	Recommended Requirements
1 GHz 32-bit (x86) or 64-bit (x64) processor	2 GHz 32-bit (x86) or 64-bit (x64) processor
1 GB of RAM	2 GB of RAM
Hard drive with at least 2.0 GB of available space	Hard drive with at least 2.0 GB of available space
Super VGA (800 x 600) or higher-resolution video adapter and monitor	Super VGA (1024 x 768) or higher-resolution video adapter and monitor
A pointing device (such as a mouse, trackball, or touch screen)	A pointing device (such as a mouse, trackball, or touch screen)
Ethernet or Wi-Fi network card with TCP/IP configured	Ethernet or Wi-Fi network card with TCP/IP configured
Internet-capable network connection (a broadband connection of 256 Kbps or faster)	Internet-capable network connection (a broadband connection of 256 Kbps or faster)
Headset with microphone that uses the speaker and microphone ports is required	Headset with microphone that uses the speaker and microphone ports is required

Software Compatibility with the Telephone System

- Inter-Tel Axxess Converged Communications Platform v9.1 and later or Inter-Tel 5000 Network Communications Solutions v1.2 and later
- Software license for Model 8602

Installing the Model 8602

The Model 8602 application software is supplied on CD-ROM.

The following installation instructions assume that Windows XP is installed on your computer and that you are familiar with Windows procedures.

To install the Model 8602:

NOTE

The user's Windows account must have the privileges to create a new directory in the file system and write/copy files into it. Also, the Windows account must have the permission to write to the registry. Contact your System Administrator if you have any questions about privileges and permissions of your Windows account.

1. Start the computer and close all other Windows applications.
2. Insert the Inter-Tel 8602 installation CD into the drive. The setup wizard automatically begins.
If the setup wizard does not begin:
 - a. Select Start – **Run**.
 - b. Type the CD drive location (usually E) followed by `:_setup` (e.g., `E:_setup`), in the text box.
 - c. Click **OK**.
3. Select **Install Inter-Tel Application**. The installation wizard begins.
4. Follow the wizard installation directions by clicking **Next** to advance to the next screen.

NOTE

If you want to exit the setup program without completing the installation, click **ESC** or click **Cancel**. Then click **Exit Setup** when the dialog box appears. This stops the setup program and returns you to the first screen.

5. Click **Close** to complete the installation.
6. Click **Exit Installation** and remove the CD-ROM from the drive.
7. If prompted, restart the computer.

NOTE

If this is the first time installing the Model 8602, the Configuration Wizard automatically starts after installation. You must complete the wizard before the IP softphone will operate. See the next page for details on the "Configuration Wizard" on [page 6](#).

Uninstalling The Model 8602

If you need to uninstall the Model 8602, follow the instructions below.

To uninstall the Model 8602:

1. Select Start – Settings – **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the Inter-Tel program, and then click **Add/Remove**.

Configuration

The application interface has various configuration options for the Model 8602. You need to configure some settings before the IP softphone can operate. The Configuration Wizard guides you through configuration of the necessary fields.

Configuration Wizard

After installing and starting the IP softphone for the first time, the Configuration Wizard automatically starts. The Configuration Wizard allows you to configure the server and application parameters necessary to run the IP softphone.

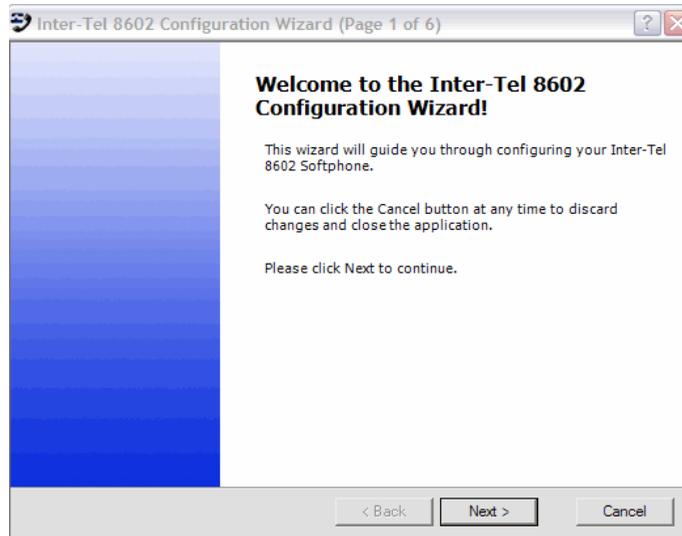
IMPORTANT

To finalize programming through the Configuration Wizard, click **Finish** in the last screen. Changes or additions made in the wizard will not take effect until the wizard is finished.

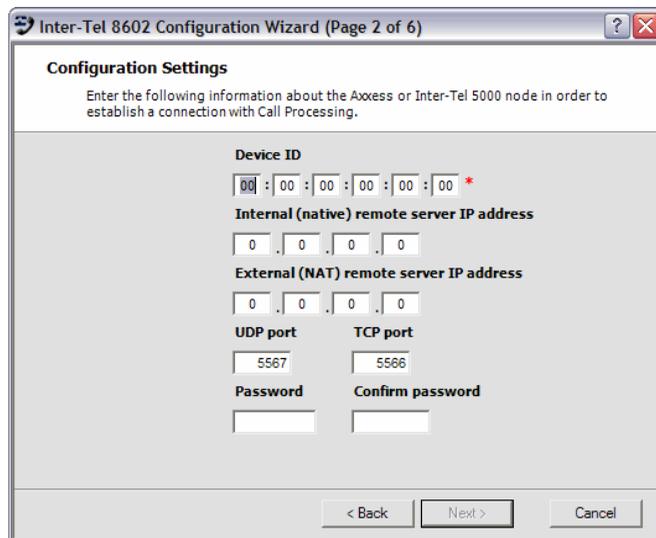
Clicking **Back** on the wizard screens allows you to return to a previous screen to modify programming.

To configure options in the wizard:

1. After the configuration wizard automatically starts, the Welcome screen appears.



2. Click **Next**. The Configuration Settings screen appears.



3. Configure the following server settings.

NOTE

See your system and/or network administrator for the values to complete the following settings.

Configuration (Default Setting)	Range/Option/Limit	Description
Device ID (000000000000)	12 hexadecimal characters	The Model 8602's unique device ID.
Internal (Native) Remote Server IP Address (0.0.0.0)	Valid IP Address	The IP address of the server where the Model 8602 resides on the telephone system. For NAT-enabled servers (such as the Inter-Tel 5000), this is the "internal" or LAN IP address.
External (NAT) Remote Server IP Address (0.0.0.0)	Valid IP Address	For NAT-enabled servers (such as the Inter-Tel 5000) this is the "external" or WAN IP Address. For telephone systems that exist outside of a firewall, this field is blank.
Remote General Purpose UDP Port (5567)		The UDP port that the server listens on.
Remote TCP Call Control Port (5566)		The TCP port the server listens on.
Password (blank)	9 characters, which are case-sensitive	The password the Model 8602 uses to log onto or authenticate with the telephone system. The password may be empty.

4. Click **Next**. The Application Settings screen appears.

Inter-Tel 8602 Configuration Wizard (Page 3 of 6)

Application Settings

Enter an e-mail address for technical support and select the default audio device.

Technical support e-mail address

john_smith@xyz.com

Endpoint audio interface

CSS0/CS60-USB Headset

Please select an audio interface from the drop-down list!
Otherwise, the system default will be used.

< Back **Next >** Cancel

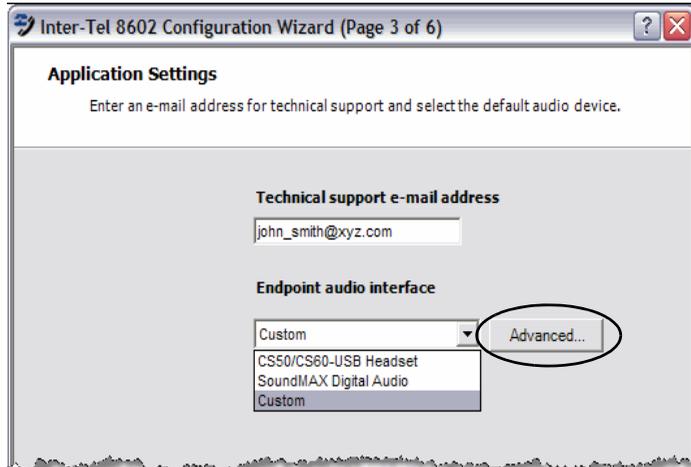
5. Configure the following application settings.

NOTE See your system and/or network administrator for the values to complete the following settings.

