Model 8664/8665/8668

User Guide

Notice

This Inter-Tel® user guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the Model 8664/8665/8668 endpoints. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

Some system features can only be accessed by an administrator. For information about these features, see the Frequently Asked Questions section on page 107.

For sales, service, or technical support, contact your local authorized Inter-Tel provider.

Comments about this user guide or other technical documentation should be directed to Inter-Tel's Technical Publications Department at: Tech_Pubs@inter-tel.com

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PRODUCT DISPOSAL INSTRUCTIONS

This symbol indicates that the product is classified as electrical or electronic equipment and should not be disposed of with other commercial or household waste at the end of its working life. For appropriate disposal and recycling instructions, contact your local recycling authority or Inter-Tel provider.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) was established by the European Union to minimize negative impact on the environment, control hazardous substances, and curtail landfill expansion by using the best available recovery and recycling techniques.

Regulatory Information

IMPORTANT INFORMATION

The following information is provided by SpectraLink®, the manufacturer of the Model 8664, 8665, and 8668 wireless IP endpoints. Detailed information about how to use the Model 8664, 8665, and 8668 wireless IP endpoints are described throughout the guide

- It is recommended that standard acceptance procedures be followed prior to operating this equipment in proximity of life-support systems.
- To minimize risk of interference, pacemaker users should not carry the endpoint next to the pacemaker.
- Earpiece may retain magnetic objects.
- Operation of the endpoint may produce an audible noise noticeable to hearing aid users. It is recommended that a hearing aid compatible headset be used by hearing aid users..

WARNING: Changes or modifications to this equipment not approved by SpectraLink may cause this equipment to not comply with part 15 of the FCC rules and void the user's authority to operate this equipment.

WARNING: SpectraLink products contain no user-serviceable parts inside. Refer servicing to qualified service personnel.

NOTE CONCERNING THE WIRELESS TELEPHONES

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RADIO FREQUENCY (RF) INFORMATION

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or supplier for help.

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or supplier for help.

OPERATIONAL WARNINGS

For Vehicles Equipped with an Air Bag: Do not place a portable radio product in the area over the air bag or in the air bag deployment area. An air bag inflates with great force. If a portable radio is placed in the air bag deployment area and the air bag inflates, the radio product may be propelled with great force and cause serious injury to occupants of the vehicle.

Potentially Explosive Atmospheres: Turn off your radio product, prior to entering any area with a potentially explosive atmosphere, unless it is a radio product type especially qualified for use in such areas (for example, Factory Mutual Approved). Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Batteries: All batteries can cause property damage and/or bodily injury, such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

Cleaning and Drying Considerations: Using a leather carry case may help protect the surfaces and help prevent liquids (e.g., rain) from entering into the interior of the radio product. This product is not waterproof, and exposing the unit to liquids may result in permanent damage to the unit.

If your Wireless Telephone interior gets wet, then do not try to accelerate drying with the use of an oven or a dryer as this will damage the Wireless Telephone and void the warranty. Instead, do the following: 1. Immediately power off the Wireless Telephone. 2. Remove battery pack from Wireless Telephone. 3. Shake excess liquid from Wireless Telephone. 4. Place the Wireless Telephone and battery pack in an area that is at room temperature and has good airflow. 5. Let the Wireless Telephone and battery pack dry for 72 hours before reconnecting the battery pack and/or powering on the Wireless Telephone. If the Wireless Telephone does not work after following the steps listed above, contact your dealer for servicing information.

ELECTRO MAGNETIC INTERFERENCE/ COMPATIBILITY

NOTE: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed or otherwise configured for electromagnetic compatibility.

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your radio product in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

Medical Devices

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 6 inches (15 cm) be maintained between a handheld wireless radio product and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, Wireless Technology Research. Persons with pacemakers should:

- ALWAYS keep the radio product more than 6 inches (15 cm) from their pacemaker when the radio product is turned ON.
- Not carry the radio product in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the radio product OFF immediately if you have any reason to suspect that interference is taking place.

Hearing Aids: Some digital wireless radio products may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Use While Driving

Check the laws and regulations on the use of radio products in the area where you drive. Always obey them. When using the radio product while driving, please:

- Give full attention to driving and to the road.
- Use hands-free operation, if available.
- Pull off the road and park before making or answering a call if driving conditions so require.

INTERNATIONAL CERTIFICATIONS

Country	Mark and/or number
Australia	
Canada	2128-K1374
European Union	CE 0678
Norway	
Switzerland	Switzerland
Hong Kong	Certified for use in Hong Kong 經驗證可在香港使用 OFTA Certificate No. LP404143 LP404144 電訊管理局
Japan	R005NYCA0014 2.4 DS4 R005NYCA0015 2.4 DS4
Mexico	NOM NYCE
New Zealand	Z233
Singapore	IDA

Country	Mark and/or number
Taiwan	
United States	IEC 60950
United States	Part 15, part 68

SPECIFIC ABSORBTION RATE (SAR) INFORMATION

Your wireless handheld portable telephone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out radio frequency (RF) signals. In August 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI C95.1 (1992) American National Standards Institute
- NCRP - Report 86 (1986) National Council on Radiation Protection and Measurements
- ICNIRP (1996) International Commission on Non-Ionizing Radiation Protection;
- DHWC - Safety Code 6 Department of Health and Welfare Canada

Those standards were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID IYGSNP2400 or IYGRNP2400. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web site at http://www.wow-com.com.

The only authorized headsets that may be utilized with the SNP2400 or RNP2400 are those obtainable from SpectraLink or it's reseller partners.

The measured SAR of the SNP2400 Wireless Telephone is

0.61W/kG @ 2462 MHz (head) 0.0379W/kG @ 2412 MHz (body).

The measured SAR of the RNP2400 Wireless Telephone is 0.166W/kG @ 2462 MHz (head) 0.0162W/kG @ 2412 MHz (body).

Phone Operation Normal Position: Hold the phone as you would any other telephone, with the earpiece to your ear and speak into the microphone. The internal antenna is then positioned properly.

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Finding Your Way

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WELCOME

Your new Model 8664/8665/8668 endpoint provides access to several features, each of which is described in this guide. The *About This Guide* section below lists the different sections in this user guide and describes the type of information you can find there. Because the Models 8664, 8665, and 8668 function almost identically, the information in this user guide applies to all endpoints unless otherwise indicated.

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ABOUT THIS GUIDE

This guide contains instructions for using the Model 8664, 8665, and 8668 wireless IP endpoints on the Inter-Tel® telephone system. To help you find information quickly, this guide is divided into five separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides you with a picture of the Model 8664, 8665, and 8668 endpoints and includes general information designed to help you find what you need.
- **Getting Started:** This section includes basic endpoint and voice mail information, and provides instructions on how to perform everyday tasks, such as answering calls, making calls, and using voice mail.
- **Moving On:** In this section you'll learn how to use advanced endpoint and voice mail features.
- **Using E-Mail Reader:** This section includes information on how to use the advanced messaging features available with E-Mail Reader.
- **Learning More:** This section outlines how your administrators can help if you experience a problem with your endpoint. It also provides you with a list of Frequently Asked Questions (FAQs) so you can troubleshoot problems and learn more about the system.

In addition, this guide contains a list of default feature codes (see page 110) and an index (see page 115) for easy reference.

NOTE: Because the telephone system is very flexible and programmable, 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.

About Your Endpoint

Your Model 8664/8665/8668 endpoint is equipped with several features that allow you to perform various functions. These features include:

- **Liquid Crystal Display (LCD):** Shows call, system, and feature information.
- **Dialpad Buttons:** Allow you to enter numbers, letters, and special characters.
- **Feature Buttons:** Allow you to power the endpoint on and off, switch modes, select a line, and access endpoint features.
- **Softkeys:** Allow you to quickly access frequently used features and functions you have programmed.
- **Battery Pack and Charger:** Charges the battery and provides several hours of active talk time.

General Care

Follow these guidelines to care for your wireless endpoint:

- It is recommended that you keep your wireless endpoint in idle mode (see page 12) and always return it to the charger when you are not using it.
- Contact your system administrator if your endpoint needs servicing. Do not disassemble your endpoint. Doing so will void your warranty.
- Avoid dropping the endpoint or knocking it against hard surfaces. Carrying the endpoint in a holster or carrying case may help protect it.
- Wiping the endpoint surface with a water-dampened cloth or paper towel will remove most films or residues. Be sure to turn off the wireless endpoint and unplug the charger before cleaning them.

Model 8664

The illustration below displays the external components of the Model 8664 endpoint.

Model 8665

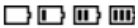
The illustration below displays the external components of the Model 8665 endpoint.

Model 8668

The illustration below displays the external components of the Model 8668 endpoint.

Status Indicators

To indicate various states, your endpoint uses icons and sounds. The table below lists the endpoint's status indicators and explains what each indicator means.

INDICATOR	STATUS
No Service	If the endpoint cannot receive or place calls, an alarm sounds and a message is displayed. The in-service tone indicates when service has been re-established. If your receive the No Service message, you may be outside of the covered area. Return to the coverage area. If the endpoint still does not function, note the error message and contact your system administrator.
	If the battery pack charge is low, the battery icon is displayed, and a soft beep sounds. This indicates that the endpoint's battery has 15-30 minutes of charge remaining.
Battery Low	If the battery is critically low, the endpoint displays the Battery low status and an alarm sounds while the endpoint is idle. The endpoint cannot be used until the battery pack is charged.
	If you have a voice mail or station message, the message icon is displayed. **NOTE:** This icon also indicates that the endpoint is in alpha mode when inputting information text for DND messages (see page 52) and using the directories (see page 79).
1	The line indicators are associated with line access keys. In the preceding diagram, line 1 is active.
◄ ►	A left or right arrow is displayed when the screen can be toggled either left or right to display more characters as described above.
▲ ▼	Up and down arrows are displayed when the menu has additional options above or below what is shown in the display area.
	The battery icon indicates the amount of charge remaining in the battery pack. The level indications are approximations of the remaining battery pack life. They do not indicate equal amounts of battery pack Life. When only one level remains, the battery pack needs to be charged.
	The signal strength icon indicates the strength of the signal and can assist the user in determining if the endpoint is moving out of range.
	The download icon indicates that the endpoint is downloading code. This icon only appears while the endpoint is running the over-the-air downloader. It appears to the right of the Signal Strength icon in the same location as the voice mail icon.
Melody	The Charge Complete melody is played when the endpoint is first powered on after a completed charge.

Feature Buttons

The feature buttons on your endpoint provide access to endpoint features and options. The table below lists the various feature buttons on the endpoint and provides a brief description of what you can do with them.

BUTTON	IF YOU...	YOU CAN...
	Press	Power on the endpoint and make a call.
	Press	Power off the endpoint, end a call, and place the endpoint in idle mode.
	Press	View options and access features using the menu.
	Press	Set endpoint preferences and access softkey functions.
	Press	Select an intercom or outgoing line.

In addition to the feature buttons, the endpoint has the following buttons:

- **Up and Down Volume and Select Buttons:** Increase, decrease, and save volume levels (see page 66).
- **Push-to-Talk Button*:** Broadcasts messages to other Push-to-Talk group members (see page 88).
- **Battery Release Buttons*:** Releases the battery pack from the endpoint (see page 13).

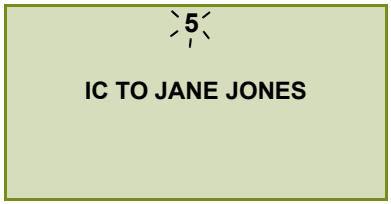
*Model 8665 endpoint only.

Display and Menu Button

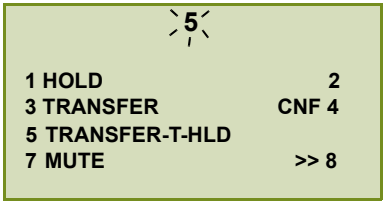
In addition to the various feature buttons, your endpoint contains a display that shows information about status, modes, call information, and available features. When the endpoint is in the active mode, pressing MENU, FCN, or LINE will bring up options on the display. To access an option, press the number on your dialpad that corresponds to the number on the display. While the four-line menu display is showing, all button presses relate to the menu options only. To make a call, you must return to the two-line display.

The MENU button allows you to toggle between the two- and four-line displays. For example, the illustration below on the left shows what the two-line display looks like when you are on an active IC call to Jane Jones. When you press MENU, the display changes from the two-line informational display to the four-line menu option display. To put your call to Jane on **HOLD** press 1 on your dialpad.

Two-Line Display



Four-Line Display



Because the display can only support 15 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
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)

NOTE: The backlight comes on when any button is pressed or when there is an incoming call. This light turns off after 10 seconds if another button is not pressed within that period.

Function Button and Softkeys

Your endpoint has a FCN (**Function**) button that provides access to frequently used features. To access the function features, the endpoint must be in active mode (see page 12). Pressing FCN repeatedly scrolls through the softkey displays, and allows you to view the sixteen available function features. To access a feature displayed on the function menu, press the feature's associated dialpad number or softkey. While the four-line function display is showing, all button presses relate to the function options only.

The following table lists the available function features and the default dialpad and softkey buttons that are associated with the feature. For detailed instructions on how to access the features listed, refer to the corresponding page number.

FUNCTION	DIALPAD BUTTON	SOFTKEY	PG.
Place a call on Hold.		**Hold**	34
Access the Message menu or toggle between alpha/numeric mode.		**Msg**	42
Mute the microphone, or backspace.		**Mute**	41
Forward a call to another destination or voice mail, or forward space.		**Fwd**	38
Transfer a call to another destination or voice mail.	1	**Xfer**	36
Communicate with several different parties on one call.	2	**Conf**	35
Enable and disable Do-Not-Disturb mode.	3	**DND**	52
Redial an outside number or save the last number dialed.	4	**Redl**	40
View or access System Speed-Dial numbers.	5	**SySp**	70
View or access Station Speed-Dial numbers.	6	**StSp**	67
Access additional features using feature codes.	7	**Feat**	N/A
Access programmable buttons for specific features.	8 9 0 * #	**Pgm1vt** **Pgm2** **Pgm3** **Pgm4** **Pgm5**	73

NOTE: Depending on how your telephone system is configured, you may need to use the **Feat** softkey before you dial a feature code.

Line Button

The **Line** button (LINE) provides access to four **CALL** lines (**1-4**) and one **IC** line (**5**). While the line display is showing, all button presses relate to the line options only. After you select a line, the line number flashes at the top of the display.

Headset Jack

The Model 8664, 8665, and 8668 endpoints have a headset jack located next to the charging pins on the bottom of the endpoint. To use a headset, plug the headset connector into the headset jack. Once it is connected, audio is transferred to the headset.

NOTE: Operation of the wireless endpoint may produce an audible noise noticeable to hearing aid users. It is recommended that a hearing aid-compatible headset be used by hearing aid users.