Configuration (Default Setting)	Range/Option/Limit	Description
Inter-Tel Technical Support E-mail (blank)	320 alphanumeric characters or less	A valid e-mail address used to send e-mail help requests and problem information to technical support. See your system administrator or your local technical support center.
Endpoint Audio Interface (the first audio device encountered on the system)	The audio sources that are detected from the computer	Select the preferred audio interface used for audio in and audio out.
	Advanced settings: <ul style="list-style-type: none"> • <i>If using Windows XP, select "Custom"</i> • <i>If using Windows Vista, select "Vista Audio Devices"</i> 	Select "Custom" or "Vista Audio Devices" to configure different audio devices for your audio in and your audio out or to have dual ring through separate audio devices. Go to "Configure the Advanced settings." on page 12 .

- a. If you select a listed audio source from your computer from the **Endpoint audio interface** list, proceed to [step 6](#).

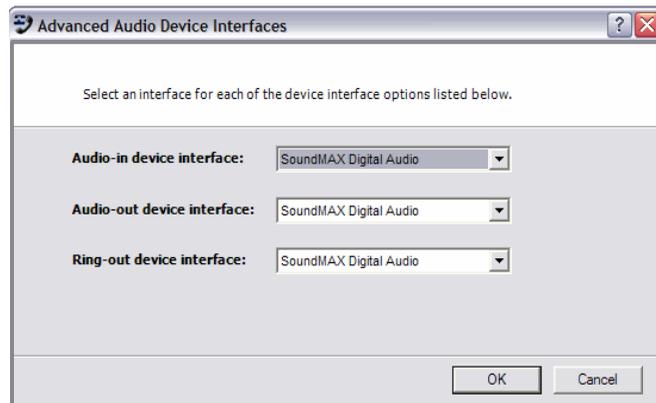
If you select **Custom** (for Windows XP) or **Vista Audio Devices** (for Windows Vista) from the **Endpoint audio interface** list, the **Advanced** button enables.



NOTE

Select **Advanced** to configure different audio devices for your audio in and your audio out or to have dual ring through separate audio devices.

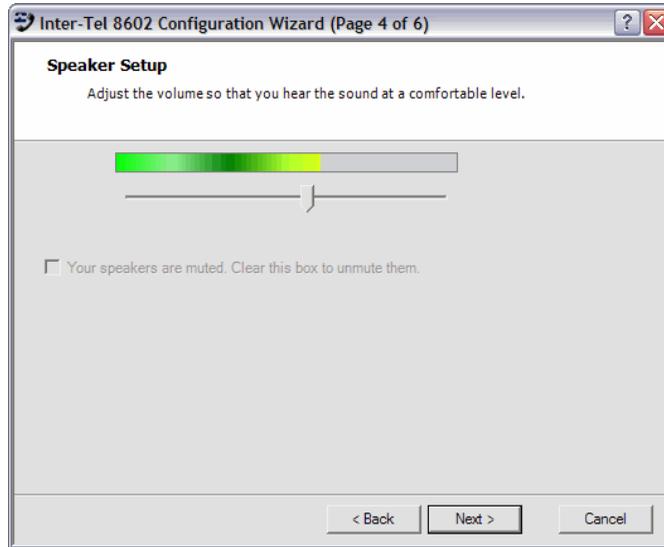
- b. Click **Advanced**. The Advanced Audio Device Interfaces screen appears.



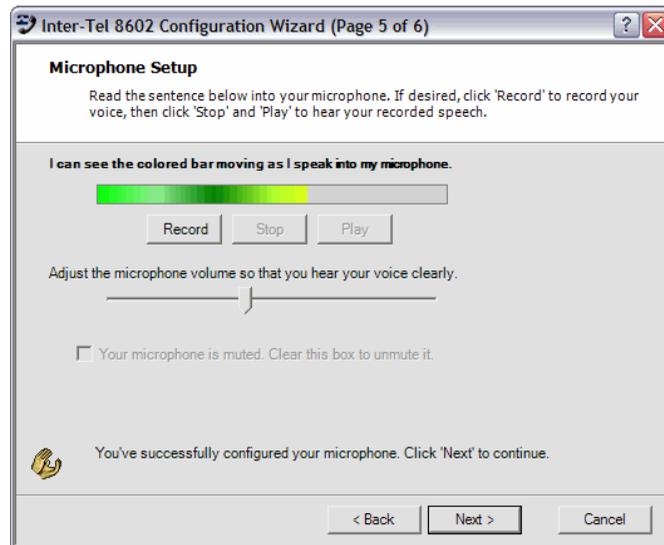
c. Configure the Advanced settings.

Configuration (Default Setting)	Range/Option/Limit	Description
Audio-in device interface	The full-duplex and/or the wave-in audio sources that are detected from the computer.	The preferred audio interface used for audio in.
Audio-out device interface	The full-duplex and/or the wave-out audio sources that are detected from the computer.	The preferred audio interface used for audio out.
Ring-out device interface	The full-duplex and/or wave-out audio sources that are detected from the computer.	Audio device for second/dual ring tones. Note: Dual-ring is automatically enabled, if you are using a headset. This setting becomes your secondary ring-in device audio source.

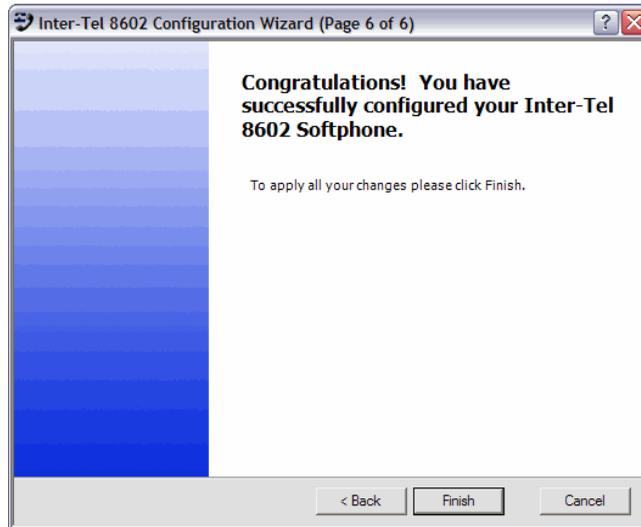
- Click **Next**. The Speaker Setup page appears. An audio file is played through your computer speakers.



- Configure the volume of the speaker by adjusting the volume slider until the audio is heard at a comfortable level.
- Click **Next**. The Microphone Setup screen appears.



9. Configure the microphone volume by speaking into the microphone and adjusting the volume slider until the audio will be a comfortable level heard by the far-end caller. Select **Record** to record your audio and play it back (optional).
10. Click **Next**. The Congratulations screen appears.



11. Click **Finish** to close the wizard and save the configuration.

NOTE

If you need to change any of the settings that you configured through the Configuration Wizard, you can access and change these settings from the Model 8602 Options of the Help Menu. For details on these settings and others, refer to the online Help.

Model 8602 Options

Other settings and user preferences can be configured after the IP softphone is up and running. Refer to the online Help "Options" for details.

Environmental Factors

For optimal sound quality, use a headset and read the following guidelines. Optionally, you can use your computer speakers and microphone, but make sure to use a microphone with echo cancellation.

Headset Recommendations

The Model 8602 has been designed to work with standard computer headsets. Computer headsets come in two basic configurations: analog (which use the 1/8-inch mini phono jacks on the computer sound card interface) and digital (which use the USB interface). In general, USB headsets are known to produce higher-quality audio because they send digital audio to the computer and may have other built-in features, such as echo cancellation. User satisfaction for any particular headset can be quite subjective, so Inter-Tel recommends that you try before buying so you are more likely to be satisfied with the fit, quality, and cost of the solution. This recommendation includes all wired/wireless headsets, including the integrated Plantronics CS50-USB Wireless Headset.

In addition, Inter-Tel recommends using a headset with a built-in microphone to avoid audio feedback (echo). Optionally, you can use your computer speakers and microphone, but be sure to use a microphone with echo cancellation. When using a headset, plug in the headset before starting the Model 8602 application.

Wireless Considerations

To operate, the Plantronics CS50-USB Wireless Headset must remain within the system's range operating limit from the base. Refer to the *Plantronics CS50-USB Wireless Headset System User Guide* for more details. Contact your local Inter-Tel provider for the user guide.

Volume Controls

To control audio quality and/or feedback problems, adjust the computer's audio controls. For example, lowering the speaker volume and the microphone gain may help solve certain echo problems. The Model 8602 allows you to increase or decrease the volume for the microphone and speaker through the Main Display of the Model 8602 interface. See the "Main Display" on [page 20](#) for details.

To adjust the speaker and microphone volume on the interface:

Select the volume slider for the microphone or speaker and drag to increase or decrease the volume.

To adjust the speaker volume using the Plantronics CS50-USB Wireless Headset:

Adjust the volume using the Volume Control on the headset. Refer to the Plantronics CS50-USB Wireless Headset System User Guide for more details.

NOTE

You can also adjust the speaker and microphone volume in the Windows volume control application.

If you are having problems with the volume level while using the Plantronics CS50-USB Wireless Headset, and you have made all the necessary adjustments on the Main Display and in the Windows settings, you can also use the earloop that comes with the headset for optimal sound.

Muting the Microphone

If you are using a headset with a microphone, it is possible that you will still get some echo (audio feedback).

To mute or disable the microphone on the interface:

While on a call, click the Microphone icon  on the Main Display of the Model 8602. The mute icon appears .

To mute or disable the microphone using the Plantronics CS50-USB Wireless Headset:

While on a call, press and release the Volume Control button on the headset. Refer to the *Plantronics CS50-USB Wireless Headset System User Guide* for more details.

Network Quality

The quality of the Model 8602 voice transmission, like that of any other device transmitting on a data network, is dependent on several variables. These variables can include the speed and capacity of the network configuration, type of connection, routing scheme, and amount of traffic being passed through the network. Inter-Tel has used the latest technologies to ensure the best possible quality in all circumstances.

Under optimal conditions, voice quality will not be affected. However, heavy traffic, complex routing schemes, or poor network connections may cause a degradation in voice quality (distorted sound or choppy audio) or cause delays in transmission.

Firewall

You may be running a firewall on the computer where you will be running the Model 8602. Windows XP has built-in firewall protection. If the Windows built-in firewall or other software firewall, such as ZoneAlarm®, is not configured correctly, the Model 8602 may not connect to the telephone system or you may not hear audio. You need to make sure the Model 8602 software application is added to your firewall as an excepted application so it can receive information from the network.

To configure your Windows XP firewall:

1. Select Start – Control Panel – **Windows Firewall**.
2. In the **General** Tab make sure “On (recommended)” is selected. This enables the Windows built-in firewall protection.
3. Click the **Exceptions** tab and make sure Inter-Tel 8602 is selected under Programs and Services. The Windows firewall will not block incoming network activity from the telephone system so the Model 8602 can operate.

If you are using a software firewall program such as ZoneAlarm, you want to make sure the Model 8602 is added to the “Exceptions” or “Allowed” list. The destination IP address may need to be added to the firewall’s “Trusted Zones.” Refer to the manufacturer’s documentation for information on configuring your application.

Emergency (E911) Call Information

When the installation wizard is run, a screen appears with the information below on emergency 911 (programmed default number for US Inter-Tel telephone systems) or 999 (programmed default number for European Inter-Tel telephone systems). You must select “I agree” to continue with installation of the IP softphone. This message also appears each time you initiate and run the IP softphone.

NOTE

Select “**never show this dialog again**” in the emergency 911 dialog box to prevent this dialog from appearing when you start the application.

E911 Warning

Do not dial emergency hotline numbers from the IP softphone.

NOTICE

In the case of an emergency, dial the appropriate local emergency-service number directly, or use the nearest local public phone to dial an emergency hotline (911, the default setting programmed in US Inter-Tel telephone systems or 999, the default setting programmed in European Inter-Tel telephone systems).

The IP softphone communicates through a central telephone system that routes all emergency calls directly to a number that is local to the central system. If the IP softphone is not at the same address as the central system, then emergency service will not be routed to the proper location.

Therefore, if the IP softphone does not stay within the premises of the central system, you must configure the IP softphone’s programmable keys to dial the local police or fire departments directly, and you must clearly label the key icons. If the IP softphone is mobile, meaning it is used in multiple locations, you must know the direct emergency-contact numbers for each location and program them accordingly as programmable buttons.

In the case of an emergency, you are responsible for determining the nature of the emergency and dialing the appropriate emergency-service number directly. You must provide the emergency personnel your location and telephone number because the emergency service may not receive accurate identification information automatically.

The Model 8602 Interface

Before starting the Model 8602, you should learn about the parts that comprise your IP softphone. The different parts of the Model 8602 provide access to several features.

NOTE

Basic features are described in this guide. For more details and advanced feature descriptions, refer to the online Help.

Overview

The Model 8602 supports most of the telephone features of the Model 8662, which is used with the Inter-Tel Axxess and Inter-Tel 5000 systems. For a complete list of supported features of Model 8662, refer to the *Model 8662 User Guide* (part number 550.8117). For a list of features that Model 8602 does not support, refer to the Model 8602 online Help.

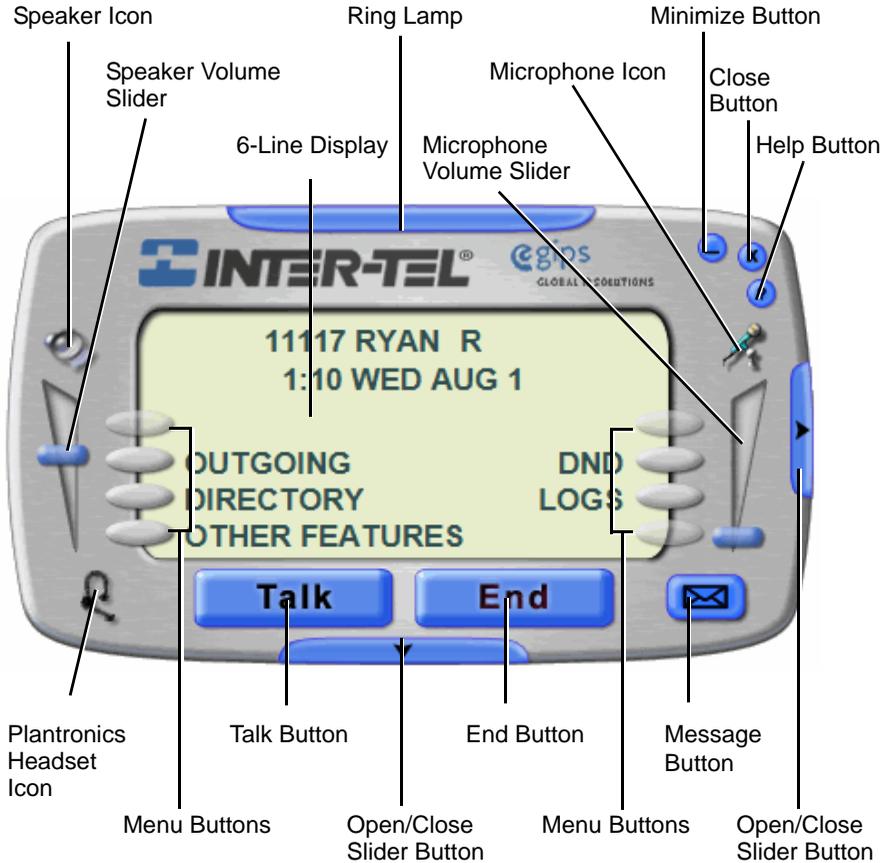
The Model 8602 consists of four main sections (see the graphic below):

- **Main Display:** Provides access to menus and features through a six-line display and buttons. Refer to the “Main Display” on [page 20](#) for details.
- **Calls on Hold Slider:** Provides a graphical representation of the intercom and outside calls that are on hold. Refer to “Calls on Hold Slider” on [page 23](#) for details.
- **Programmable Feature Buttons Slider:** Provides access to user-programmable feature buttons. Refer to “Programmable Feature Buttons Slider” on [page 24](#) for details and to online Help for programming the buttons.
- **Dialpad Slider:** Provides access to a dialpad. Refer to “Dialpad Slider” on [page 25](#) for details.



Main Display

The Main Display provides a six-line display with eight display menu selection buttons that allow you to scroll through displays and make selections based on the active feature. The Main Display also provides various feature buttons and icons to access additional features along with the interface control buttons: Help, Minimize, and Close. See the following illustration and table for the details on the Main Display.



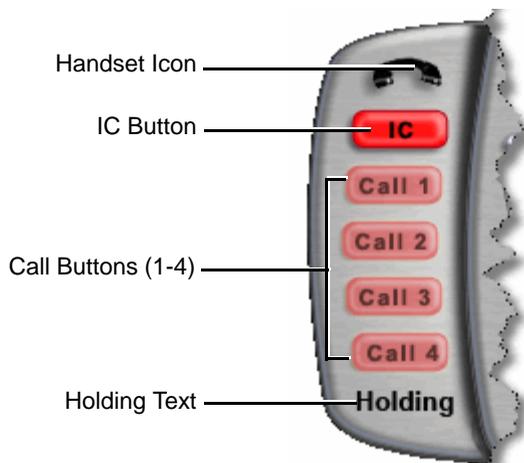
Feature/Button	Description
6-Line Display	Displays textual information with six 16-character lines. The top two lines show call information and messages; the remaining four lines display a menu, which changes according to the feature you are using.
8 Menu Buttons	<p>Select menu options that change according to the feature you are using. A menu button is disabled when no option is available.</p> <p>To select an option, press the menu button closest to it or click the underlined text.</p>
Speaker Volume Slider	Adjust the volume levels of the speaker.
Speaker Icon	Graphical representation for the speaker volume slider only. This is not a functional icon.
Headset Icon	Enable/disable the Plantronics headset. This icon only appears if the Plantronics CS50-USB Wireless Headset is plugged in. This icon is hidden for all other headsets.
Talk Button	Answer an incoming call, establish dial tone to make an outgoing call, put a current call on hold, or switch between calls on hold.
End Button	End a call in progress.
Message Button	Access the telephone system's voice mail. When the button is lit, a message is waiting.
Microphone Volume Slider	Adjust the volume levels of the microphone.
Microphone Icon	Enable/disable the microphone mute. If mute is enabled, you can hear the caller, but the caller cannot hear you.
Close Button	Close and exit the application.
Minimize Button	Minimize the application.
Help Button	Access the Help menu.
Ring Lamp	Answer a call and indicates a call is ringing into the application.
Open/Close Slider Button	Open or close the Programmable Buttons Slider or the Dialpad Slider.