About Operating Modes

The default mode for the Model 8664, 8665, and 8668 endpoints is the idle mode, which is also the power-saving mode. If the display shows just the extension number, the endpoint is in idle mode. While the endpoint is in idle mode, the various endpoint features, functions, and menus are not available. To place the endpoint in idle mode from the two-line display, press (two presses are required from the four-line display). If you press from the idle mode, the endpoint is powered off.

NOTE: You must place the endpoint in idle mode to charge the battery pack using the desktop charger (see page 15) and dual charger (see page 16).

You must place the endpoint in active mode to place a call and access endpoint features. When the endpoint is in active mode, the two- or four-line display is visible, and the features, functions, and menus are available. Battery resources are required whenever the endpoint is turned on whether in active or idle mode. To place the endpoint in active mode you can either press or while in idle mode.

CAUTION

To safeguard against accidental ring bursts in the user's ear, the endpoint will only ring when it is in idle mode. If the endpoint is in active mode (two or four-line display is visible) and you receive a call, the ring will not be audible, however, the display will indicate that there is an incoming call. **To prevent missed calls, and to ensure that your endpoint's battery pack is adequately charged, it is strongly recommended that you return your endpoint to idle mode and place it in the desktop charger or dual charger when you are not using it.**

About Battery Packs and Chargers

The Model 8664, 8665, and 8668 endpoints require a charged battery pack to operate. The Nickel Metal Hydride (NiMH) rechargeable battery pack will need to be charged periodically. A charged battery pack provides four hours of talk time or 80 hours of idle time. To save battery power, it is recommended that you place the endpoint in idle mode at the end of every call (see page 12).

The battery icon indicates the amount of charge remaining in the battery pack. The level indications are approximations of the remaining battery pack life. They do not indicate equal amounts of battery pack Life. When only one level remains, ( ) the battery pack needs to be charged. If you are on a call, you will hear a soft beep through the earpiece every six seconds. You have 15-30 minutes of battery life left. If the battery pack is critically low, and you are not on a call, the **Low Battery** message is displayed, and a loud beep will sound. When the battery pack is critically low, the endpoint will not work until the battery pack is charged.

At some point you may need to replace the battery pack for your endpoint.

NOTE: The battery pack can be changed while the call is still in progress. Do not press **End Call.** Place call on **Hold**. Quickly remove the discharged battery and replace with a charged battery, power on the endpoint, and press **Start Call** to resume the call in progress.

To remove and replace the battery pack on the Model 8664 and 8668:

Press down on the latch on the battery pack to release the battery. The battery pack releases outward and you can remove it from the endpoint. To replace the battery pack, slide the lip of the battery pack into the bottom of the cavity and push the top of the battery pack until it snaps into place.

To remove and replace the battery pack on the Model 8665:

Hold the endpoint in one hand with the keypad facing up. Press both battery pack release buttons (on the left and right sides of the endpoint) at the same time. The battery pack will release downward. You may catch it with the palm of your other hand. If the battery pack does not release, gently shake the endpoint while pressing both release buttons. Do not pry.

NOTE: Improper disposal of battery packs can damage the environment. Contact your system administrator for instructions on how to recycle or properly dispose of used battery packs.

You can charge the endpoint's battery pack using a desktop charger (Models 8664 and 8665), a dual charger (Models 8664, 8665, and 8668) or a quad charger (Models 8665 and 8668). The chargers require approximately one and one half to two hours to charge the battery pack completely.

NOTE: Take care not to short the battery contacts on the battery pack with metal objects such as coins, keys or paper clips. Shorting the contacts can cause permanent damage.

NOTE: Battery packs are not interchangeable. The Model 8665 uses the distinctive square model BPX100 battery pack. The battery packs for the Model 8664 and 8668 endpoints are the same rounded shape but different colors. The Model 8664 BPE100 battery pack is black, the Model 8668 BPN100 battery pack is steel blue.

- Only use Inter-Tel battery packs with Inter-Tel endpoints.
- Do not dip the battery pack in water or throw into fire.
- Do not throw away the battery pack with your domestic waste. Take used battery packs to an appropriate collection point for recycling or send them back to your supplier or servicing agent.

Desktop Charger

8664 Desktop Charger

8665 Desktop Charger

Overview

The desktop charger is a one-slot charger that comes in two models. Model 8664 is designed to charge the 8664 endpoint or the 8668 endpoint. Model 8665 is designed to charge the 8665 endpoint. The models are not interchangeable.

The desktop charger will only charge the battery pack if the endpoint is in idle mode or if it is powered off. If you place the endpoint in the charger while it is in active mode, the battery pack will not charge and the endpoint will continue to deplete the battery.

The user must end any call in progress by pressing the button on the endpoint before placing the endpoint into the Desktop Charger. The endpoint may be off or in idle mode during charging.

Full charging is accomplished in approximately one and a half hours.

Set up the Desktop Charger by first obtaining the appropriate Inter-Tel power supply for the country or region. Place the Desktop Charger on a flat, horizontal surface. Plug the power supply into the Desktop Charger and into an appropriate wall outlet.

NOTE: Make sure you are using the charger that is designed specifically for your endpoint. The chargers for the Model 8664, 8665, and 8668 endpoints are different sizes and you must use the charger that is compatible with your endpoint.

To use the desktop charger to charge the battery pack:

1. *EITHER,* Press (once or twice depending on the current display) to place the endpoint in idle mode.

   OR, Press and hold to power off the endpoint.

2. Place the endpoint into the desktop charger slot facing forward. If the endpoint is placed correctly, the red indicator light will come on.

NOTE: The desktop charger's indicator light will not come on if the charger is empty, if it is not receiving power, or if the endpoint is seated incorrectly.

Charge Indicator

While the endpoint is charging in idle mode, it will display its extension number and **Charging…**. The battery icon will show charging progress. The endpoint is fully operational and will ring if called.

When the endpoint is charging while turned off, only **Charging…** will display and no calls will be received. The dots will be racing during the charging cycle. It is normal for the battery pack to become warm when charging.

Dual Charger

Dual Charger for Model 8664	Dual Charger for Model 8665

Overview

The dual charger is a two-slot desktop charger that comes in three models. Model 8664 is designed to charge the BPE100 battery pack in the Model 8664 endpoint and a spare BPE100 battery pack; Model 8665 is designed to charge the BPX100 battery pack in the Model 8665 endpoint and a spare BPX100 battery pack; Model 8668 is designed to charge the BPN100 battery pack in the 8668 endpoint and a spare BPN100 battery pack. The models are not interchangeable.

Set up the dual charger by first obtaining the appropriate Inter-Tel power supply for the country or region. Place the dual charger on a flat, horizontal surface and plug the power supply into the dual charger and into an appropriate wall outlet.

You must end any call in progress by pressing the key before placing it into the dual charger. Do not remove the battery pack. The endpoint may be off or in idle mode during charging.

Place the endpoint face forward into the dual charger front slot. Place a spare battery pack in the rear slot, charging contacts down. The front slot takes charging precedence; the battery pack in the rear slot will begin charging when the endpoint in the front slot is fully charged or when the front slot is empty.

Indicator Light

When the endpoint or battery pack is seated correctly, the corresponding indicator light will come on. A bright indicator means the battery pack is charging, a dim indicator means the battery pack is waiting to charge. The indicator light will not come on when the endpoint is incorrectly seated, the slot is empty or when the dual charger has no power applied.

If the indicator light is off or flashing, it means the endpoint or battery pack is incorrectly seated. Remove the endpoint or battery pack and reinsert it. If the LED continues to blink or starts blinking at any time during the charging process, it indicates that there is a problem with the battery pack that makes it unusable. Do not continue to charge the battery pack. Dispose of it properly and do not attempt to use it in the endpoint. Do not attempt to open or repair a defective battery pack. Contact your service representative for assistance.

The indicator light will turn off when charging is complete. Full charging is accomplished in approximately two hours for either slot.

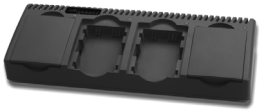
Charging Indicator

While the endpoint is charging in idle mode, it will display its extension number and Charging…. The battery icon will show charging progress. The endpoint is fully operational and will ring if called. When the endpoint is charging while turned off, only **Charging…** will display and no calls will be received.

Charge Complete

When the endpoint is fully charged, **Charge Complete** will display. If the endpoint has been turned off, the charge complete melody will play when it is turned on.

Quad Charger

	
Quad Charger for Model 8668 (shown with four empty charging bays)	**Quad Charger for Model 8665** (shown with two empty charging bays)

Overview

The quad charger is designed to simultaneously charge four Nickel Metal Hydride (NiMH) battery packs. It comes in two models. Model 8665 is designed to charge the BPX100 battery pack for the 8665 endpoint. Model 8668 is designed to charge the BPN100 battery pack for the 8668 endpoint.

Full charging is accomplished in approximately one and a half hours.

Set up the quad charger by first obtaining the appropriate Inter-Tel electrical supply for the country or region. Place the quad charger on a flat, horizontal surface and plug the power supply into the quad charger and into an appropriate wall outlet.

Indicator Light

Remove the battery pack from the endpoint and insert it into one of the four charging bays so that the battery pack contacts meet the charging bay contacts. The LED above the charging bay will turn on to indicate that charging is in progress. Complete charging occurs in one and a half to two hours.

When charging is complete, the LED will turn off. Lift the battery pack out of the charging bay.

NOTE: A blinking light above the charging bay indicates that the battery pack is not seated correctly or that the battery pack is unstable. Re-seat the battery. If the light continues to blink, do not continue to charge the battery. Contact your system administrator to order a new battery pack.

Important Notes about Chargers and Battery Packs

- Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.
- Do not place anything in the charger other than the endpoint. You might damage the contacts. Bent contacts can keep the endpoint from charging.
- It is normal for the battery pack to become warm when charging.
- Only use Inter-Tel battery packs with Inter-Tel chargers.
- Never use non-Inter-Tel charging units as they could damage the battery pack.
- Only use the original plug-in power adapter for the chargers.
- Do not dip the battery pack in water or throw into fire.
- Do not throw away the battery pack with your domestic waste. Take used battery packs to an appropriate collection point for recycling or send them back to your supplier or servicing agent.

Replacement battery packs are available from your supplier or servicing agent.

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. In addition, if your voice mail administrator sets up one or more "group lists" of mailboxes, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

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

- **Advanced Mailbox:** If E-Mail Reader is enabled for your mailbox, you have 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. See page 91 for information and instructions about using E-Mail Reader features. For a voice mail flowchart for advanced mailbox users, see page 103.
- **Standard Voice Mailbox:** This type of mailbox allows you to send and receive voice mail messages, record personal greetings, and allows you to 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 page 121.

NOTE: If you have the Enterprise® Messaging (EM) voice mail system, you also have access to advanced communication and messaging features such as E-Mail Reader and Automatic Speech Recognition (ARS). For more information about EM, see page 22.

The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users. The instructions for the following common mailbox tasks are included in the *Getting Started* and *Moving On* sections of this guide:

- Initializing your mailbox (see page 27)
- Recording your personal greetings (see page 28)
- Recording your voice mail directory name (see page 29)
- Accessing your mailbox (see page 44)
- Disabling and enabling ASR (see page 45)
- Accessing voice mail messages (see page 46)
- Recording and sending voice mail messages (see page 49)
- Canceling unheard voice mail messages (see page 51)
- Changing your mailbox password (see page 60)
- Changing the call screening transfer method (see page 62)
- Programming a fax destination (see page 63)
- Changing the message search order (see page 63)
- Programming remote messaging (see page 64)
- Screening calls (see page 76)
- Using the voice mail directory (see page 80)

Enterprise Messaging

Enterprise Messaging (EM) is the Inter-Tel messaging system that uses industry-standard protocols for communication and messaging. EM unifies communication and messaging by providing access to voice mail, fax, and e-mail messages in your mailbox. The EM system provides voice mail users with the following advanced messaging features:

- **Automatic Speech Recognition (ASR):** ASR can be enabled for the entire system or it can be enabled for specific applications (like voice mail) or mailboxes. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories. ASR can be enabled for standard voice mailboxes and advanced mailboxes (see page 20). For more information about ASR, see page 23.
- **E-Mail Reader:** E-Mail Reader allows you to access voice, e-mail, and fax messages from your mailbox. For e-mail messages, E-mail Reader uses Text-to-Speech (TTS) capabilities included with EM to convert the text in an e-mail message to a **`.wav`** file. For fax messages, E-Mail Reader announces the fax envelope. If E-Mail Reader has been enabled for your mailbox, your voice mail, e-mail, and fax messages are unified in one convenient location. For more information and instructions about how to use E-Mail Reader features, see the *Using E-Mail Reader* section, starting on page 91.

Consult your voice mail administrator to see if ASR and/or E-Mail Reader is enabled for your mailbox.

NOTE: EM also includes Unified Messaging inbound and outbound faxing capabilities. For information and instructions about Unified Messaging features, see Issue 2.3 of the *Unified Messaging User Guide*, part number 550.8121.

Automatic Speech Recognition (ASR)

Automatic Speech Recognition (ASR) is a feature available for systems using EM. Because ASR is a very flexible feature, it can be enabled or disabled on several different levels. When ASR is enabled for your mailbox, you can issue spoken commands to navigate the voice mail menus. ASR also allows subscribers and non-subscribers to navigate automated attendant menus, call routing applications, and search the directories using voice commands.

When you access voice mail, if you are given the option to say a command or press a dialpad button to complete a task, then ASR is enabled for your mailbox. If you are only prompted to press a dialpad button, ASR is not enabled for your mailbox. If your mailbox is not ASR-enabled, you can still navigate the menus and perform tasks by pressing the appropriate dialpad buttons when prompted by the system.

When using ASR, follow these guidelines for best results:

- When completing a mailbox-related task, either say the command each time or press the dialpad buttons each time.
- Use the endpoint when issuing spoken commands. Your endpoint's speaker can pick up background noise and other sounds, which may cause the system to misinterpret a command.
- Voice mail command words are shown on display endpoints. If your endpoint has a display and you don't hear the command word when the prompt is announced, look at the display for the appropriate voice command.
- When you use the dialpad buttons to complete a task, you are sometimes prompted to press **#** to indicate to the system that you have finished entering digits. It is not necessary to say "Pound" or "Hash" when using ASR. The silence that follows your voice command replaces the **#** digit.
- While you are recording a message, ASR is temporarily disabled, therefore you cannot issue spoken commands to access options like pause and erase. If you attempt to issue a spoken command while you are recording, your recording will include the command you issued. To access the pause and erase options, you must press the appropriate dialpad buttons.
- You cannot use ASR to set up your e-mail password (see page 95). For security reasons, you must enter your e-mail password characters by pressing the appropriate dialpad buttons. Entering passwords this way prevents others from overhearing your password.
- If the system cannot interpret your voice commands for three consecutive attempts, ASR is temporarily disabled by the system for the current call. You can still complete tasks using the dialpad buttons; however, you will no longer be prompted to say a command.
- You can temporarily disable ASR for the current call by selecting option eight from the main menu.

WHAT YOU SEE AND HEAR

As you can see, your Model 8664/8665/8668 and telephone system come equipped with many features. To help you understand what everything means, it is recommended that you read the following information *before* you use your endpoint:

- If you hear four fast tones or repeating fast tones (reorder tone), you have pressed an invalid button combination, 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. Hang up and try again.
- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features "time out" if you wait too long before performing the next step. If this happens, you must hang up and start over.
- "Off-hook" means that your endpoint is ready to make a call. To go off-hook or make a call, press and release . You hear dial tone and the display prompts you to enter an extension number. "On-hook" means that the endpoint is not in use and you can receive calls. To go on-hook or to end a call, press and release .

NOTE: You can receive calls on a second line when off hook.

SOFTWARE COMPATIBILITY

Depending upon which software version your telephone system is using, some of the features included in this guide may not be available for your endpoint. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.

Your Model 8664/8665/8668 is compatible with the following Inter-Tel software:

- Inter-Tel® 5000 system software v1.0 and later
- Axxess® system software v8.2 and later
- Unified Communicator® v2.1 and later
- Enterprise® Messaging v1.0 and later
- SpectraLink® NetLink SVP Server Vxxx.110 or later

Getting Started

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INTRODUCTION

Now that you know what your Model 8664/8665/8668 endpoint can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

TURNING YOUR ENDPOINT ON AND OFF

The and buttons are used to power on and power off the endpoint as well as begin and end calls.

To turn the Model 8664/8665/8668 endpoint on:

Press and hold (the Power On button) for about one second. Two chirps will sound. When the button is released, the in-service tone sounds and the extension number is displayed. The endpoint is now in idle mode and ready to receive calls.

NOTE: It is recommended that you keep your endpoint in idle mode (see page 12) and always return it to the charger when you are not using it.

To turn the Model 8664/8665/8668 endpoint off:

While in idle mode press and hold (the Power Off button). One chirp will sound and the endpoint will turn off. The endpoint cannot be turned off during a call. You must end the call before you can turn the endpoint off.

LOCKING AND UNLOCKING THE KEYPAD ON YOUR ENDPOINT

To unlock the keypad:

Press the **Unlk** softkey, then **#**. The autolock feature of the keypad is disabled by default.

To activate autolock:

See "Keypad Autolock" on page 58.

SETTING UP VOICE MAIL

To begin using your mailbox you will need to complete a few basic set-up procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name.

All of the options used for voice mail features in this user guide are presented as numeric entries which correspond to the voice prompts from the system. Although you can access voice mail display prompts by pressing MENU, **note that the display option numbers DO NOT correspond to the numeric entries in these instructions.** It is recommended that you follow the voice prompts and these instructions when completing voice mail tasks.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 23 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 91 for information and instructions about using E-Mail Reader features.

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. Press .
2. Dial the voice mail extension number. (You hear the main menu.)

   NOTE: If you don't know what the voice mail extension number is, check with your system administrator.

3. Say "Login" or press * to identify yourself as a subscriber.
4. Enter your mailbox number using the dialpad buttons.
5. Enter your default password using the dialpad buttons.

   NOTE: Your mailbox number is your default password.

   If you want 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 press #.

6. 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.
7. After the tone, record your first and last name.
8. 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 #, if desired.

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. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not 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 voice mail (say “Operator” or press 0 to return to the operator)

The following 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, 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, leave a detailed message, and I will return your call when I return. Thank you.

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 44.
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,* 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.

   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.
6. Press 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 44.
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. Press to hang up.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any endpoint. With your endpoint, you can make/receive intercom and outside calls as well as make emergency calls.

CAUTION

Consult your system administrator and your local Inter-Tel servicing company for important information about dialing emergency services from your Model 8664/8665/8668 before you begin using it.

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

To place an intercom call:

1. Press .
2. Dial an extension number.
3. Wait for the call to be answered.
4. When finished, press to end the call.

If there is no answer or if the endpoint is busy when you place an intercom call, you can do any of the following:

- **To leave a station message,** press the **Msg** softkey and then hang up.
- **To leave a voice mail message,** press the **Msg** softkey and wait for the message center to answer. (See page 42 for more message options.)

  NOTE: This option is only available if the called endpoint has a voice mailbox.

- **To camp onto a busy extension**, stay on the line and wait for the endpoint to become available. Do not hang up. After the system timer expires, you hear music until the endpoint is available.

  NOTE: You cannot camp on to an endpoint if it is in DND mode.

- **To request a callback (queue on to the endpoint)**, press and hang up. When the endpoint is available, your endpoint rings. (To cancel the queue request before the callback, press .)

The telephone system allows certain devices to be placed in handsfree mode, which means that the user does not have to lift the endpoint or press a button to answer a call. Although the Model 8664/8665/8668 endpoints do not support handsfree mode, they do support the two features that will override handsfree mode on another extension.

To override handsfree mode on an extension that you are calling, you can use the Force Ring feature. If you press # before you dial an extension, the called party will need to either pick up the endpoint or press the answer button to answer the call. To always override handsfree mode on every extension that you call, enable the Ring Intercom Always feature on your endpoint.

To place a call that will override handsfree mode:

1. Press .
2. Press #.
3. Dial the extension number.

To enable/disable the Ring Intercom Always feature:

1. Press .
2. Dial 3 7 7. The current status is shown.

If there is no answer or if the endpoint is busy when you place an intercom call, you can do any of the following:

- **To leave a station message**, press the **Msg** softkey and then hang up.
- **To leave a voice mail message**, press the **Msg** softkey and wait for the message center to answer. (See page 42 for more message options.)

  NOTE: This option is only available if the called endpoint has a voice mailbox.

- **To camp onto a busy extension,** stay on the line and wait for the endpoint to become available. Do not hang up. After the system timer expires, you hear music until the endpoint is available.

  NOTE: You cannot camp on to an endpoint if it is in DND mode.

- **To request a callback (queue on to the endpoint),** press 6 and hang up. When the endpoint is available, your endpoint rings. (To cancel the queue request before the callback, press 6.)

Receiving Intercom Calls

When you receive an incoming intercom call, you can either answer the call or redirect it.

To answer an intercom call:

Press .

Instead of answering a ringing call, you can press MENU and redirect it with one of the following options:

- **SEND TO V-MAIL**: Sends the call directly to your voice mailbox. 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. (See page 52 for more information about DND mode.)
- **SEND TO DEST**: Redirects the call to the intercom or outside number that you enter. (See page 39 for more information about the Redirect Call feature.)

Outside Calls

With outside calls, you can talk to people who aren't 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

To place an outside call:

1. Press .
2. *EITHER,* Press 8 (the default Outgoing Call feature code).
   OR, Press LINE and select an outgoing **Call line** (1-4).
3. Dial the desired number.

> **NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 75).

After you press , you can press FCN to access one of the following options:

- **STN SPEED DIAL:** Selects the Station Speed-Dial feature. (See page 67.)
- **SYS SPEED DIAL:** Selects the System Speed-Dial feature. (See page 70.)
- **REDIAL:** Redials the last outside number you dialed. (See page 40.)

To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:

When you hear busy signals, press 6 and hang up. When the line is available, your endpoint rings.

To cancel the queue request before your endpoint rings:

Press 6.

Receiving Outside Calls

To receive an outside call:

Press .

Instead of answering a ringing call, you can press MENU and redirect it with one of the following options:

- **SEND TO V-MAIL**: Sends the call directly to your voice mailbox. You will not see this option if you do not have a mailbox.
- **SEND TO DEST**: Redirects the call to the intercom or outside number that you entered. (See page 39 for more information about the Redirect Call feature.)

Emergency Calls

With the telephone system, you do not have to access an outside line to dial an emergency number.

To make an emergency call:

1. Press .
2. Dial 9 1 1. A call is automatically placed to the preset emergency number.

CAUTION

Consult your system administrator and your local Inter-Tel servicing company for important information about dialing emergency services from your Model 8664/8665/8668 before you begin using it.

NOTE: Dial 9 9 9 in Europe for emergency services.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone.

To respond to a waiting call:

End your current call, place it on hold, and/or press MENU to access one of the following options:

- **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. (See page 52 for more information about DND mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- **Individual Hold** places the call on hold at one endpoint. It can then be directly picked up at that endpoint or it can be picked up at another endpoint using the Call Pickup (Reverse Transfer) feature (see page 37).
- **System Hold** places the call on hold in the system. You can then pick up the call at any endpoint that has a flashing button for the call, including the endpoint that placed it on hold.

NOTE: You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press FCN until the **Hold** softkey is available.
2. Press the **Hold** softkey.

To return to the caller: Press the **Hold** softkey again**.**

NOTE: When you place a call on hold, the flashing line number on the two-line display indicates which line is holding. If you place a call on hold and return the endpoint to idle mode, the display does not indicate that a call is holding, however, the holding call will recall your endpoint after the recall timer has expired. The default recall timer is set to 60 seconds.

To place an outside call on System Hold:

1. *EITHER*, Press FCN **-** 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial the System Hold feature code, 3 3 5.
3. Hang up or place another call.

To return to a call that is on System Hold:

1. Press LINE**.**
2. Press the flashing **Call** line number (**1-4**).

PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

To place a conference call:

1. While on the first call, press FCN - 2, or the **Conf** softkey to place the call on hold.
2. Place another intercom or outside call.
3. Press the **Conf** softkey to place the second call on hold. (If necessary, repeat this step to place one more call on hold.)
4. Press the **Conf** softkey twice to join all of the calls together in the conference.

During the conference call, you can do the following:

- **To place the conference on hold:** Press FCN until the **Hold** softkey is available**.** Press the **Hold** softkey. This places the conference on hold without disconnecting the parties. To return to the conference, press the **Hold** softkey.
- **To drop out of the conference:** Press MENU and then press the number that corresponds to the **DISCONNECT** option. This removes your endpoint from the conference, but leaves the other parties connected.
- **To add parties to the conference:**
  a. Press the **Conf** softkey to place the conference on hold.
  b. Place another intercom or outside call.
  c. Press the **Conf** softkey twice to join all of the calls together in the conference.
- **To end the conference and place all parties on individual hold:**
  a. Press the **Conf** softkey.
  b. Press FCN until the **Hold** softkey is available**.**
  c. Press the **Hold** softkey to place all of the parties on individual hold. You can then speak to one party at a time by pressing the **Hold** softkey.
- **To mute your microphone:** Press the **Mute** softkey. This turns your microphone off during the conference. If mute is enabled, you can hear the conferenced parties, but they cannot hear you. To unmute, press the **Mute** softkey again.
- **To transfer the conference to another extension:**
  a. Press MENU.
  b. Press the number that corresponds to the **TRANSFER** option. Dial the desired extension number and then hang up when you are ready to complete the transfer.

TRANSFERRING CALLS

Although transferring calls is considered a basic function of an endpoint, your Model 8664/8665/8668 endpoint has many advanced options for this feature. With your endpoint, you can transfer a call to another extension, voice mail, or even an outside line.

To Another Extension

1. Press MENU and then press the number that corresponds to the **TRANSFER** option.
2. Dial the desired extension number or press MENU for the following options:
   - **OUTSIDE PHONE:** Transfers the call to an outside number.
   - **IC DIRECTORY**: Provides access to the directory to look up the number (see page 79).
   - **MESSAGE CENTER**: Transfers the call to your message center.
3. Wait for an answer, announce the call and then hang up.

   If the number is busy, there is no answer, or the transfer is refused, press FCN until the **Xfer** softkey is available. Press the **Xfer** softkey twice to return to the caller.

NOTE: If you are receiving a transferred call and the Transfer-To-Connect option is enabled for your endpoint, you are automatically connected to the transferred caller once the transferring party hangs up. If this option is disabled, you must press LINE and then select a **Call** line (**1-4**) to answer the transferred call.

To Voice Mail

1. Press MENU and then press the **TRANSFER** option.
2. Press MENU and then press the **MESSAGE CENTER** option.
3. *EITHER,* Dial the desired mailbox number and hang up.

   OR, Hang up to send the call to the voice mail menu (so that the caller can select the mailbox number).

To an Outside Number

1. Press MENU and then press the **TRANSFER** option.
2. Press MENU and then press the **OUTSIDE PHONE** option.
3. Dial the desired telephone number.
4. Wait for an answer, announce the call and then hang up.

If the number is busy, there is no answer, or the transfer is refused:

EITHER, Press FCN - 1 twice to return to the caller.

OR, Press FCN until the **Xfer** softkey is available and then press the **Xfer** softkey twice to return to the caller.

USING REVERSE TRANSFER

The Reverse Transfer (Call Pick Up) feature allows you to answer a call that is ringing or holding at another endpoint. For example, if the attendant transfers a call to you but you have stepped away from your endpoint, you can pick up your call at another endpoint.

To answer a call ringing or holding at another endpoint:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 4 (the default Reverser Transfer feature code).
3. Dial the extension or hunt group (see page 85) number where the call is ringing or holding. The call is transferred to the endpoint you are using and you are connected to the caller.

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

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your endpoint is programmed to allow this.

To forward calls:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press the **Fwd** softkey and then press MENU for the following options:
   - **ALL:** All incoming calls are forwarded without ringing at your endpoint.
   - **NO ANSWER:** All incoming calls are forwarded if they are not answered before a timer expires.

     NOTE: Only the installer or system administrator can adjust this timer.

   - **BUSY:** When your endpoint is busy, all incoming calls are forwarded without ringing at your endpoint.
   - **NO ANSWER/BUSY:** All incoming calls are forwarded if your endpoint is busy or if you do not answer, as described above.
3. Press MENU for the following options:
   - To forward to an outside telephone number:
     - Press the number that corresponds to the **OUTSIDE PHONE** option.
     - Dial a telephone number or press MENU for the **OUTSIDE DIR** option. (See page 79 for more information on directories.)
   - **To forward to an extension number:** Dial the extension number. *OR,* press the number that corresponds to the **IC DIRECTORY** option. (See page 79 for more information on directories.)
   - **To forward to your voice mailbox:** Press the number that corresponds to the **VOICE MAIL** option.
   - **To forward to your message center:** Press the number that corresponds to the **MESSAGE CENTER** option.

To cancel any call forward request:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the **Fwd** softkey is available.
3. Press the **Fwd** softkey and then press MENU.
4. Press the number that corresponds to the **FWD OFF** option.

Automatic System Forwarding

Automatic System Forwarding allows your system administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your endpoint.

To enable or disable System Forwarding:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 5 4.

Redirect Calls

The Redirect Call feature allows you to forward any call that is ringing on your endpoint without having to answer the call.

NOTE: You cannot redirect calls to an extension that is in DND or to a restricted outside number.

To redirect a call to an extension number:

1. Press MENU.
2. Press the number that corresponds to the **SEND TO DEST** option.
3. Dial the extension number or press MENU for the **IC DIRECTORY** option. (See page 79 for more information on directories.)

To redirect a call to an outside telephone number:

1. Press MENU.
2. Press the number that corresponds to the **SEND TO DEST** option.
3. Press MENU and then press the number that corresponds to the **OUTSIDE CALL** option.
4. Dial the outside telephone number, or use a speed-dial number (see page 67).
5. Press #.