Because the display can support only 16 characters, you may see a few abbreviations. The most commonly used abbreviations are provided in the table below.

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

Calls on Hold Slider

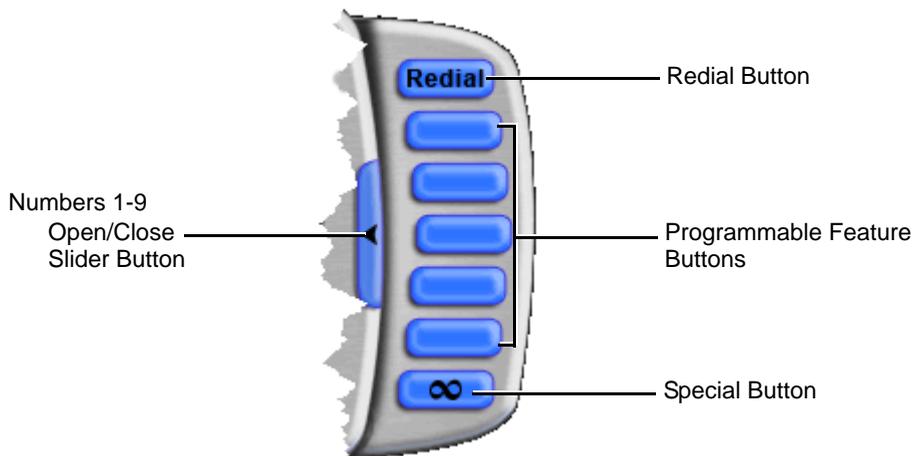
The Calls on Hold Slider displays the intercom or outside calls you have on hold. See the following illustration and table for the details on the Calls on Hold Slider.



Feature/Button	Description
	The handset icon and “holding” text denote the left slider is expanded because one or more calls are on hold. The handset icon and “holding” text indicate status only.
IC Button	Indicates an intercom call is on hold.
Call 1 Button	Indicates a trunk call (or outside call) is on hold.
Call 2 Button	Indicates a trunk call (or outside call) is on hold.
Call 3 Button	Indicates a trunk call (or outside call) is on hold.
Call 4 Button	Indicates a trunk call (or outside call) is on hold.

Programmable Feature Buttons Slider

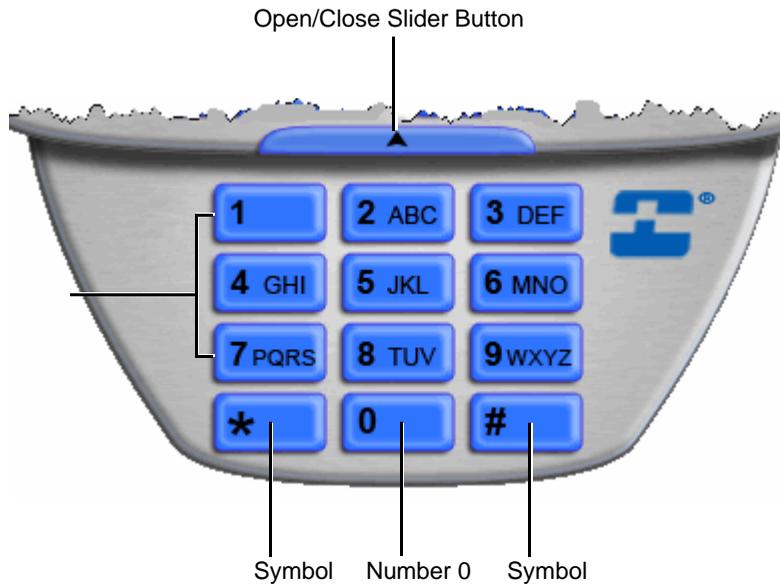
The Programmable Feature Buttons Slider allows you to access five user-programmable buttons. You can also use the Redial button to dial the last number called or use the Special button to access feature codes while on a call. See the following illustration and table for the details on the Programmable Feature Buttons Slider.



Feature/Button	Description
Redial Button	Automatically dial the last external telephone number called. (Intercom calls are not redialed.)
Open/Close Slider Button	Open or close the Programmable Buttons Slider.
5 Programmable Feature Buttons	Activate the programmed feature. Refer to the online Help for details on programming the feature and text of the buttons.
Special Button	Activate a feature when on a call.

Dialpad Slider

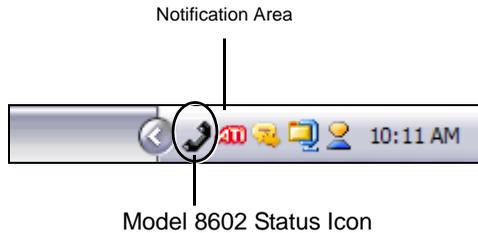
The Dialpad Slider allows you to enter numbers and letters. See the following illustration and table for the details on the Dialpad Slider.



Feature/Button	Description
Open/Close Slider Button	Open or close the Dialpad Slider.
Numbers 0-9	Dial or access a feature with a standard telephone dialpad.
Symbols *, #	Dial or access a feature with a standard telephone dialpad.

Model 8602 Status Icons

The Model 8602 displays icons that indicate the current status of the application. These icons appear in the notification area. The notification area is located at the far right of the taskbar.



The notification area shows any of the following status icons:

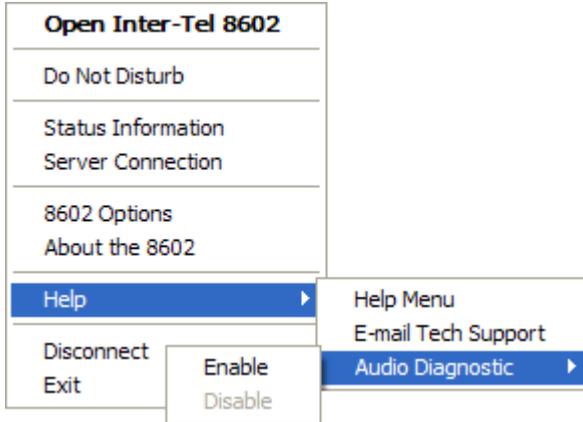
Icon	Description
	Indicates the Model 8602 failed to connect to the telephone system. An icon tool tip indicates you are disconnected from the telephone system.
	Indicates the Model 8602 is running and that you are available. An icon tool tip indicates your current status.
	Indicates the Model 8602 is currently running and that you are unavailable. An icon tool tip indicates your current status.
	Indicates the Model 8602 is currently running and that you are available. You have one or more new station or voice mail messages. An icon tool tip indicates your current status and number of new messages.
	Indicates the Model 8602 is running and that you are unavailable. You have one or more new station or voice mail messages. An icon tool tip indicates your current status and number of new messages.

Model 8602 Shortcut Menu

The Model 8602 status icons in the notification area provide a shortcut menu for quick access to the most commonly-used features in the IP softphone. The shortcut menu offers several options displayed in the graphic. Refer to the online Help for details on using this menu.

To access the Model 8602 shortcut menu:

Right-click the Model 8602 status icon . The shortcut menu appears, as shown below.



Wireless Headset Features

The Plantronics CS50-USB Wireless Headset features are integrated into the Model 8602 application. If using the Plantronics CS50-USB Wireless Headset, you can answer or hang up calls, adjust the speaker volume, or mute the call from the headset buttons.

NOTE

User satisfaction for any particular headset can be quite subjective, so Inter-Tel recommends that you try before buying. See "Headset Recommendations" on [page 15](#) for additional information.

Getting Started

In this section, you will learn the most common tasks to start using your Model 8602. You will learn how to start and turn off your IP softphone, initialize your mailbox, make and receive calls, transfer calls, retrieve voice mail messages, and much more.

Starting the Model 8602

Before you can start using your IP softphone, you need to turn it on.