REDIALING A NUMBER

The Redial feature allows you to quickly redial the last outside number you dialed. Although most endpoints redial the last number *dialed*, your system administrator can program your endpoint to redial the last number *saved*.

To use the Last Number Dialed feature:

1. While in idle mode, press MENU to bring up the two-line display.
2. *EITHER*, Press FCN - 4.

   OR, Press FCN until the **Redl** softkey is available and then press the **Redl** softkey.

A line is selected automatically, and the number is dialed.

To save a number if your system uses the Last Number Saved feature:

While the endpoint is idle or while listening to intercom dial tone,

EITHER, Press FCN - 4.

OR, Press FCN until the **Redl** softkey is available and then press the **Redl** softkey.

The last number you dialed is saved.

To redial a number if your system uses the Last Number Saved feature:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press LINE and select an outgoing **Call** line (**1-4**).
3. *EITHER*, Press FCN - 4.

   OR, Press FCN until the **Redl** softkey is available and then press the **Redl** softkey.

A line is selected automatically, and the saved number is dialed.

NOTE: If there is no redial number available, the display shows NO NUMBER TO DIAL.

Displaying Information on Your Endpoint

In addition to the four lines on the display that are dedicated to the menu, your endpoint has two lines of display where you can view information, such as the date and time or the outside party's name/number.

Date, Time, Name, and Extension Number

You can temporarily display the system date and time, your user name, and your extension number at any time.

To show the date and time display (while on a call, in DND, etc.):

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 0 0.

Outside Party's Name/Number

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name:

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 7 9.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

Using the Mute Feature

Your endpoint has a mute feature, which, when enabled, allows you to hear the other party but they cannot hear you. (This does not put the party on hold.)

To use the mute feature:

1. Press FCN until the **Mute** softkey is available.
2. Press the **Mute** softkey.

To turn the mute feature off:

Press the **Mute** softkey.

USING THE MESSAGE FEATURE

In today's busy world, it's almost guaranteed that you will call someone that is on another call, does not answer, or is in DND. But, with the Message feature, 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 party you called responds to the message indication, a call is automatically placed to your endpoint.
- **Leave a message with the called party's message center, (which can be a person or voice mail).** When the party you called responds to the message, a call is automatically placed to his or her message center instead of your endpoint.

NOTE: To indicate that a message is waiting, the message icon ( ) is displayed.

Leaving Messages

To leave a station message while on an intercom call:

1. Press FCN until the **Msg** softkey is available.
2. Press the **Msg** softkey.
3. Hang up to leave a station message.

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

1. Press FCN until the **Msg** softkey is available.
2. Press the **Msg** softkey.
3. Wait for the message center to answer.

To leave a silent message without placing an intercom call:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press the **Msg** softkey.
3. Press MENU and then press the number that corresponds to the **LEAVE MESSAGE** option.
4. Dial the desired extension number and hang up to leave a station message.

To cancel a message that you left at another endpoint:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press the **Msg** softkey.
3. Press MENU and then press the number that corresponds to the **CANCEL MESSAGE** option.
4. Dial the extension number of the endpoint where you left the message.

Retrieving Messages

To indicate that a message is waiting, the message icon ( ) is displayed along with the number of messages you currently have waiting.

To retrieve a message:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press the **Msg** softkey. (If you have more than one message, scroll to the desired message by pressing the **Msg** softkey.)
3. Press MENU and then press the number that corresponds to the **REPLY** option. A call is automatically placed to the endpoint or message center (see page 42) that left the message.

To cancel a waiting message:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press the **Msg** softkey. (If you have more than one message, use the **Msg** softkey to scroll to the desired message.)
3. Press MENU and then press the number that corresponds to the **DELETE** option to delete the message.

ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your mailbox to retrieve it.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 23 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 91 for information and instructions about using E-Mail Reader features.

When you access your mailbox, depending on the voice processing system, enabled features, and mailbox status, you may hear 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.
- **Quota grace limit reached:** The quota grace limit is an EM feature. If this feature is enabled, it allows a mailbox to "overfill" beyond normal capacity. When the quota grace limit has been reached, this announcement is played.
- **Message count and type:** The system announces the number of new and/or saved messages that are in your mailbox. The system also informs you if the messages are priority messages. If E-Mail Reader is enabled for your mailbox, the media type is indicated.
- **Remote Messaging:** The system indicates if the Remote Messaging feature is enabled (see page 64). It also alerts you if a programming error has been detected when attempting to place a Remote Messaging call.

To access your mailbox:

1. Press .
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), then press #. If you do not have a password, press # to bypass the password prompt. See page 60 for information on programming passwords.

NOTE: Generally, saying "Skip" or 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 say "Skip" or press # to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can say "Skip" or press # to skip the system-generated voice prompts and proceed directly to the playback phase. Also, at any menu level, you can say "Cancel" or press * to cancel or return to the previous menu.

DISABLING AND ENABLING ASR

If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button.

If your environment prevents you from using ASR, you can temporarily disable it by accessing option number eight on the main subscriber menu. This option disables ASR for that particular call only.

Option number eight is used as a toggle, and you can re-enable ASR by pressing the number eight again on the main subscriber menu only. Also, if you press a dialpad button at the main subscriber menu to access mailbox functions, ASR is automatically turned off and will remain off for the rest of the call.

For ASR guidelines, see page 23.

NOTE: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 91 for information and instructions about using E-Mail Reader features.

To temporarily disable ASR:

1. Access your mailbox as described on page 44.
2. Say "Disable" or press 8 to disable ASR for the call.

NOTE: To enable ASR after disabling it, press * until you are back at the main menu. Press 8 to enable ASR.

ACCESSING 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.

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dial-pad button. See page 23 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 91 for information and instructions about using E-Mail Reader features.

Listening to Messages

To listen to messages:

1. Access your mailbox as described on page 44.
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 (see page 61 for information on envelope options).
   - 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. Press ☎ to hang up.

Recovering Deleted Voice Mail Messages

If you accidently delete a voice mail message, you can retrieve it within a specific time frame (programmed by your system administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages. See page 101 for instructions about how to recover deleted voice mail, e-mail, and fax messages.

To recover deleted voice mail messages:

1. Access your mailbox as described on page 44.
2. Say “Options” or press 5 for Message Options.
3. Say “Recover” or press 2 to access undelete options.
4. *EITHER,* Say “Listen” or press 1 to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say “Replay” or press 1 to replay the message.
   - Say “Reply” or press 2 to reply to the message.
   - Say “Forward” or press 3 to forward the message.
   - Say “Previous’ or press 4 to listen to the previous message.
   - Say “Envelope” or press 5 to play the message envelope.
   - Say “Next” or press 6 to listen to the next message.
   - Say “Recover” or press 7 to recover the message.

   OR, say “Recover” or press 2 to recover all deleted messages.

   OR, Say “Purge” or press 3 to **permanently** delete all deleted messages.
5. Press ☎ to hang up.

Recording and Sending Voice Mail Messages

You can record and send voice mail messages by accessing the record option on the main menu.

NOTE: If E-Mail Reader is enabled for your mailbox, a reply to an e-mail message (see page 97) is a recorded voice message that is attached to the e-mail as a **.wav** file.

To record and send voice mail messages:

1. Access your mailbox as described on page 44.
2. Say "Record" or press 2.
3. Say or enter the desired mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
   - Say "Yes" or press # to accept the subscriber's name.
   - Say "No" or press * to start over.
4. Record your message after the tone. While recording, you have the following options:
   - Press 2 to pause while recording. (Say "Continue" or press # to continue.)
   - Press 3 to erase and re-record your message.
5. When finished recording, you can press # to access the following options:

NOTE: If you select the copy or special delivery options and then do not respond to the prompts, the system will time out and deliver your message to the original recipient.

- Say "Send" or press # to send the message and return to the voice mail options.
- Say "Cancel" or press * to cancel the recording.
- Say "Replay" or press 1 to replay your message.
- Say "Append" or press 2 to add to your message.
- Say "Erase" or press 3 to erase and re-record your message.
- Say "Copy" or press 4 to copy your message to other mailboxes.

NOTE: If you are not using an Enterprise Messaging (EM) voice mail system, you can send the message to additional mailboxes from the "Special Delivery Options" menu **after** sending the message to the first recipient (see page 50).

- Say or enter the mailbox number or group list number. The system announces the name assigned to the mailbox number or group list number. You have the following options:
  - Say "Yes" or press # to accept the subscriber's name.
  - Say "No" or press * to start over.

  Press * when you are done adding mailboxes.
- Say "Options" or press 9 to use special delivery options. You can then use one or more of the following options:
  - Say "Private" or press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)
  - Say "Certified" or press 2 to mark the message "certified." (When the recipient listens to the message, you will receive a receipt notice.)
  - Say "Priority" or press 3 to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)
  - Say "Cancel" or press * to cancel delivery options.
  - Say "Send" or press # to send the message and return to voice mail options.

NOTE: If you are not using an EM voice mail system, you can send the message to additional mailboxes **after** sending the message to the first recipient.

To send the message to additional mailboxes from a non-EM system:

1. After sending the first message, press # and then enter the next recipient's mailbox number.
2. Press # to send the message or press * to exit and return to voice mail options.

6. Hang up.

Canceling Unheard Voice Mail Messages

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

To cancel unheard voice mail messages:

1. Access your mailbox as described on page 44.
2. While listening to the voice mail main menu, say "Options" or press 5 for Message Options.
3. Say "Unheard" or press 1.
4. When prompted, say or enter the number of the mailbox containing the unheard message.
5. Say "Yes" or press # to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
   - Say "Replay" or press 1 to replay the message.
   - Say "Append" or press 2 to add to the message.
   - Say "Forward" or press 3 to forward the message to another mailbox.
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the 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. Press to hang up.

USING DO-NOT-DISTURB MODE

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

Your telephone system can have up to 20 different DND messages, each of which can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list.

	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/ HOLIDAY 'TIL		15	WITH A GUEST	
06	ON VACATION/ HOLIDAY		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	

Because the system DND message only uses one line of your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display endpoint will then see, "IN MEETING UNTIL 3:30."

To enable DND:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press MENU and then press the number that corresponds to the **DND** option.

3. Dial the two-digit number corresponding to the message you want to use.
4. *If desired,* customize the second display line by dialing the desired numbers or letters as described below:
   - *Remain in numeric mode:* Press the dialpad buttons to dial the desired numbers. Press # for a hyphen (-), * for a colon (:), the **Fwd** softkey to leave a space, or press the **Mute** softkey to backspace.

     NOTE: Press the **Msg** softkey to switch back and forth between numeric and alphanumeric mode when you are customizing the second display line. When the ✉ icon is displayed, the endpoint is in alphanumeric mode.

   - *Change to alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (Refer to the chart below.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 enters "FRIDAY." When adjoining characters are located under the same button, press the **Fwd** softkey 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 buttons.) Press **Fwd** twice to leave a space or press the **Mute** softkey if you need to backspace.
5. Press MENU and then press the number that corresponds to the **ACCEPT** option.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**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	# or / *	5
6	M	N	O	N or # *	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version.

To cancel DND:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the **DND** softkey is available and then press the **DND** softkey.

USING REMINDER MESSAGES

Never be late for a meeting again! With Reminder Messages, you can program your endpoint, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect programming.)

Your telephone system can have up to 20 different reminder messages, each of which 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. For convenience, you should update the following default list.

	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:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 0 5.
3. Dial the desired two-digit number for the message that you want, press MENU and then press the number that corresponds to the **ACCEPT** option.
4. While the desired message is displayed, press #.
5. 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 #.

> **NOTE:** If your system is set for 24-hour format, you must enter the time appropriately (e.g., 1400 = 2:00PM). If your system is set for 12-hour display format, press 1 for AM or 2 for PM.

To cancel all reminder message requests before they signal you:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 0 6.

To clear a received reminder message:

Press *.

Moving On

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INTRODUCTION

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to set preferences for your endpoint, program buttons, use directories, access your voice mailbox remotely, and perform various other functions.

SETTING ENDPOINT PREFERENCES

Your endpoint is automatically set to specific defaults. You can, however, configure many of these settings at any time. Customizable features on your endpoint include changing the ring type, eliminating background noise with the high noise feature, enabling and disabling the Push-to-Talk (PTT) feature (Model 8665 only), and selecting a PTT channel (Model 8665 only). An asterisk (*) indicates that an option is selected.

When the endpoint is in idle mode, press FCN to display user options. To navigate through the menu, use the buttons and softkeys listed in the following table.

BUTTON	ACTION
Up/Down buttons	Display previous/next menu item
Select button	Selects the menu item or option
OK softkey	Selects the menu item or option
Save softkey	Saves the entry
Bksp softkey	Backspaces to allow editing of entry
Cncl softkey	Cancels edit and returns to previous menu level
Up softkey	Returns to previous menu level
Exit softkey	Exits the menu (at the top level)
End Call key	Exits to idle state (from any level)

In addition to the endpoint configuration options mentioned above, you can view certain administrator settings from this menu such as IP Address, etc. Only your administrator can change these options.

Ring Options

Telephone Ring

Ring Cadence

The cadence is the rhythm of the ring. It may be set to a pre-programmed ring cadence or it may be set to obtain its cadence from the PBX. The PBX option is designed to utilize any distinctive rings sent by the PBX while allowing the user to set unique rings for auxiliary applications. Ring cadence options include:

- **Off:** silent
- **PBX:** PBX determines ring cadence (e.g. the PBX may send rings that differentiate between internal and external calls.)
- **Continuous:** rings continually until answered
- **Short Pulse:** rings in short bursts
- **Long Pulse:** rings in long bursts

Ring Tone

The Play softkey allows the user to preview the tone before selecting. If Ring Cadence is turned off, the Ring Tone option will not appear on the menu. Select from five available tones (scroll to Tone 5 option).

Ring Volume (Model 8665 only)

The graduated volume bar (in the Model 8665 only) indicates the levels. This setting may be overridden by adjusting volume while the endpoint is ringing. Select a volume level by pressing the Up and Down side buttons and then pressing the OK softkey. If Ring Cadence is turned off, the Ring Volume option will not display.

NOTE: You cannot adjust the ring volume for Models 8664 and 8668.

Vibrate Cadence

The Vibrate cadence options are the same as for Ring Cadence.

Ring Delay

Determines how long the vibrate cadence will play before the audible ring starts. If the Ring Cadence or Vibrate Cadence is turned off, the Ring Delay option will not appear on the menu. Ring Delay options include:

- **No delay:** the audible ring starts as soon as the endpoint starts to vibrate.
- **5 second delay:** the endpoint vibrates for five seconds before the audible ring starts.
- **10 second delay:** the endpoint vibrates to ten seconds before the audible ring starts.

Auxiliary Ring 1/Auxiliary Ring 2

Auxiliary Ring 1/2 are designed to be used by OAI applications, enabling the user to set a distinctive ring for these applications.

Phone Options

Noise Mode

Provides options that describe the noise level in your environment. Selecting the correct option will adjust the endpoint to account for background noise. Select **Normal** for most office environments; **High** for moderate background noise; or **Severe** for extremely noisy conditions. Use of the non-Normal modes is not recommended unless you are in a loud environment or you may find it difficult to be heard on your endpoint.

Key Tones

Determine if tones play when keys are pressed. Key tones are enabled by default. Turn key tones on or off.

Warning Tones:

Play to alert user to various conditions, such as system up or down, out of range, etc. These tones are enabled by default. Turn warning tones on or off.

Display Contrast

Adjusts the display for different lighting situations. Set contrast by pressing the Up and Down side buttons until the desired contrast is displayed and then pressing the OK softkey.

Keypad Autolock

Locks the keypad automatically when in standby mode. The automatic locking function of the keypad may be disabled (the default) or adjusted for a delay before locking. Keypad Autolock options include:

- **Disable:** the keypad will not lock.
- **5 seconds:** the keypad will lock in five seconds
- **10 seconds:** the keypad will lock in ten seconds
- **20 seconds:** the keypad will lock in 20 seconds

System Info

Phone IP address

Displays the IP address currently assigned to the endpoint. This number may not be edited.

Gateway IP address or Server IP address

Displays the IP address currently assigned to the Inter-Tel Gateway or the SVP Server.

Firmware Version

Displays the software version running the endpoint.

Extension

Displays the extension currently assigned to the endpoint. This number is for display purposes only; it cannot be changed.

Push-To-Talk (Model 8665 only)

The Model 8665 incorporates push-to-talk functionality. PTT may be allowed or disallowed in the **Admin** menu. If allowed, the user may enable or disable locally, and may set the channel, tone volume and audio volume. The menu for push-to-talk does not appear if PTT is disallowed on the Admin menu or if no channel is enabled on the Admin menu.

Channel

The current channel is displayed. The user may enable any PTT channel that has been allowed in the Admin menu by entering the corresponding number from the keypad. If PTT has been enabled in this endpoint, the default channel is the lowest allowed channel as set in the Admin menu.

Enable/Disable

Enable turns on PTT mode. Disable turns off PTT mode. PTT is disabled by default.

NOTE: If PTT is allowed in the Admin menu and enabled by the user, standby battery pack life is decreased to about 30 hours.

Audio Volume/Tone Volume

Used to adjust volume of PTT audio and tones. The graduated volume bar indicates the levels. The Audio Volume setting may be overridden by adjusting volume while the endpoint is in a push-to-talk call. Select a volume level by pressing the Up and Down side buttons and then pressing the OK softkey.

SETTING MAILBOX PREFERENCES

Your mailbox contains personal options to allow you to customize voice mail functions. However, before you change your voice mail options, you must first initialize your mailbox (see page 27).

NOTE: If your telephone system uses Enterprise Messaging (EM), your mailbox may have the Automatic Speech Recognition (ASR) feature enabled. When ASR is enabled for your mailbox, you have the option of issuing a spoken command or pressing a dialpad button. See page 23 for ASR guidelines.

ALSO: If your mailbox has E-Mail Reader enabled, you have an advanced mailbox. See page 91 for information and instructions about using E-Mail Reader features.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox. When you first initialize your mailbox, you are prompted to change your password from the default (your mailbox number).

You can change your mailbox password at any time. The new password can be up to 12 digits long and must be numeric.

To change your mailbox password:

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Password" or press 3.

   If you want 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 #.
4. Say "Accept" or press # to accept the password as entered or say "Re-enter" or press 3 to erase and re-enter your password.
5. Press to hang up.

Changing the Voice Mail Message Envelope

When you receive a voice mail message, the voice mail system plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

NOTE: If E-Mail Reader is enabled for your mailbox, you can also change your e-mail and fax message envelopes. See page 102 for instructions about how to change your voice mail, e-mail, and fax message envelopes.

To change your voice mail message envelope:

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Envelope" or press 4 to select the Message Envelope Options Menu.
   You can then do any of the following:
   - Say "Time, Date" or press 1 to enable or disable the time and date options.
   - Say "Source" or press 2 to enable or disable the message source option.
   - Say "Length" or press 3 to enable or disable the message length option.
   - Say "All Options" or press 4 to enable all options and return to the Personal Options Menu.
   - Say "None" or press 5 to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press # to accept the changes.
   - Say "Cancel" or press * to return to the Personal Options Menu.
4. Press ☎ to hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

Depending on the transfer method you select, calls that are transferred from your mailbox may be one of the following:

- **Unannounced Calls:** Calls are sent directly to your extension.
- **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)." Then the call is sent to your extension.
- **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 or not to accept the call.

See page 76 for instructions about using the call screening feature.

To change your transfer method (if enabled):

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Transfer" or press 5. The system tells you what your current transfer method is. You can then select the desired transfer method, as follows:
   - Say "Unannounced" or press 1 to select unannounced transfers.
   - Say "Screened" or press 2 to select screened transfers.
   - Say "Announce" or press 3 to select announce-only transfers.
   - Say "Cancel" or press * to return to the Personal Options Menu without making changes.
5. Press to hang up.

Programming a Fax Destination

With the Inter-Tel voice processing system, when you specify a fax destination number for your mailbox, callers can access your mailbox to send a fax to your fax machine.

To change your fax destination number:

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Number" or press 1.
5. Say or enter the number of your fax destination. (If you entered the letters using the dialpad, press # when you are done.)
6. *EITHER,* say "Accept" or press # to accept the number.
   OR, say "Re-enter" and press 3 to erase and re-enter the number.
7. Press the hang up button to hang up.

Changing the Message Search Order

You can change the order in which you retrieve your messages based on the date and time you receive them. When more than one message is left in your mailbox, they are available for you to access in the order you specify. The search order, can be configured as first in/first out, or last in/first out.

NOTE: If E-Mail Reader is enabled for your mailbox, when you change the message search order, your changes apply to your voice mail, e-mail, and fax messages.

To change the message search order:

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "More" or press 9 for More Options.
4. Say "Order" or press 2 for the Message Search Order.
5. Select one of the following options:
   - Say "New" or press 1 to change the search order for new messages.
   - Say "Saved" or press 2 to change the search order for saved messages.
6. Your current message search order is played. Select one of the following options:
   - Say "First" or press 1 to retrieve the earliest-received messages first (First In/First Out).
   - Say "Last" or press 2 to retrieve the latest-received messages first (Last In/First Out).
   - Say "Cancel" or press * to return to the Personal Options Menu without making changes.
7. Press the hang up button to hang up.

Programming Remote Messaging

NOTE: The Remote Messaging feature is available only if it is enabled for your mailbox. Contact your voice mail administrator to see if this feature is enabled for your mailbox.

ALSO: The remote messaging feature is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use remote messaging for e-mail and fax messages.

With Remote Messaging, you can program voice mail to call you when your mailbox receives new voice mail messages. Using a "cascade" (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a primary and an alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a voice mail 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, you could set your alternate cascade for all day on Saturdays and Sundays.

To set up remote messaging for voice mail messages (if enabled):

1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Remote" or press 5. You have the following options:
   - Say "Primary" or press 1 to set up a primary cascade.
   - Say "Alternate" or press 2 to set up an alternate cascade.
4. Say "Level" or press 1 and then say or enter the number (1-9) of the level you wish to program. You then have the following options:
   - **To set up or change an extension or outside number:**
     – Say "Number" or press 2.
     – *EITHER,* say "Internal" or press 1 for an extension number.
     OR, say "Outside" or press 2 for an outside number.
     – Say or enter the number.
   - **To set up or change pager notification:**
     – Say "Pager" or press 1.
     – Say "Personal" or press 2.

     Say "Change" or press 1 to enable or disable the number.

5. Say “Days” or press 3. Then select one of the following:
   - Say “Weekdays” or press 1 for Monday-Friday.
   - Say “Days” or press 2 for all days.
   - Say “Day” or press 3 to select individual days. You are prompted to say or press numbers 1-7 which correspond to the days Sunday through Saturday.
6. Say “Time” or press 2. Then say or enter the times you want the message notification to start and stop. Enter or say the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format:
   - Say “AM” or press 1 for AM.
   - Say “PM” or press 2 for PM.

   NOTE: For 24-hour notification, program the starting and ending times to be the same.

7. Say “Category” or press 4. You have the following options:
   - Say “All Messages” or press 1 for all messages.
   - Say “Priority” or press 2 for priority messages only.
8. Hang up or press # to save the settings and exit.

NOTE: If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

CHANGING VOLUME LEVELS

You can change the speaker volume level of the endpoints with the volume buttons located on the side of the endpoint (see page 4 and page 5 for photos).

NOTE: The ring volume is also adjustable for the Model 8665 endpoint. To adjust the ring volume for the Model 8665, use the volume buttons as indicated below.

To change the speaker volume level of the endpoint, press the **Up** button on the left side of the endpoint to increase the volume. Press the Down button on the left side of the endpoint to decrease the volume. Your changes are automatically saved.

RETURNING TO DEFAULT OPERATION

You can return your endpoint to default levels at any time. This feature cancels DND, manual call forwarding, and queue requests; and restores pages, hunt group calls, and system forwarding all at once.

To return your endpoint to default:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 9 4. The message **STATION DEFAULTED** is displayed.

SPEED DIALING

Speed dialing allows you (and your system administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your endpoint (Station Speed Dial) or in the telephone system (System Speed Dial) and is identified by a location number. Once programmed, you can quickly dial these numbers by entering a feature code and dialing the desired location number. Because the system supports both station and System Speed-Dial numbers, you can have access to over 5000 stored numbers.

Station Speed Dial

You can program and use up to ten personal speed-dial numbers on your endpoint. In addition, if you have programmable softkey buttons, you can program them as speed-dial buttons for one-touch dialing. To use a speed-dial button, you must:

- Store the number in a speed-dial location.
- Use the **StSp** softkey (FCN - 6) or the **SySp** softkey (FCN - 5) to access the stored numbers.
- Program an available softkey as a speed-dial button by associating the speed-dial location with the button.

NOTE: You can use the Speed-Dial feature even if your endpoint does not have programmable softkey buttons.

Programming Station Speed-Dial Numbers

To store a speed-dial number, use the Station Speed-Dial Programming feature code to program the number in a speed-dial location. Use the following table to list the numbers that you store in speed-dial locations 0-9.

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

To store a number in a Speed-Dial location:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 8 3.
3. Dial the speed-dial location (0-9) you want to program.
4. Enter the desired name for the speed-dial number, as described below:
   - *Alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (Refer to the chart on page 79.) The number of times a button is pressed determines which character is entered. For example, 533266 would enter "JEAN." When adjoining characters are located under the same button, press the **Fwd** softkey once to advance to the next character. For example, 66 **Fwd** 6667776 would enter "NORM." (Note that letters correspond to the letters printed on dialpad buttons 2-9.) Press **Fwd** twice to leave a space. Press the **Mute** softkey if you need to backspace.
   - Press # to save the name.
5. Dial the extension number or telephone number to be stored, as described below:
   - *Numeric mode:* Press the dialpad buttons to dial the desired numbers.

     NOTE: You cannot use hyphens or colons in the telephone number. If your number includes an asterisk, pound, hookflash, or pause, press MENU and use the menu options to enter the special character.

   - Press # to save the number.

NOTE: To dial outside telephone numbers without first selecting an outgoing line, enter the Outgoing Call access code (default is 8) before the outside telephone number.ber.

To erase a Station Speed-Dial name and/or number:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 8 3.
3. Dial the desired location code (0-9) you want to erase.
4. Press the **Mute** softkey repeatedly until the name is erased.
5. Press # to continue.
6. Press **Mute** repeatedly until the number is erased.
7. Press # to save the changes.

Creating Station Speed-Dial Buttons

If your telephone system supports it, you can program the programmable softkeys (**Pgm1- 5**) as speed-dial buttons by selecting a speed-dial number to associate with the button.

NOTE: Before you program a speed-dial button, you need to store a number in a speed-dial location (see the previous instructions).

To program a speed-dial button:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the programmable softkeys (**Pgm 1- 5**) are available.
3. Dial 3 9 7.
4. Press the programmable softkey you want to program as a speed-dial button.
5. Dial 3 8 2.
6. Dial the speed-dial location (0-9) or select the location on your display that contains the number you want to associate with the button.

To view how your Station Speed-Dial buttons are programmed:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the programmable softkeys (**Pgm 1- 5**) are available.
3. Dial 3 9 6.
4. Press the desired Station Speed-Dial button. The name and number are displayed.
5. Press # to exit.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number using a location number:

1. While in idle mode, press MENU to bring up the two-line display.
2. *EITHER*, Press FCN **-** 6.
   OR, Press FCN until the **StSp** softkey is available and then press the **StSp** softkey.
3. Press the number that corresponds to the desired Station Speed-Dial location number (0-9).

To dial a Station Speed-Dial number using a speed-dial button:

1. While in idle mode, press MENU to bring up the two-line display.
2. *EITHER*, Press FCN, followed by the number or character that corresponds to the speed-dial button. (For example, press FCN **-** 8 to dial the speed-dial number programmed under the **Pgm1** softkey.)
   OR, Press FCN until the speed-dial buttons are displayed, and then press the appropriate speed-dial button (**Pgm1- 5**).

System Speed Dial

Your system administrator can store several speed dial numbers in the system speed dial locations. Depending on the size of your system, you can access up to 1000 or up to 5000 system speed dial locations, if they have been programmed.

To view and dial System Speed-Dial numbers:

1. While in idle mode, press MENU to bring up the two-line display.
2. *EITHER*, Press FCN - 5.
   OR, Press FCN until the **SySp** softkey is available and then press the **SySp** softkey.
3. Dial the location code (000-999 or 0000-4999) and press # to view the number.
4. When the number is displayed, press MENU for the following options:
   - **PREVIOUS:** Displays the previous location code on the System Speed-Dial list.
   - **NEXT:** Displays the next location code on the System Speed-Dial list.
   - **START OVER:** Returns to step 4 (above).
   - **CALL:** Automatically calls the number displayed.

USING RECORD-A-CALL

NOTE: This feature is not supported on peer-to-peer (P2P) calls. Ask your system administrator if your endpoint is configured to use P2P audio.

If your telephone system is equipped with a Voice Processor (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

NOTE: The Record-A-Call feature remains active after the other party hangs up. This allows you to append the recorded call with your own message.

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

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 8 5.
3. *If required,* dial the desired mailbox number. (Your endpoint 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:

EITHER, Press the **Feat** softkey and then dial 3 8 5.

OR, Press .

PAGING

The Paging feature allows you to make an announcement through endpoint speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every endpoint in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your system administrator. Ask your trainer or system administrator how the zones are programmed, and list them below for your convenience.

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

NOTE: Although you can make pages from the Model 8664, 8665, and 8668, you cannot receive them.