Perform one of the following to start the Model 8602 application:

- Automatically start the Model 8602 upon login to the computer (refer to the Model 8602 Settings – Behavior in the online Help on how to change this setting).
- Double-click the Model 8602 desktop icon.
- Click the quick-launch icon .
- Select Start – Inter-Tel – **Inter-Tel 8602**.

Accessing Online Help

You can access online Help for the Model 8602. The online Help provides information on the basic tasks for using your IP softphone and voice mail. For additional information on basic or advanced phone and voice mail features, refer to the *Inter-Tel Model 8662 User Guide* (part no. 550.8117). You can find this user guide on Inter-Tel's Web site at www.inter-tel.com.

To access the online Help, do one of the following:

- Click the Help button , and then select Help – **Help Menu**.
- Select **F1**.

The help information appears in a separate window.

Turning Off the Model 8602

Before logging off your computer, you need to turn off your IP softphone. If you forget to turn off your IP softphone before logging off, Windows® generates a dialog box confirming you want to turn off your phone.

To turn off the Model 8602:

1. Click the Close button . A dialog box appears confirming you want to turn off your phone.
2. Click **Yes** to turn off your phone.

Using the Keyboard Vs. the Mouse

With the Model 8602, you can enter or select dialpad numbers, symbols, and alpha characters using the keyboard or the mouse. You can access numbers, symbols, and alpha characters by expanding the Dialpad Slider and clicking with your mouse or by typing them from your keyboard. If using the keypad on your keyboard to enter numbers, make sure **NUM LOCK** is enabled.

Sometimes you are required to enter **#** or ***** after dialing a number. You can dial the number, **#**, or ***** by expanding the Dialpad Slider and clicking **#** or ***** with your mouse, or by entering **SHIFT + #** or ***** from your keyboard.

NOTICE

This user guide uses the terminology “press” or “enter” as a command to either use the keyboard or the mouse. “Dial” is used as a command to enter digits from the keypad of your keyboard or the Dialpad Slider.

About Voice Mail

Voice mail is an application that is part of the Inter-Tel voice processing system. Using voice mail, you and other callers can send and receive recorded messages from any supported endpoint on the system. To use voice mail features, each user (or subscriber) is assigned a mailbox, which usually corresponds to the extension number assigned to your endpoint. You can, however, have an unassociated mailbox that does not correspond to an extension. (Unassociated mailboxes are typically used for agents or other personnel who don't have a permanent office.)

With your mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. If a caller reaches your mailbox, they can leave a message, hang up, or access an attendant.

Inter-Tel voice mail systems support the following types of mailboxes:

- **Advanced Mailbox:** If E-Mail Reader is enabled for your mailbox, you have an advanced mailbox and access to voice mail, e-mail, and fax messages in your mailbox. You can also customize your personal mailbox options, and access advanced messaging features. For a voice mail flowchart for advanced mailbox users, see “Voice Mail Flowchart (Advanced)” on [page 43](#).
- **Standard Mailbox:** This type of mailbox allows you to send and receive voice mail messages, record personal greetings, and customize personal mailbox options. A standard voice mailbox does not allow you to access e-mail and fax messages. For a voice mail flowchart for standard mailbox users, see “Voice Mail Flowchart (Standard)” on [page 44](#).

NOTE

Depending on the voice mail system, you may also have access to advanced communication and messaging features such as E-Mail Reader and Automatic Speech Recognition (ASR). For more information about these features, refer to the *Model 8662 User Guide* (part no. 550.8117). You can find this user guide on Inter-Tel's Web site at www.inter-tel.com.

The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users. The instructions for the basic mailbox tasks are included in this User Guide. For advanced mailbox features, refer to the *Model 8662 User Guide* (part no. 550.8117).

- Initializing your mailbox (see [page 31](#))
- Recording your personal greetings (see [page 33](#))
- Recording your voice mail directory name (see [page 34](#))
- Accessing your mailbox (see [page 39](#))
- Listening to voice mail messages (see [page 39](#))

Setting Up Voice Mail

Before you begin using your mailbox, you need to complete a few basic setup procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name.

NOTE

If your mailbox has Automatic Speech Recognition (ASR), when ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. For details, refer to the *Model 8662 User Guide* (part no. 550.8117).

If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. Refer to the *Model 8662 User Guide* for details on using the E-Mail Reader features. You can find this user guide on Inter-Tel's Web site at www.inter-tel.com.

Initializing Your Mailbox

To access voice mail, the first thing you need to do is initialize your mailbox. This allows you to change the default password for your mailbox, record your name for the company directories, and listen to the voice mail introduction.

To initialize your mailbox:

1. With the application selected, dial the voice mail extension number. (You hear the main menu.)

NOTE

If you do not know the voice mail extension number, check with your voice mail administrator.

2. Say "Login" or press ***** to identify yourself as a subscriber.
3. Dial your mailbox number.
4. Enter your default password.

NOTE

Your mailbox number is your default password.

*If you want to use a password, enter a new password using digits 0-9 (up to 12 digits), and then press **#** when you are done. The messaging system plays back your password.*

*If you do not want to use a password, just say "Skip" or press **#**.*

5. Say "Accept" or press **#** to accept the entry or say "Erase" or press **3** to erase and re-enter your password. The system prompts you to record your directory name.

6. After the tone, record your first and last names.
7. When prompted, do one of the following:
 - Say “Accept” or press **#** again to accept the name.
 - Say “Replay” or press **1** to replay the name you just recorded.
 - Say “Append” or press **2** to add to your name.
 - Say “Re-record” or press **3** to erase and re-record your name.

NOTE

The system then plays a prompt that introduces you to the basic voice mail system features. You can skip this introduction by saying “Skip” or by pressing **#**.

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You may change or choose to use either greeting at any time. You can then select which greeting you want played when a caller reaches your voice mailbox.

You can also select the **System Greeting** if you do not want to record a primary or alternate greeting. The system greeting states, "Mailbox number <xxxxx> is not available." Depending on how your system is programmed, the system greeting may also include, "After the tone, please record your message. When finished, you may hang up to deliver the message or press pound for more options."

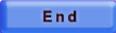
To record/change your personal greeting:

1. Access your mailbox as described on [page 39](#).
2. Say "Personal" or press **4** to select the Personal Options Menu.
3. Say "Greeting" or press **1** to record or change your personal greeting.
4. Do one of the following:
 - Say "Primary" or press **1** to record and/or enable your primary greeting.
 - Say "Alternate" or press **2** to record and/or enable your alternate greeting.
 - Say "System" or press **3** to enable the system default mailbox greeting.
5. *If you selected the system greeting option, click  to hang up.*
*If you selected the primary or alternate greeting option, record your greeting when prompted, then press **#**.*
If you already have a primary or alternate greeting, it is played when you select primary or alternate.
6. You can then do one of the following:
 - Say "Accept" or press **#** to accept the greeting.
 - Say "Replay" or press **1** to replay the greeting.
 - Say "Append" or press **2**, add to the greeting, and then press **#**.
 - Say "Erase" or press **3** to erase and re-record the greeting.
 - Say "Cancel" or press ***** to exit without changing your greeting.
7. Click  to hang up.

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. Although you record your name when you first initialize your mailbox, you can change it at any time.

To record your directory name:

1. Access your mailbox as described on [page 39](#).
2. Say “Personal” or press **4** to select the Personal Options Menu.
3. Say “Name” or press **2**. Your recorded name is played.
4. Do one of the following:
 - Say “Accept” or press **#** to accept your recorded name.
 - Say “Replay” or press **1** to replay your recorded name.
 - Say “Append” or press **2** to add to your name.
 - Say “Erase” or press **3** to erase and re-record your name. When you hear a tone, record your first and last name. Then say “Accept” or press **#** to accept your recorded name.
5. Click  to hang up.

Making and Receiving Calls

Making and receiving calls is the basic purpose of any phone. With your Model 8602, you can make and receive intercom and outside calls. However, you cannot make emergency calls. See the detailed information “E911 Warning” on [page 18](#).

Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every endpoint in your telephone system is assigned an extension number, you can call other people in your system quickly and easily.

NOTE Ask your system administrator for a list of extensions.

Placing Intercom Calls

An intercom call is an internally placed call.

To place an intercom call:

With the application selected, dial an extension number. The display shows the digit as the digit is entered.

NOTE If using the Plantronics CS50-USB Wireless Headset, you can use the Talk/Call Control button on the headset to establish dial tone.

Receiving Intercom Calls

Your IP softphone can receive intercom calls.

NOTE The Model 8602 does not support the handsfree feature.

Do one of the following to receive a ringing intercom call:

- Press .
- Press the **ANSWER** menu button.
- Press the flashing lamp.
- If using the Plantronics CS50-USB Wireless Headset, press the Talk/Call Control button on the headset.

Outside Calls

With outside calls, you can talk to people who are not members of your telephone system. When you make an outside call, however, you must dial any area codes or long-distance digits that your telephone company requires.

Placing Outside Calls

Placing an outside call is calling someone who is outside of the Inter-Tel Axxess or 5000 telephone system network.

To place an outside call using the menu button:

1. With the application selected, press the **OUTGOING** menu button.
2. Dial the desired number.

To place an outside call using the dialpad:

1. Dial the outside access code (such as 8) to reach an outside line. See your system administrator if you don't know the outside access code.
2. Dial the desired number.

To place an outside call using the Plantronics CS50-USB Wireless Headset:

1. Press the Talk/Call Control button on the headset to establish dial tone.
2. Dial the outside access code (such as 8) to reach an outside line. See your system administrator if you don't know the outside access code.

Receiving Outside Calls

You can receive calls from outside the Inter-Tel Axxess or 5000 telephone system network using your Model 8602.

To receive an outside call:

- Press  .
- Press the **ANSWER** menu button.
- Press the flashing ring lamp.
- If using the Plantronics CS50-USB Wireless Headset, press the Talk/Call Control button on the headset.

Call Waiting

If you receive a call while you are already on another call, you will hear a “call waiting” tone and the ring lamp will flash.

To respond to a waiting call using the menu buttons:

End your current call, place it on hold, and/or use one of the following menu buttons:

- **ANSWER:** Answers the ringing call. If you did not place the current call on hold, it is disconnected.
- **SEND TO V-MAIL:** Sends the call directly to your voice mailbox without interrupting the current call. (You will not see this option if you do not have a mailbox.)
- **IC CALL TO DND:** Places your endpoint in DND mode and blocks the call without interrupting the current call.

To respond to a waiting call using the Talk button:

Press  to put the first call on hold and answer the second call.

Using the Message Button

In today’s busy world, it’s almost guaranteed that you will call someone internally who is on another call, does not answer, or is in Do-Not-Disturb (DND). But, with the Message button, you can let the other person know you called.

When you leave a message, you can:

- **Have the called party return your call:** When the internal party you called responds to the message indication, a call is automatically placed to your IP softphone.
- **Leave a message with the called party’s message center (which can be a person or voice mail):** When the internal party you called responds to the message, a call is automatically placed to his or her message center instead of your IP softphone.

To indicate that a message is waiting, your IP softphone’s Message button will be red and your display shows the number of waiting messages. You see the following message buttons:

-  You do not have any messages. Press this button to access the message menu or to leave messages.
-  You have either station or voice mail messages. Press this button to access your messages.

Leaving Messages

With the Model 8602, you can leave a station or a voice mail message. A station message is a message left internally on another person's endpoint located within the same telephone system as you. This type of message is an indication that someone internally would like you to call them back. A station message cannot be left for or received from an outside caller. A voice mail message is a recorded message that can be left internally and received by external callers. A voice mail message is a detailed message explaining the reason you are calling and why your phone call should be returned.

To leave a station message while on an intercom call:

Press  or the **LEAVE MESSAGE** menu button, and then hang up.

To leave a voice mail message while on an intercom call:

Press  or the **LEAVE MESSAGE** menu button, and then wait for the message center to answer.

To leave a silent message without placing an intercom call:

1. Press , and then the **LEAVE MESSAGE** menu button.
2. Dial the desired extension number, and then hang up to leave a station message.

To cancel a message that you left at another endpoint:

1. Press , and then the **CANCEL MESSAGE** menu button.
2. Dial the extension number of the endpoint where you left the message.

Retrieving Messages

You can receive station messages that are from an internal call or voice mail message that are sent both internally or externally.

To retrieve a message using the Message button:

Press  or the **VIEW MESSAGE** menu button. Your display shows **MSG** for station messages and **VOICE MAIL** for voice mail messages.

To select the message you want to answer first:

1. With the application selected, press the **VIEW MESSAGE** menu button to view the waiting message. If more than one message is waiting, scroll to the desired message using the **PREVIOUS** or **NEXT** menu buttons.
2. Press the **REPLY** menu button to respond to the desired message.

To cancel a waiting message:

1. Press  or the **VIEW MESSAGE** menu button to view the message to be canceled.
2. Press  or the **DELETE** menu button to cancel the displayed message.

Accessing Your Mailbox

If you have a message waiting in your mailbox, you must access your mailbox to retrieve it. Refer to the “Voice Mail Flowchart (Standard)” on [page 44](#) and “Advanced Features” on [page 45](#).

To access your mailbox using the Message button:

1. Press  .
2. Press **Reply** to access the message center.

To access your mailbox when you do not have a message waiting:

1. With the application selected, dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, say “Login” or press ***** to identify yourself as a subscriber.
3. Say or enter your mailbox number.
4. Enter your mailbox password (if programmed), and then press **#**. If you do not have a password, press **#** to bypass the password prompt.

Listening to Voice Mail Messages

When you access your mailbox, you can listen to new and saved voice mail messages. After listening to your voice mail messages you can access the associated options.

To listen to messages:

1. Access your mailbox as described above.
2. *If E-Mail Reader is enabled for your mailbox*, say “Voice Mail” or press **1**.
If E-Mail Reader is not enabled for your mailbox, skip this step.
3. Select one of the following:
 - Say “New” or press **1** to listen to new messages.
 - Say “Saved” or press **3** to listen to saved messages.

4. While you are listening to a voice mail message, you can use the following options:
- Say “Skip” or press **#** to skip to the end of the recording.
 - Say “Back up” or press **1** to “rewind” a few seconds and replay the message.
 - Say “Pause” or press **2** to pause. (Say “Continue” or press **#** to continue.)
 - Say “Forward” or press **3** to skip ahead.
 - Say “Lower” or press **4** to lower the volume.
 - Say “Envelope” or press **5** to play the message envelope.
 - Say “Higher” or press **6** to raise the volume.
 - Say “Save” or press **7** to save the new message in your mailbox.
 - Say “Delete Message” or press **9** to delete the message.

NOTE

You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

5. When the message has finished playing, you have the following options:
- Say “Replay” or press **1** to replay the message from the beginning.
 - Say “Reply” or press **2** to reply to the message. You have the following options:
 - Say “Voice Mail” or press **1** to leave a voice mail message for the caller.

*If the caller has a mailbox number, you are prompted to verify the destination by saying “Yes” or by pressing **#**.*

If the number was not associated with a mailbox, the prompt requests a mailbox number.

If the message was from an outside caller, you cannot leave a voice mail message.
 - Say “Call Back” or press **2** to make a return call. Your call will be transferred automatically to the caller’s extension or telephone number, if the number is available.

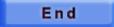
If the user is not available, you will have the option of leaving a voice mail message.

If the telephone number is not available, you cannot reply to the message.

- Say “Forward” or press **3** to forward a copy of the message to another subscriber. *If you want to include an introduction*, say “Record” or press **1**. Otherwise, say “Accept” or press **#** to forward the message without additional comments.
- Say “Previous” or press **4** to listen to the previous message.
- Say “Envelope” or press **5** to play the introductory message envelope.
- Say “Next” or press **6** to listen to the next message.
- Say “Save” or press **7** to save the new message in your mailbox.
- Say “Delete Message” or press **9** to delete the message.

NOTE

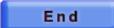
You may be prompted to confirm deleting the message. Say “Yes” to delete the message or “No” to cancel the request to delete the message.

6. Click  to hang up.

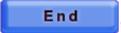
Using Do-Not-Disturb Mode

If you are away from your computer, or if you do not want to be disturbed, you can use the Do-Not-Disturb (DND) feature. This halts all pages and calls to your IP softphone, except queue callbacks, recalls, and direct ring-in calls. When other users call your IP softphone, they hear a repeating signal of four fast tones and, if they have a display endpoint, see the DND message you have selected.

To enable DND:

1. Press the **DND** menu button.
2. Do one of the following:
 - Enter the two-digit number corresponding to the message you want to use.
 - Press the **SCROLL** menu button followed by the **PREVIOUS** or **NEXT** menu button.
3. *Optional*, customize the second display line by entering the desired numbers or letters from the keyboard. (Press the Backspace button on the keyboard to erase the previous character.)
4. Press the **ACCEPT** menu button, , or **ENTER**.

To enable DND using the shortcut menu:

1. Right-click the Model 8602 status icon located in the notification area, at the far right of the Windows taskbar.
2. Select **Do Not Disturb** from the shortcut menu.
3. Do one of the following:
 - Enter the two-digit number corresponding to the message you want to use.
 - Press the **SCROLL** menu button followed by the **PREVIOUS** or **NEXT** menu button.
4. *Optional*, customize the second display line by entering the desired numbers or letters from the keyboard. (Press the Backspace button on the keyboard to erase the previous character.)
5. Press the **ACCEPT** menu button, , or **ENTER**.