Making Pages

To make pages:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 7 and then select the desired page zone (0-9).
3. After the tone, make your announcement and hang up.

Performing a "Hookflash" During a Call

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 3 0.

NOTE: This features is known as a "Recall" in European systems.

Programming Softkeys

Depending on how your system is programmed, some of your softkeys (**Pgm 1-5**) may be "user-programmable." If so, you can program them as feature, Direct Station Selection/Busy Lamp Field (DSS/BLF), or Station Speed-Dial (see page 67) buttons.

To view how your programmable softkeys are programmed:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the programmable softkeys (**Pgm 1-5**) are available.
3. Dial 3 9 6.
4. Press the desired programmable softkey. The feature programmed for the softkey is displayed.

   NOTE: If the display shows UNDEFINED KEY, the softkey is programmable, but has not yet been programmed.

5. Press # to exit.

To return all programmable softkeys to their original default values:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 9 5.

Feature Buttons

A softkey programmed as a feature button provides a way to quickly access the associated feature.

To program a softkey as a feature button:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the programmable softkeys (**Pgm 1-5**) are available.
3. Dial 3 9 7.
4. Press the softkey you want to program.
5. Dial the feature code you want to store under that button. (Refer to page 110 for default feature codes.)

DSS/BLF Buttons

A button programmed as a Direct Station Selection/Busy Lamp Field (DSS/BLF) softkey provides a way to dial the associated extension with one touch.

To assign an extension to a DSS/BLF button:

1. While in idle mode, press MENU to bring up the two-line display.
2. Press FCN until the programmable softkeys (**Pgm 1-5**) are available.
3. Dial 3 9 7.
4. Press the softkey you want to program.
5. Dial the extension number you want to store under that button.

Once programmed, you can use your DSS button as follows:

- You can place an intercom call to the extension that the DSS button is programmed for by pressing the button once.
- You can transfer a call to the extension that the DSS button is programmed for by pressing the button once and hanging up. (For transferred calls that are forwarded to voice mail you will hear repeating double tones.)
- You can visually monitor the status of the extension. The DSS/BLF lamps indicate the status of the extension or feature assigned to the button. These indications are shown in the table below.

If the lamp is...	Then...
Solidly lit	The associated extension is busy, or the associated feature is enabled.
Flashing slowly	The extension is in Do-Not-Disturb.
Flashing rapidly	The extension has a call ringing in.
Fluttering continuously	The extension is causing a STATION OFF-HOOK system alarm.

NOTE: For the DSS buttons to work as described above, your system administrator must define them as user-programmable in Database Programming.

USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you might be required to enter account codes when you place a call. These codes add information to telephone record reports that the system will periodically print.

There are three types of account codes:

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

NOTE: Your system administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code while on a call:

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 9 0.
3. 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 endpoint:

1. While in idle mode, press MENU to bring up the two-line display.
2. 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 endpoint until it is disabled.

To disable the account code you set for your endpoint:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 9 1 and press #.

SCREENING CALLS

If desired, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the call screening transfer method you select (see page 62), calls from voice mail may be unannounced, announce only, or screened.

When your mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Say “Accept” or press # to accept the call.
- Say “Replay” or press 1 to replay the announcement.
- Say “Voice Mail” or press 2 to send the call to voice mail.
- Say “Forward” or press 3 and then enter the extension number to forward the call to another extension.
- Say “Refuse” or press * to refuse the call.

USING DIRECTORIES

With directories, you can use the dialpad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages. There are two types of system directories:

- **Telephone directory:** Search for and connect to contacts or access features.
- **Voice Mail directory:** Search for voice mail contacts and leave voice mail messages. (See page 80.)

Telephone Directory

There are three subdirectories available in the Telephone directory:

- **Intercom:** Find (and dial) intercom extensions.
- **Outside:** Find (and dial) outside numbers listed in the company directory.
- **Feature:** Find (and activate) system features.

The Telephone directory uses one of two search methods to find contacts or features: Intelligent Directory Search (IDS) or Basic Search (see page 79). Enter a full or partial name with the dialpad buttons to search for a contact or feature. You can then contact the person or access the feature by dialing the number or pressing a button.

NOTE: The search method used for your system (IDS or Basic) depends on your software version.

Intelligent Directory Search (IDS)

IDS simplifies searching for entries in a directory by allowing you to press a dialpad button once rather than several times to enter a character. As you enter characters, IDS displays the entry that best matches the characters entered (see the following examples).

NOTE: The Intercom directory may display two similar entries, one without an asterisk and one with an asterisk (“John Smith” and “*John Smith”). The entry without an asterisk is a primary extension; the entry with an asterisk is a secondary extension.

INTERCOM DIRECTORY

```
*JOHN SMITH
67890
```

OUTSIDE DIRECTORY

```
EEE_STORE
4809619000
```

FEATURE DIRECTORY

```
AGENT HELP
375
```

To search for a directory name or feature using IDS:

1. Press MENU and dial 3 0 7:
   - Press 1 for the Intercom directory.
   - Press 2 for the Outside directory.
   - Press 3 for the Feature directory.
2. Press the dialpad buttons to enter characters (up to 16 characters). (See the following table for dialpad button character descriptions.) Each dialpad button represents several characters. As you press the dialpad buttons, the system connects the character sequence to possible directory matches. For example, to enter JONES, press 5 6 6 3 7. This data entry method is similar to the "text on nine keys (T9)" feature found on cell phones.
3. Press # to dial a number or activate a feature code while the entry is displayed.

BUTTON	CHARACTERS REPRESENTED
0	0
1	1
2	2 A B C a b c Ç â ä à å ç Ä Å á
3	3 D E F d e f é ê ë è É
4	4 G H I g h i ï î ì í
5	5 J K L j k l
6	6 M N O m n o ô ö ò Ö ó ñ Ñ
7	7 Q P R S q p r s
8	8 T U V t u v ü û ù Ü ú
9	9 W X Y Z w x y z ÿ
*	Returns endpoint to the state before entering IDS
#	Activates the selection

Basic Search

Use Basic Search to search the Telephone directory for a contact name or feature.

NOTE: When using Basic Search or the Voice Mail directory, press the **Msg** softkey to switch back and forth between numeric and alphanumeric mode. When the ✉ icon is displayed, the endpoint is in alphanumeric mode.

To search the Telephone directory using Basic Search:

1. While in idle mode, press MENU and dial 3 0 7.
2. Press 1 to select the Intercom directory, press 2 to select the Outside directory, or press 3 to select the Feature directory. *If placing a call,* choose between **OUTSIDE DIR** and **IC DIRECTORY**.
3. Enter letters or numbers (up to 10 characters) as described below:
   - *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. The number of times a button is pressed determines which character is entered. For example, 77776444844 would enter "SMITH." When adjoining characters are located under the same button, press the **Fwd** softkey once to advance to the next character. For example, 5666 **Fwd** 66337777 would enter "JONES." Press **Fwd** once to advance and twice to leave a space. Press the **Mute** softkey to backspace.
   - *Change to numeric mode:* Press the dialpad buttons to enter an extension number. Press the **Mute** softkey to backspace.
4. Press MENU and then press the number that corresponds to the **SEARCH** option.
5. The search results are displayed.
   EITHER, press MENU for the **PREVIOUS, NEXT**, and **START OVER** options.
   OR, press # to call the number or activate the feature.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**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	# or / *	5
6	M	N	O	N or # *	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version.

Voice Mail Directory

With the Voice Mail directory, subscribers and non-subscribers can use ASR (if enabled) or dialpad buttons to search for names in the directory. Subscriber names are automatically added to the directory when their mailbox is initialized. ASR may not be able to locate names that are pronounced differently than they are spelled. For these types of names, use the alternate search method of spelling the name using the endpoint dialpad buttons (see table below).

You begin a search by dialing the system voice mail extension and selecting the directory option. You are prompted to say or spell the name of the mailbox user you want to search for. For example, if you say the name John, the system locates all of the subscribers with the first or last name of John. The list of names returned might include the names John Smith, John Jones, John Nielson, David John, Robert John, etc.

When one to 10 matches are located, you can browse the list of returned names by selecting the Previous (say "Previous" or press 1) and Next (say "Next" or press 3) options. The directory lists are circular. That is, when the end of the list is reached, the next name played will be the first name in the directory. When the correct name is played say "Yes" or press # to select it.

If the system locates more than 10 matches, you can either browse the list using the options mentioned above, or filter the list by responding to the filtering questions generated by the system. Based on your responses, the system filters the list to include first or last name matches only. If the system cannot locate an exact match, it returns the closest match found.

To use the dialpad buttons to spell a name: When prompted, press the appropriate dialpad buttons to spell the name. The number of times a button is pressed determines which character is entered, as shown in the table below. When adjoining characters are under the same button, press **Fwd** to advance to the next character. For example, 5666**Fwd**66337777 enters "Jones."

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	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	ñ	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

To perform a directory search:

1. Dial the voice mail number.
2. Say “Directory” or press #.
3. Say the last name of the person you are searching for or press the appropriate dialpad buttons to spell the name (see page 80).

   If 10 or fewer matches are located, you can access and browse the list immediately (see step 4.)

   If the list contains more than 10 matches, you have the option to browse or filter the list. (skip step 4. and see step 5.)
4. If 10 or fewer matches are located, you have the following options:
   - Say “Yes” or press # to accept the name that is played.
   - Say “Previous” or press 1 to browse to the previous name in the list.
   - Say “More” or press 2 to hear more information about the subscriber.
   - Say “Next” or press 3 to browse to the next name in the list.
   - Say “New” or press 4 to search for a new name.
   - Say “Cancel” or press * to exit the directory.
5. If more than 10 matches are located, the system prompts you to browse or filter the list. Do one of the following:
   - Say “Yes” or press 1 to browse the list. (See step 4. for options).
   - Say “No” or press 2 to select the filter option and then respond to one of the following filter questions:
     – The system begins by asking you if the name you are searching for is the last name. If it is, say “Yes,” press 1, say the last name, or spell the last name.
     – If you did not respond to the first question, the system asks if the name you are searching for is the first name. If it is, say “Yes,” press 1, say the first name, or spell the first name.

   After the list has been filtered by first or last name, a smaller list of names is returned. You can then browse the list and select the appropriate name (see step 4.)

PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and forgot to put your endpoint in DND, don't worry. With the Remote Feature Access, you can place your endpoint in DND or forward calls from any other endpoint on the system. And, if you have a special dial-up line, you can access your endpoint features from an outside line.

Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

To change the password from your endpoint:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 9 2.
3. Enter your current password, followed by #.

> **NOTE:** Your extension number is your password at default.

4. Enter the new password followed by #. You hear a confirmation tone.
5. Enter the new password again for verification followed by #. You hear a confirmation tone.

To change the station password using remote programming, see Remote Feature Access.

Remote Feature Access

To access your endpoint from another endpoint:

1. *EITHER,* Call your Direct Inward System Access number (provided by your system administrator). If required, enter your password.

   OR, Use any endpoint on the system.
2. Dial 3 5 9.
3. Enter your extension number.
4. Enter your password followed by #. You can now use any of the following features.

   To change the station password using Remote Programming:

   a. Dial 3 9 2.

   b. Enter the new password, followed by #.

   c. Enter the new password again for verification, followed by #.

   To turn on DND:

   a. Dial 3 7 0.

   b. Enter the message number (01-20) and enter the optional second-line message text.

   To turn off DND: Dial 3 7 1.

   To turn on Call Forward:

   a. Enter one of the following Call Forward feature codes.

   All Calls..... 3 5 5

   If No Answer 3 5 6

   If Busy..... 3 5 7

   If No Answer or Busy 3 5 8

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

   To turn off Call Forward: Dial 3 5 5.
5. Press ☎ to hang up.

REQUESTING AGENT HELP

NOTE: This feature is not supported on peer-to-peer (P2P) calls. Ask your system administrator if your endpoint is configured to use P2P audio.

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 digital endpoint, the endpoint's microphone is automatically muted so that the supervisor cannot be heard unless he or she presses the mute button. If the Agent Help Extension is a single-line endpoint, however, 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:

1. *EITHER*, Press FCN - 7.
   OR, Press FCN until the **Feat** softkey is available and then press the **Feat** softkey.
2. Dial 3 7 5. *If you hear repeating tones,* the Agent Help feature is not available at your endpoint, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in DND.
3. Dial the Agent Help Extension number, if required. (Your endpoint may be programmed to automatically dial the number, or you may be required to dial it.)
   If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.
   If the Agent Help Extension rejects the call, you hear a confirmation tone, and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request:

When you receive an Agent Help request, your endpoint's display shows <*name*> REQUESTS HELP. You can do one of the following:

- **To accept the call:** Press . Your microphone is muted and you cannot be heard by either party unless you press the **Mute** softkey.
- **To reject the call:** Press MENU and then press the number that corresponds to the **REJECT HELP** option.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of endpoints that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your system administrator.

Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can divert or accept hunt group calls to your extension.

To divert or accept hunt group calls:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 2 4.

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. These hunt group members are referred to as "agents," who log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **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 (see Logging In and Out of ACD Hunt Groups). 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 endpoint in the system to log in.
- **Members:** If the hunt group **is not** programmed to use Agent IDs, it will have a pre-programmed list of endpoints and will send calls to the endpoints where agents are logged in.

Logging In and Out of ACD Hunt Groups

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

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

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 2 8 and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

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:

1. While in idle mode, press MENU to bring up the two-line display.
2. Dial 3 2 6. The display shows AGENT LOGIN ACD HG #.
3. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press # to log in to all of your ACD hunt groups at once. The display shows AGENT LOGIN AGENT ID.

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

4. Do one of the following:
   - **To log into one or more ACD hunt groups using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group using Agent IDs.
   - If another Agent ID is already logged in at this endpoint, 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 endpoint.
   - **To log into one or more ACD hunt groups not using Agent IDs:** Press #. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group that does 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.
5. Press ☎ to return to the two-line display. Repeat this procedure to log into additional ACD groups, if necessary.

When you log in to a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your endpoint from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. While in idle mode, press MENU to bring up the two-line display.
2. *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.

   OR, 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.
3. Press .

Ending an ACD Hunt Group Call

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

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

Dial 3 2 9.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

USING THE PUSH-TO-TALK FEATURE

NOTE: This feature is not available on the Model 8664 or 8668 endpoint.

The Push-to-Talk (PTT) feature allows Model 8665 users to broadcast and receive voice messages among the PTT group by broadcasting the message on a shared channel, similar to the way a handheld, two-way radio operates. The endpoint supports eight multicast channels with the current channel saved in memory on the endpoint (see page 73).

When a member of the PTT group broadcasts a message, all members of the group that are monitoring that channel will hear the transmission. A low-volume ring announces the incoming call, and a system message is displayed. When you or another member terminates a broadcast session, the endpoint remains in the receive state.

To initiate a PTT broadcast:

1. Press and hold the **Talk** button and wait briefly to activate the channel before talking.
2. You may begin talking when the display shows "Transmitting." The display screen shows the current active channel, and the "start transmit" sound is played.
3. Hold the endpoint two inches from your mouth and talk into the microphone. When the **Talk** button is released, the endpoint then enters the waiting state where it monitors the channel for up to ten seconds.

To receive a PTT call:

Upon receiving a PTT transmission, the phone plays the "receiving alert" sound and enters the receive state.

In this state the phone receives all conversations on the selected channel. The phone will ignore the Talk button while in the receive state. The screen shows the current active channel, the caller ID information of the current transmitter, and an indication that the phone is receiving a broadcast transmission.

At the end of a transmission, the phone enters the waiting state where it monitors the channel for up to ten seconds and displays "Waiting" on the screen. If no other transmission occurs within ten seconds the phone reverts to idle state.

To make or answer a telephone call when you are in a PTT broadcast session: Press . The PTT broadcast is pre-empted by the telephone call.

To return to an in-progress PTT broadcast session: Press . The PTT broadcast session becomes active again on your endpoint.

To change the volume on a PTT broadcast: Press the Up and Down volume buttons on the side of the endpoint.

To mute a PTT broadcast:

1. Press the **Mute** softkey. The **Mute Two-Way Radio?** prompt is displayed.
2. Press the **Yes** softkey. To unmute the broadcast, press the **Unmute** softkey.

To terminate an incoming PTT broadcast:

1. Press the **Terminate** softkey.
2. Press the **Yes** softkey. PTT audio is immediately stopped for your endpoint only.

NOTE: When you terminate an incoming PTT broadcast, no other endpoint is affected, and only the current broadcast is terminated for the endpoint you are using. You may rejoin an active session by initiating a new PTT call.

Using E-Mail Reader

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INTRODUCTION

Enterprise Messaging (EM) is the voice processing system that provides advanced messaging features with the E-mail Reader feature. This section provides information and instructions about advanced mailbox tasks for users who have E-Mail Reader enabled for their mailbox.

If your mailbox does not have E-Mail Reader enabled, you have a standard voice mailbox (see page 20). The instructions for many voice mail tasks are identical for standard voice mailbox and advanced mailbox users, therefore, the instructions for these common mailbox tasks are not repeated in this section.

See the following pages for common mailbox tasks:

- Initializing your mailbox (see page 27)
- Recording your personal greetings (see page 28)
- Recording your voice mail directory name (see page 29)
- Accessing your mailbox (see page 44)
- Disabling and enabling ASR (see page 45)
- Accessing voice mail messages (see page 46)
- Recording and sending voice mail messages (see page 49)
- Canceling unheard voice mail messages (see page 51)
- Changing your mailbox password (see page 60)
- Changing the call screening transfer method (see page 62)
- Programming a fax destination (see page 63)
- Changing the message search order (see page 63)
- Programming remote messaging (see page 64)
- Screening calls (see page 76)
- Using the voice mail directory (see page 80)

NOTE: For a voice mail flowchart for standard mailbox users, see page 121.

E-MAIL READER FEATURES

When E-Mail Reader has been enabled for your mailbox, you have the advanced mailbox. The advanced mailbox unifies your local voice mail messages and your remote fax and e-mail messages in one convenient location. E-mail Reader uses Text-to-Speech (TTS) capabilities to convert the text in an e-mail message to a **.wav** file. If E-Mail Reader is enabled for your mailbox, you can access voice mail, e-mail, and fax messages in your mailbox using your endpoint.

When you access an e-mail message in your mailbox, E-Mail Reader first announces your e-mail according to the envelope options that you set (see page 102). Then, after the envelope is played, E-Mail Reader reads the text in the body of the message. Once you have listened to your e-mail, you can access additional options to reply, forward, save, or delete the message (see page 97).

When you access a fax message, E-Mail Reader announces the fax envelope according to the envelope options that you set (see page 102). Because a fax message is received by your e-mail account as an attachment to an e-mail message in the form of a **.tif** file, E-Mail Reader cannot read the text in the body of the fax. To view the fax and read it, you must access it from your e-mail account. With your advanced mailbox you can save, delete, and forward a fax (to another fax machine) using the available menu options, when prompted (see page 100).

USING YOUR ADVANCED MAILBOX

After you set up your mailbox (see page 27), you can use personal or system greetings to let callers know if you are out of town, on a call, etc. You can send messages to individuals and to a group of people if your voice mail administrator has programmed a name for the group. In addition, various options allow you to customize your mailbox, manage your messages, and screen your calls. To allow the system to retrieve e-mail and fax messages from your e-mail account, you must first set up your e-mail password (see page 95).

When you access your mailbox (see page 44), the system announces how many new and saved voice mail, fax, and e-mail messages you have in your mailbox. You can choose which type of message you want to access by selecting voice mail, fax, or e-mail from the main subscriber menu.

Main menu options include the following:

- **To access voice mail messages:** Say "Voice Mail" or press 1.
- **To record voice mail messages:** Say "Record" or press 2.
- **To access e-mail messages:** Say "E-Mail or press 3.
- **To access personal mailbox options:** Say "Personal" or press 4.
- **To access message options:** Say "Options" or press 5.
- **To access facsimile messages:** Say "Facsimile" or press 6.
- **To disable ASR (for that call only):** Say "Disable" or press 8.

At any menu level, you can say "Cancel" or press * to cancel or return to the previous menu or say "Accept" or press # to accept. For a voice mail flowchart for advanced mailbox users, see page 103.

NOTE: All of the menu options and instructions for using the advanced mailbox are presented as voice commands and numeric entries.

SETTING UP YOUR E-MAIL PASSWORD

When E-Mail Reader is enabled for your mailbox, the EM system prompts you to enter your e-mail password after you or your voice mail administrator does one of the following:

- Set up your mailbox (see page 27)
- Change your e-mail password for your e-mail client

To access your e-mail and fax messages from your advanced mailbox, you must set up your e-mail password. While completing the setup, you cannot use Automatic Speech Recognition (ASR) if it is enabled for your voice mail system. To prevent others from overhearing your password, you must use the dialpad buttons on your endpoint to set up your e-mail password.

When setting up your password, the number of times you press a button determines which character is entered, as shown in the table on the following page. Notice that the capital letters and lower case letters require different button presses. As you press the buttons, the system announces the current character. For security reasons, use the handset and not the speakerphone when you set up your e-mail password.

E-mail passwords are case-sensitive and your entry must match your e-mail password exactly. Also, your e-mail password cannot include any characters that are not included in the table on the following page and cannot exceed 40 characters. Check with your administrator if you encounter any difficulties setting up your e-mail password.

To enter your e-mail password:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

ALSO: If you enter an incorrect password, or if you choose to skip setting a new E-Mail Reader password, the Main Menu E-Mail Reader Count option (see page 99) is automatically disabled to prevent having to hear the invalid password prompt for each subsequent login and to protect against being locked out of your e-mail account.

1. Access your mailbox as described on page 44. The system announces that it was unable to retrieve your e-mail and fax messages, and gives you the following options:
   - Say "Continue" or press # to access your mailbox without access to your e-mail messages.
   - Say "Password" or press 1 to enter your new e-mail password.
2. When prompted, enter your e-mail password using the dialpad buttons, and then press #. (Refer to the table below for dialpad button descriptions.)

   NOTE: For a description of special character locations, press 2.

3. Your new password is played. You have the following options:
   - Say "Accept" or press # to accept the password.
   - Say "Re-enter" or press 3 to erase and re-enter the password.

	NUMBER OF TIMES BUTTON IS PRESSED								
BUTTON	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
1	1	-	&	(	)	_	space*		
2	a	b	c	2	‘	A	B	C	
3	d	e	f	3	!	D	E	F	
4	g	h	i	4	*	G	H	I	
5	j	k	l	5	#	J	K	L	
6	m	n	o	6	M	N	O		
7	p	q	r	s	7	P	Q	R	S
8	t	u	v	8	?	T	U	V	
9	w	x	y	z	9	W	X	Y	Z
0	0	@	:	.	,	/	+		

*Press 1 seven times for a blank space.

ACCESSING E-MAIL MESSAGES

NOTE: By default, the message lamp on your endpoint lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new e-mail message.

E-Mail Reader does not distinguish between conventional e-mail messages and meeting invitations and responses. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can all be accessed by selecting option three from the main menu.

When you access your e-mail messages, E-Mail Reader first announces the message according to the envelope options you select (see page 102). Then E-Mail Reader reads the text in the body of the message. After you access your message you can replay the message, listen to the next or previous message, replay the message envelope, save the message, or delete the message. In addition, you can reply to the message or forward a copy to another recipient.

When you select the reply option, you are prompted to record a message and your reply is sent as an attachment in the form of a **`.wav`** file. If the e-mail has multiple recipients, you have the option of replying to just the sender, or to all of the recipients. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number you specify.

NOTE: The body of Outlook meeting messages contain links that E-Mail Reader interprets as text. These links are displayed if you are using a third-party mail application or Outlook Express, but they are hidden in Outlook.

EXAMPLE: For example, Sally User's supervisor creates a Sales Team meeting invitation in Outlook and sends it to Sally. Sally accepts the meeting and in the body of her acceptance e-mail she writes, "I'm looking forward to attending." When Sally's supervisor access Sally's meeting acceptance using E-Mail Reader, the e-mail is announced according to the supervisor's e-mail envelope preferences. Then E-Mail Reader reads Sally's written response followed by the hidden link inserted by Outlook, "I'm looking forward to attending. Microsoft Outlook Web Access: http://TMS-NT-EVS01/Exchange/Sally_User/Inbox/Accepted%3A%20Sales%20Team%20Meeting-5.EML."

To access your e-mail with E-Mail Reader:

NOTE: To repeat menu instructions, say "Help" or press 0 at any time.

1. Access your mailbox as described on page 44.
2. Say "E-Mail" or press 3 to listen to your e-mail messages. Then 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.

   NOTE: You may experience a delay if you have a large number of e-mail messages in your in-box (for example, more than 500 messages).

3. After the e-mail envelope is played, E-Mail Reader reads the body text of the e-mail message. While you are listening to a 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 "Delete Message" or press 9 to delete the message.
   - Say "Cancel" or press * to return to the previous menu.
4. When E-Mail Reader has finished reading the e-mail 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. If the e-mail message had more than one recipient, you have the following options:
     – Say "Everyone" or press 1 to reply to all recipients.
     – Say "Sender" or press 2 to reply to the sender.
     – Say "Hear" or press 3 to hear all recipients.

     NOTE: See page 49 for recording and delivery options.

   - Say "Forward" or press 3 to forward a copy of the message to a fax destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:

– Say “Yes” or press # to verify the number. The system announces that the fax is scheduled for delivery.
– Say “No” or press * to start over.

NOTE: You cannot forward an e-mail message to a mailbox or group list. When you forward an e-mail message, the e-mail is converted to a fax and forwarded to the fax destination telephone number that you specify.

- Say “Previous” or press 4 to listen to the previous message.
- Say “Envelope” or press 5 to play the introductory message envelope (see page 102 for programming instructions).
- Say “Next” or press 6 to listen to the next message.
- Say “Save” or press 7 to save the message.
- 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. Hang up.

USING MAIN MENU E-MAIL READER COUNT

After you set up your E-Mail Reader account, the system announces the number of voice mail, e-mail, and fax messages you have each time you access your mailbox before you can listen to your messages. The voice prompt that indicates the number of **e-mail** and **fax** messages is the “Main Menu E-Mail Reader Count” option. (Voice mail message prompts are not included in Main Menu E-Mail Reader Count and will always be played when you access your mailbox.)

You can disable the Main Menu E-Mail Reader Count option in your mailbox. Disabling the Main Menu E-Mail Reader Count option defers e-mail and fax prompts **until** you select the E-Mail or Fax message option from the main menu. Disabling E-Mail Reader Count does not disable E-Mail Reader. It only defers the voice prompts until the appropriate option is selected.

To disable or enable the Main Menu E-Mail Reader Count option:

1. Access your mailbox as described on page 44.
2. Say “Personal” or press 4 to select the Personal Options Menu.
3. Say “More” or press 9 to select More Options.
4. Say “E-Mail Reader Count” or press 4 to select the E-Mail Reader Count toggle option.
5. *If E-Mail Reader Count is **enabled***, say “Disable” or press 1 to disable.
   *If E-Mail Reader Count is **disabled***, say “Enable” or press 1 to enable.

ACCESSING FAX MESSAGES

NOTE: By default, the message lamp lights when you receive a new voice mail message. Although the lamp can be programmed for other functions, it cannot be programmed to indicate that you have received a new fax message.

When you access a fax message using option six on the main menu, E-Mail Reader announces the fax message according to the envelope options that you selected (see page 102). E-Mail Reader does not have the capability to read the text in a fax. You can, however, save, delete, and forward a fax (to the fax number that you specify) using the associated options.

To access fax messages and the associated options:

1. Access your mailbox as described on page 44.
2. Say "Facsimile" or press 6 to access your fax messages. Then 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.
3. After the fax envelope is played, you have the following options:
   - Say "Forward" or press 3 to forward a copy of the message to another destination. Then say or enter the fax destination number. The system plays the fax destination number. Select one of the following:
     – Say "Yes" or press # to verify the number. The system announces that the fax is scheduled for delivery.
     – Say "No" or press * to start over.
   - Say "Previous" or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the introductory message envelope (see page 102 for programming instructions).
   - Say "Next" or press 6 to listen to the next message.
   - Say "Save" or press 7 to save the message.
   - 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.
4. Hang up.

RECOVERING DELETED MESSAGES

Recovering deleted messages varies based on media type. If you delete a voice mail message, you can retrieve it within a specific time frame (up to 24 hours, programmed by your voice mail administrator). The specified time frame for retrieving deleted e-mail and fax messages is determined by the Exchange administrator. Once you recover a deleted message, it is then restored to your saved-message queue. Deleted voice mail, e-mail, and fax messages that are not recovered within the specified time frames are automatically erased.

NOTE: Contact your system administrator if you want to know how long you have to recover deleted messages.

To recover deleted messages:

1. Access your mailbox as described on page 44.
2. Say "Options" or press 5 for Message Options.
3. Say "Recover" or press 2 to access undelete options.
4. Specify which media type you would like to recover. Your options are:
   - Say "Voice Mail" or press 1 to recover a voice mail message.
   - Say "E-Mail" or press 2 to recover an e-mail message.
   - Say "Facsimile" or press 3 to recover a fax message.
5. *EITHER,* Say "Listen" or press 1 to listen to your deleted messages and choose which ones to recover. After each message you can:
   - Say "Replay" or press 1 to replay the message.
   - Say "Reply" or press 2 to reply to the message.
   - Say "Forward" or press 3 to forward the message.
   - Say "Previous' or press 4 to listen to the previous message.
   - Say "Envelope" or press 5 to play the message envelope.
   - Say "Next" or press 6 to listen to the next message.
   - Say "Recover" or press 7 to recover the message.

   OR, say "Recover" or press 2 to recover all deleted messages.

   OR, Say "Purge" or press 3 to **permanently** delete all deleted messages.
6. Hang up.