To cancel DND:

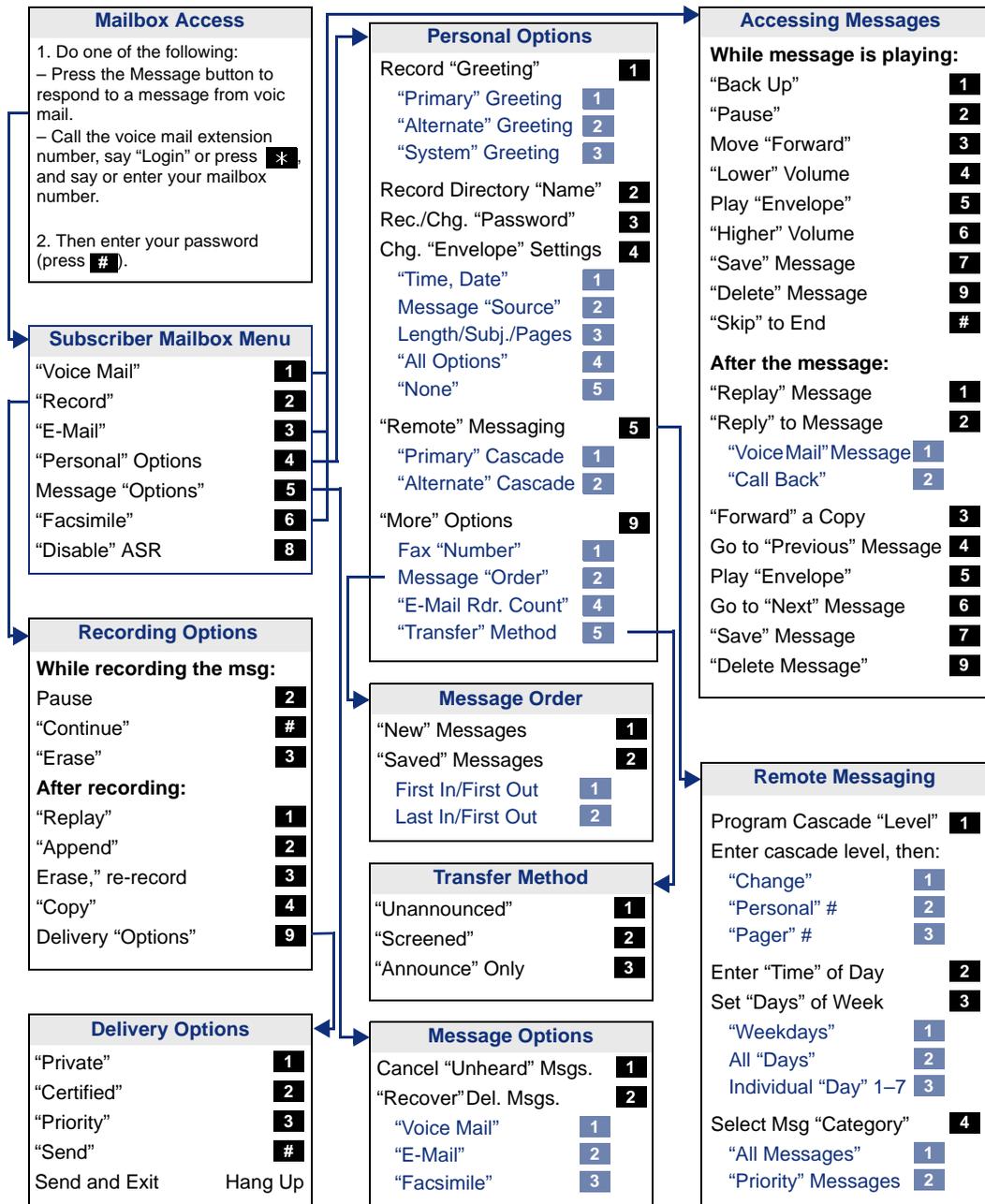
1. Press the **DND** menu button.
2. Press the **DND OFF** menu button.

To cancel DND using the shortcut menu:

1. Right-click the Model 8602 status icon located in the notification area.
2. Select **Do Not Disturb** from the shortcut menu.

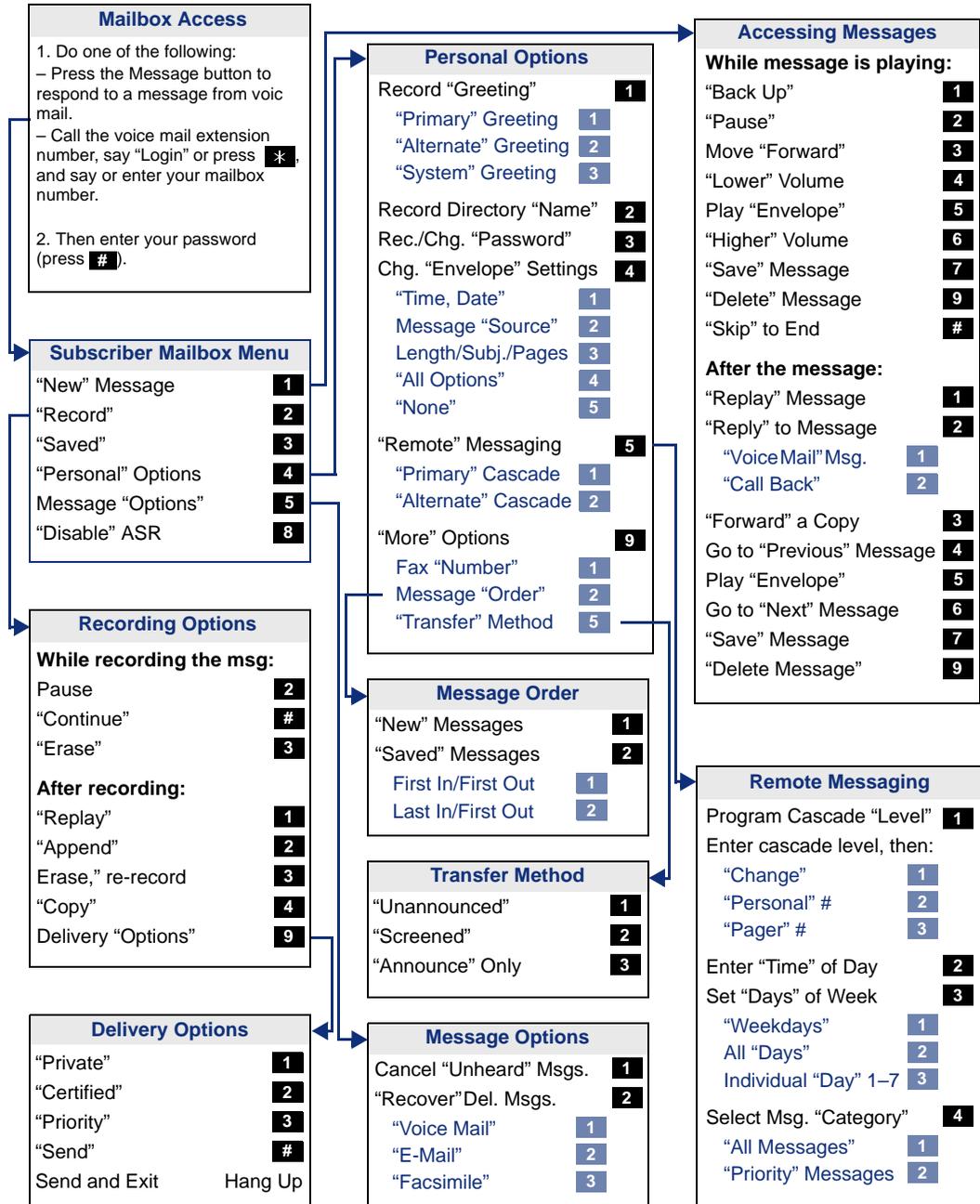
Voice Mail Flowchart (Advanced)

In most menus, you can press ***** or say "Cancel" to return to the previous menu, or press **#** or say "Accept" to accept the option.



Voice Mail Flowchart (Standard)

In most menus, you can press ***** or say "Cancel" to return to the previous menu, or press **#** or say "Accept" to accept the option.



Advanced Features

The following table lists advanced features available for the Model 8602 endpoint. For additional information about using advanced features, refer to the online Help. The online Help provides information on the default feature codes and the following topics:

- **Model 8602 Behaviors and Options:**
 - Defining audio behavior
 - Changing the Model 8602 options
 - Using the Tray Client user access menu interface
- **Model 8602 Advanced Features:**
 - Recovering deleted voice mail messages
 - Changing the language
 - Call waiting
 - Placing calls on hold
 - Programming feature buttons
 - Redialing a number
 - Using call logging
 - Using Speed Dial
 - Transferring calls
 - Placing Conference Calls
 - Forwarding calls
 - Using Intelligent Directory Search (IDS)
 - Enabling or Disabling Audio Diagnostics

Troubleshooting

The following table lists problems, possible causes, and solutions for the System Administrator when troubleshooting the Model 8602.