CHANGING MESSAGE ENVELOPES

When you receive a voice, fax, or e-mail message, a message "envelope" is played. The envelope can include the time and date the message was left, the source of the message, and additional information that is associated with the media type. Common envelope options for voice mail, e-mail, and fax include:

- **Time and Date:** The time and date the message was received.
- **Source:** The source of the voice, e-mail, or fax message.

These envelope options vary by media type:

- **Length:** The recorded time, in minutes, for **voice messages**.
- **Subject:** The text in the subject field for **e-mail** messages.
- **Pages:** The number of pages included in the **fax** attachment.

By default, all of the envelope options are enabled for each type of message. However, you can change your envelope options, as described below.

To change and save your message envelope:

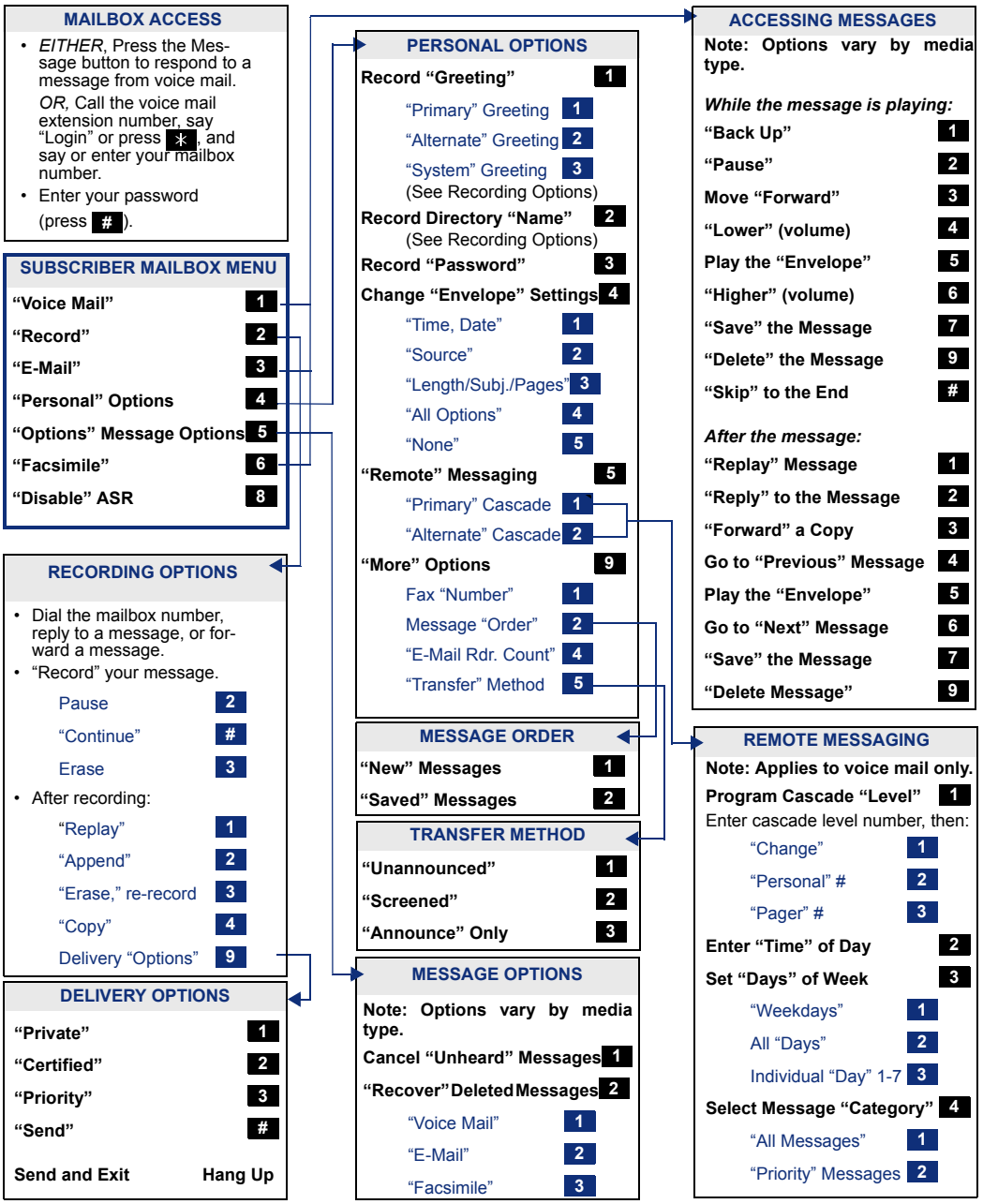
1. Access your mailbox as described on page 44.
2. Say "Personal" or press 4 to select the Personal Options Menu.
3. Say "Envelope" or press 4 to select the Message Envelope Options Menu.
4. Select the media type you would like to change:
   - Say "Voice Mail" or press. 1.
   - Say "E-Mail" or press 2.
   - Say "Facsimile" or press 3.
5. You can then do any of the following:
   - Say "Time, Date" or press 1 to enable or disable the time and date options.
   - Say "Source" or press 2 to enable or disable the message source option.
   - *For voice mail,* say "Length" or press 3 to enable or disable the message length option.

     For e-mail, say "Subject" or press 3 to enable or disable the subject option.

     For faxes, say "Pages" or press 3 to enable or disable the pages option.
   - Say "All Options" or press 4 to enable all options and return to the Personal Options Menu.
   - Say "None" or press 5 to disable the entire envelope and return to the Personal Options Menu.
   - Say "Accept" or press # to accept the changes.
   - Say "Cancel" or press * to return to the Personal Options Menu.
6. Hang up.

VOICE MAIL FLOWCHART (ADVANCED MAILBOX)

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



Learning More

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INTRODUCTION

If you want to know more about your endpoint and voice mail system, this is the section for you. With additional information and FAQs, you should be able to find answers to most of your questions.

NOTE: Because the telephone system is very flexible and programmable, 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.

WHAT THE ADMINISTRATORS CAN DO FOR YOU

The administrators are the people to whom you should turn if you have any problems with your endpoint and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your endpoint.

The types of administrators that can help you with your endpoint/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - Setting the date and time
  - Programming System Speed-Dial numbers
  - Making database changes, such as programming usernames, toll restriction, DND messages, and extension numbers
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - Recording a broadcast message that is sent to all mailboxes at once
  - Performing mailbox maintenance (such as changing your password)
  - Customizing voice mail prompts

NOTE: For problems that are network-related, contact your network administrator.

If you are a system administrator or if you need additional information not available in this guide, refer to your system's administrator guide. If you are a network administrator, refer to the latest version of the *IP Devices Installation Manual* (part number 835.2195).

FREQUENTLY ASKED QUESTIONS (FAQS)

This section includes some of the most frequently asked questions. If you have problems with your endpoint or mailbox, refer to this section before you contact your system, voice mail, or network administrator or your local Inter-Tel provider.

Q1. *How can I retrieve messages if I don't know the password for my voice mail?*

A1. Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing # is all you need to do. If these options don't work, contact your system administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see page 60).

Q2. *How do I program System Speed-Dial numbers?*

A2. Only your system administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 67).

Q3. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A3. Only your system administrator can change the number of rings that are allowed before the call is forwarded to voice mail.

Q4. *Why can't I retrieve deleted messages?*

A4. Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see page 48). If you attempted to undelete a voice mail within this time frame but you were still unsuccessful, your voice mail system may not have sufficient space programmed to store deleted messages.

Q5. *How can I change the name displayed on my endpoint?*

A5. Only your system administrator can change the user names assigned to extensions.

Q6. *What languages do the Model 8664, 8665, and 8668 endpoints support?*

A6. Model 8664, 8665, and 8668 endpoints currently support American English only.

Q7. *Why can't I program a Station Speed-Dial number to the softkey button I want? It keeps saying that the button is non-programmable.*

A7. Your system administrator has programmed that softkey as a non-programmable button. Because you cannot override system programming from your endpoint, you must choose another button.

Q8. *Why don't the local telephone company star codes (i.e.*82, *69, etc.) work when I use the Outgoing Call access code to call an outside number?*

A8. Rather than use the Outgoing Call access code to obtain an outside line, you must dial a Select Line Group number before you can use the star codes. For example, if your system is using the default Select Line Group numbers, you would have to dial 92001 to access that line. Once you have dial tone, you can dial the star code and the number.

Q9. *Why can't I use ASR to enter my e-mail password?*

A9. To prevent others from overhearing your password, you must enter it using the dialpad buttons on your endpoint. See page 95 for additional information about entering your e-mail password if E-Mail Reader is enabled for your mailbox.

Q10. *If my e-mail password expires for my e-mail client and I have to change it, do I also have to update it for my mailbox?*

A10. Yes. Whenever you change your e-mail password, you will be prompted to update it for E-Mail Reader. See page 95 for additional information about entering your e-mail password.

Q11. *Why don't I have e-mail and fax messages in my mailbox?*

A11. If your mailbox is the standard voice mailbox (see page 20), you will not receive e-mail and fax messages in your mailbox. To receive these types of messages, E-Mail Reader must be enabled for your mailbox. Check with your voice mail administrator to see if E-Mail Reader is enabled for your mailbox.

Q12. *Why do I get the wrong response when I try to complete a task by saying a command?*

A12. Several things affect the system's response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) may not be enabled on your system. If your system's voice prompts do not include the option to "say" a command, then ASR is not enabled. See page 23 for additional guidelines for using ASR.

Q13. *Why can't I use the Agent Help or Record-a-Call features?*

A13. If your endpoint is configured to use peer-to-peer (P2P) audio, you will not be able to use the Agent Help and Record-A-Call features when you are on a P2P call. To determine if your endpoint is configured to use P2P audio, consult your system administrator.

Q14. *Are accessories available for the Model 8664, 8665, and 8668 endpoints?*

A14. Yes, accessories such as belt clips, chargers, and headsets are available from the Inter-Tel CommSource® division. Contact your local authorized Inter-Tel provider to order accessories.

Q15. *Why can't I use one of the features described in this guide?*

A15. There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature. Check with your system administrator to see which software version your telephone system currently uses and if there are any features restrictions for your system.
- Your system administrator may not have enabled the feature for your endpoint.
- Your system administrator may have programmed your endpoint to block the feature.

Q16. *If I need further assistance, how do I get technical support?*

A16. First, contact the appropriate administrator (system, voice mail, or network) if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel provider. Providers can be located using the Inter-Tel Web site at www.inter-tel.com. All Inter-Tel sales, service, and support are handled at the local level.

DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes, if necessary.

OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911 (999 in Europe)	
Outgoing Call	8	

*These defaults may differ depending on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Endpoint Extensions	1000-1999	
Hunt Groups	2000-2299	
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 Line Answer	350	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Conference	5	
Default Station	394	
Directory (IDS or Basic)	307	
Display Time And Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	
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FEATURE NAME	FEATURE CODE	NEW CODE
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Review Buttons	396	
Ring Intercom Always On/Off	377	
Ring Tone Selection	398	
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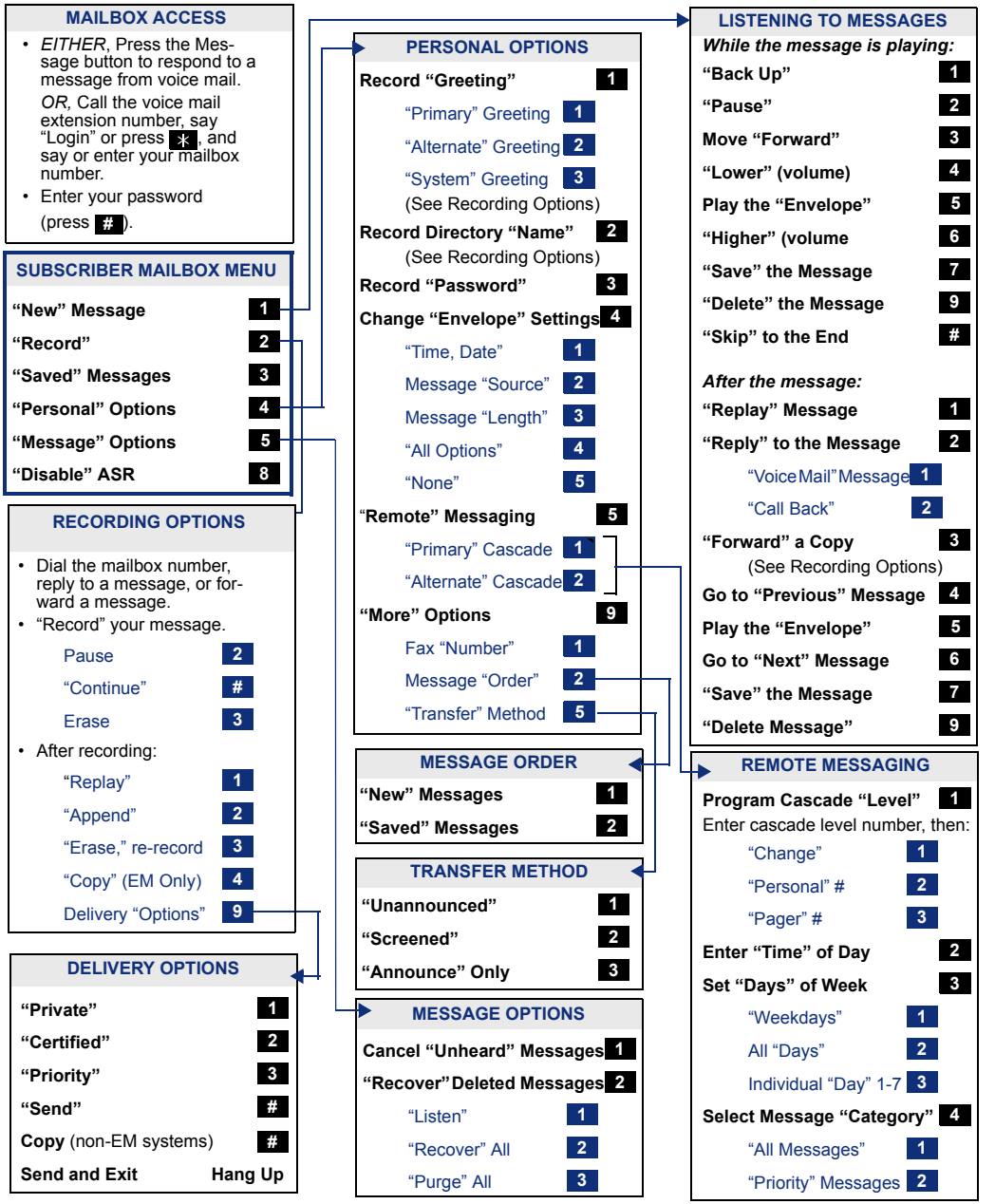
VOICE MAIL FLOWCHART (STANDARD VOICE MAILBOX)

NOTE: At any menu level, you can say "Cancel" or press * to cancel or return to the previous menu or say "Accept" or press # to accept.



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