Problem	Probable Cause	Solution
Unable to install the Model 8602 software.	A previous version of .NET Framework could be interfering with the installation of .NET Framework v2.0.	Do the following: <ol style="list-style-type: none"> 1. Manually run <code>dotnetfx.exe</code> located in the <code>dotnetfx</code> folder on the Inter-Tel 8602 installation CD. 2. When prompted to “repair or remove”, select repair. 3. After the .NET Framework 2.0 finishes installing, rerun the 8602 executable. 4. When prompted “install VC++...” and “install .NET framework 2.0”, click OK/Install.
The Model 8602 installation fails.	<ul style="list-style-type: none"> • The user's Windows account does not include permissions to create a new directory in the file system and write/copy files into it. • The Window's account does not have the permission to write to the registry. 	Contact your system administrator to set up your Window's accounts permissions to: <ul style="list-style-type: none"> • Allow access to create a new directory in the file system and write/copy files into it. • Allow the ability to write to the registry.
The Model 8602 does not start. The status remains “Connecting...”	An invalid Device ID or IP Address of the IPRC or IPRA is entered.	Contact your system administrator to get the correct Device ID and/or IP Address to connect to the telephone system.
	The computer may not have network connectivity to the configured IPRC or IPRA.	Verify the computer's network connectivity. Try to contact the IPRC or IPRA by using the ping command.
	The network connection is not fast enough to run the application.	Make sure the internet connection is broadband or faster (at least 256 Kbps).

Problem	Probable Cause	Solution
The Model 8602 is not connecting or you do not hear any audio.	A firewall may not be configured correctly.	<p>Disable the firewall between the Model 8602 and the telephone system.</p> <p>Modify the firewall configuration. Refer to page 17 or the firewall manufacturer's user documentation.</p>
Audio quality is poor while using a headset.	The headset speaker and microphone settings may not be set appropriately.	Adjust the headset microphone such that the far end user can hear you, but not too loud. Many audio issues are caused by setting the microphone volume too high. Also adjust the headset speaker volume such that the far end speaker is audible, but not so loud that the audio out of the speaker can be picked up by the microphone (causing echo and other assorted audio issues).
	The network connection may not be of sufficient quality to maintain good quality audio.	While on a call with poor audio, look at the 8602's Status Information page. Look for the "Percent Packets Lost Since Last RTCP," "Receive RTP Cumulative Lost Packet Count," and "Interarrival Jitter (ms)" values. If packets are being lost or the jitter value is high (such as, above 80 ms), then the audio quality is being impacted by poor network performance.
The Model 8602 is not maintaining its connection to the IPRC/IPRA; possibly reporting that the connection to the telephone system has timed out.	The network connection may not be of sufficient quality to maintain a steady connection with the telephone system.	Verify the computer's network connectivity. If a good consistent network connection cannot be maintained, the Model 8602 will not operate properly.

Problem	Probable Cause	Solution
<p>The Model 8602's connection to the telephone system is lost about 10 seconds after connecting every time it is started.</p>	<p>Another Model 8602 is running with the same configuration (such as, the same Device ID and communicating with the same IPRC/IPRA).</p>	<p>Shut down one of the Model 8602 applications that has the same configuration. Make sure that every user has a unique Device ID programmed in the telephone system. If using the Model 8602 with the same configuration on multiple computers, then make sure that the Model 8602 application is disconnected before trying to connect from the other computer.</p>
<p>The "application failed to initialize properly" error message appears when trying to start the Model 8602.</p>	<p>The .NET Framework is not installed on this computer.</p>	<p>Install the latest 2.0 version of the .NET Framework from the Microsoft Windows Update Web site.</p>
<p>An active call is dropped.</p>	<p>You have walked out of range from the base of the wireless headset.</p>	<p>Make sure to stay within the range limits of your wireless headset.</p>
<p>The audio is choppy when running other computer applications.</p>	<p>You may be running either network or CPU-intensive applications that are preventing the Model 8602 from operating in an optimal fashion.</p>	<p>Choppy audio can also be caused by running a bandwidth-intensive or processor-intensive application on your computer at the same time you are on a call. This can include making large file transfers across the network, running a virus scan, opening large documents, and so on. Avoid these processes when on a call to prevent this from occurring, especially on a lower MHz computer.</p>
<p>The Plantronics CS50-USB Wireless Headset does not play audio, including voice and tones.</p> <p>Must press the Talk/Call Control button on the Plantronics CS50-USB Wireless Headset twice to answer a call.</p>	<p>The wireless headset's radio may be off or the headset's battery may be drained.</p>	<p>Press the Talk/Call Control button on the headset. If the headset is charged, this turns on the headset's radio. To confirm this, press the Talk/Call Control button again as if you are about to dial a number. You should hear a dial tone. If so, then press the Talk/Call Control button once more to hang up.</p>

Problem	Probable Cause	Solution
<p>On a call, you are experiencing no audio or tones (ring tones, DTMF, etc.).</p>	<p>The headset or audio device is not plugged in, turned on, or working.</p>	<p>If using the Plantronics CS50-USB Wireless Headset, make sure the headset is plugged in, turned on, and working:</p> <ul style="list-style-type: none"> • Blow into the microphone and make sure that you have sidetone (that is, when you blow into the microphone, you hear something out of the speaker). • Press the Talk/Call Control button on the headset and wait for five seconds. • Open the Windows Sounds and Audio Device Settings: <ul style="list-style-type: none"> – Under the Audio tab, for the Sound playback or Sound recording, select the Volume button and verify the speaker or microphone Mute or Mute All options are not selected. – Click on the volume slider to make sure audio is heard when you release the slider (a chime is played). • Refer to the Plantronics CS50-USB Wireless Headset System User Guide or the Plantronics Voyager 510-USB Bluetooth Headset System User Guide for instructions on Resetting or Re-Subscribing your headset.
<p>Poor audio quality using the Plantronics CS50-USB Wireless Headset.</p>	<p>The headset needs to be reset or re-subscribed.</p>	<p>Refer to the Plantronics CS50-USB Wireless Headset System User Guide or the Plantronics Voyager 510-USB Bluetooth Headset System User Guide for instructions on Resetting or Re-Subscribing your headset.</p>

Problem	Probable Cause	Solution
The Plantronics CS50-USB Wireless Headset keeps turning off.	<p>The Plantronics PerSonoCall software is installed.</p> <p>The headset is not fully charged.</p>	<p>Uninstall the Plantronics PerSonoCall software.</p> <p>Charge the headset.</p>
The Plantronics CS50-USB Wireless Headset is too quiet.	The volume setting is too low.	<ul style="list-style-type: none"> • Open the Windows Sounds and Audio Device Settings: Under the Audio tab, for the Sound playback or Sound recording, select the Volume button and move the Speaker, Wave, and SW Synch sliders all the way to the top. • Adjust the speaker slider on the Main Display of the IP softphone's application. • For the Plantronics CS50-USB Wireless Headset only, use the earloop included with the headset instead of the headband attachment. The earloop ensures that the headset speaker is properly placed over the ear to improve audio volume.
The Model 8602 loses connection to the telephone system and displays the 8602 Connection window.	The computer network connection was disconnected for a period of time or the telephone system lost its connection to the network.	Select Connect to restart the connection to the telephone system. If the connection fails, verify the network connection for the computer is active (for example, make sure your LAN cable is connected). If the computer network connection is active, contact your system administrator to verify the connection to the telephone system is active.

Problem	Probable Cause	Solution
<p>You are experiencing one-way audio on a call while using the Plantronics CS50-USB Wireless Headset.</p> <p>The green LED of the Plantronics CS50-USB Wireless Headset is solid.</p>	<p>The headset has lost connection to the base.</p>	<p>Reconnect the headset by placing it into the base, removing, and then continuing with your call. When you are on a call and connected, the green LED flashes.</p> <p>Make sure that the microphone is not muted.</p> <p>Follow the headset documentation on Resetting or Re-Subscribing your headset.</p>
<p>While on a call, the far-end caller is hearing choppy or poor audio from you.</p>	<p>You are using a poor quality headset.</p> <p>Echo cancellation is enabled in the Audio and Other Settings tab of the 8602 Options.</p>	<p>Try using another headset.</p> <p>Disable echo cancellation in the Audio and Other Settings tab of the 8602 Options. Refer to the online Help for information on the Model 8602 Options.</p>
<p>While on a call, the far-end caller is hearing their own echo.</p>	<p>Echo cancellation is disabled in the Audio and Other Settings tab of the 8602 Options.</p>	<p>Enable echo cancellation in the Audio and Other Settings tab of the 8602 Options. Refer to the online Help for information on the Model 8602 Options.</p>

NOTICE

If you cannot locate the troubleshooting information you need in this section, contact your local authorized Inter-Tel provider.

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