



AXKESS

***Single-Line Set
and***

AXCESSORY Talk Voice Mail

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Welcome

ABOUT THIS GUIDE

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

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

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

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

QUICK-START INSTRUCTIONS

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

ABOUT YOUR PHONE SYSTEM

What You See And Hear

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

- Your telephone system may have one dial tone for both intercom calls and outside calls. Or, it may be programmed to have two dial tones: (1) When you lift the handset, you hear intercom dial tone. (2) When you select an outgoing line, you hear standard outside dial tone.
- Many features “time out” if you wait too long before performing the next step. If this happens, you must start over.
- Four fast tones or repeating fast tones signal that you made a mistake, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. If you hear this signal, hang up and try again.
- Each phone in your telephone system has an extension number that allows you to place intercom calls to it. Some phones belong to “hunt groups” that have special extension numbers which route your call through the phones in the group. Your trainer or system administrator can provide you with a list of extension numbers for your telephone system.

What The Administrators Can Do For You

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

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

ABOUT AXCESSORY TALK VOICE MAIL

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

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

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

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

Initializing Your Mailbox

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

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

To initialize your mailbox:

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

For complete instructions on using AXCESSORY Talk Voice Mail, see [page 19](#).

Telephone System Features

INTERCOM CALLS

Placing Intercom Calls

The Basics

To place an intercom call:

- Lift the handset and dial an extension number.
- *If your call goes through handsfree to a keyset's speaker, speak after you hear a double tone.*
If you hear continuous ringing, wait for the call to be answered.

Options

If you want to place a non-handsfree call that will ring at a keyset until answered:

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

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

- Lift the handset and dial **3 7 7**.

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

- *You can leave a message:* Perform a hookflash (a quick hang up and release) and dial **3 6 5**. Then hang up *OR* wait for their message center to answer. (See [page 9](#) for more Message options.)
- *You can stay on the line and wait for the phone to become available:* When you hear busy signals, do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in do-not-disturb mode.)
- *To request a callback (queue on to the phone):* When you hear busy signals, hookflash and dial **6** and hang up. When the phone is available, your phone rings. Lift the handset to answer the callback.
- *You can use the “Off-Hook Voice Announce” feature (if the called keyset is programmed for it):* This allows you to talk to the keyset user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music, or if the phone is in do-not-disturb mode, your off-hook voice announce call will not go through.)

Receiving Intercom Calls

- Lift the handset.

OUTSIDE CALLS

Placing Outside Calls

The Basics

To place an outside call:

- Lift the handset and dial **[8]** for an outside line.
- Dial the desired number. (*If you hear a single progress tone, you must dial an account code before you can place your call.*)
- When finished with the call, hang up.

Note To make an emergency call, simply dial **[9][1][1]** to automatically place a call to the preset emergency number. (You do not have to select an outside line first.)

Options

Depending on how your system is programmed, you may be able to use one of the following methods to select an outgoing line:

- Dial the Outgoing Call feature code (default is 8).
- Dial a line selection feature code (defaults are 9201-9299 and 93000- 93107).
- Dial the “Automatic Route Selection (ARS)” feature code (default is 9200).

If you cannot get an outgoing line because resources are busy, you can request a callback when they become available:

- *To request a callback (queue on to the line):* When you hear busy signals, hook-flash and dial **[6]** and hang up. When the line is available, your phone rings. Lift the handset to answer the callback.

When dialing the number, you can use of the following features:

- *Station Speed-Dial:* See [page 12](#).
- *System Speed-Dial:* See [page 12](#).
- *Redial:* See [page 13](#).

Answering Outside Calls

The Basics

- Lift the handset.

Options

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

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

Using Account Codes

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, the system will periodically print out a record of telephone calls placed from the phones within the system. Account codes can be used to add information to these reports. There are three types of account codes:

- Standard account codes that are entered into the SMDR report automatically whenever you place a call.
- Forced account codes that you must dial before being allowed to place an outside call, as described on the preceding page.
- Optional account codes that can be entered at any time during a call.

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

To enter an optional account code while on an outside call:

- Perform a hookflash (a quick hang up and release) and dial **3 9 0**, and then dial the optional account code. *If the account code is not immediately accepted, press **#**.*

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

- Dial **3 9 1** and then the account code. *If the account code is not immediately accepted, press **#**.* This code will be used for all calls made from your phone until it is disabled.
- *To disable the code:* Dial **3 9 1** again and then press **#**.

Call Waiting

If you receive a call while you are already on another call, you will hear a “call waiting” tone through your handset.

To respond to a waiting call (when you hear a single tone):

EITHER, End the current call by hanging up. When the waiting call rings, lift the handset to answer.

OR, Place the current call on hold (perform a hookflash and dial **3 3 6**). You are automatically connected to the waiting call.

Performing A “Hookflash” During A Call

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

To generate a hookflash while using a line:

- Perform a hookflash (a quick hang up and release) and dial **3 3 0**.

Call Screening

This feature is available only if your telephone system is equipped with an AXCESSORY Talk voice processing unit. The call screening “Transfer Method” options can be programmed through your voice mailbox (see [page 23](#)). Depending on the Transfer Method programmed for your phone, transferred calls from AXCESSORY Talk may be unannounced (as usual), or one of the following may occur:

- **“Announce Only” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller's name).”*
- **“Screened” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer the call from Voice Mail, you hear, *“You have a call from (caller's name),”* You have the following options:
 - *To accept the call, press* .
 - *To replay the announcement, press* .
 - *To send the call to voice mail, press* .
 - *To forward the call to another extension, press* *and then enter the extension number.*
 - *To refuse the call, press* .

PLACING CALLS ON HOLD

To place a call on Hold:

- Perform a hookflash (a quick hang up and release) and dial **[3][3][6]**.
- Hang up *OR* place another call.
- To return to the call, lift the handset or perform a hookflash and dial **[3][3][6]**.

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

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

PLACING CONFERENCE CALLS

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

To place a conference call:

- While on a call, perform a hookflash (a quick hang up and release) and dial **[5]**.
- Place another call, then hookflash and dial **[5]**. (You can repeat this step to add one more party.)
- To join all waiting calls in the conference, hookflash and dial **[5]** again.

To exit and leave the conference connected:

- Perform a hookflash (a quick hang up and release) and hang up.
- **To return to the conference:** Lift the handset and dial **[5]**.

To place all of the parties on individual hold without returning to the conference: Lift the handset and dial **[3][3][6]**.

MESSAGES

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

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

There are two ways to leave messages:

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

Leaving Messages

To leave a message waiting indication:

- While on an intercom call, perform a hookflash (a quick hang up and release) and then dial **3 6 5**.
- *EITHER*, Hang up.
OR, Wait for the message center to answer.

To cancel a message waiting indication you left:

- Lift the handset and dial **3 6 6**.
- Dial the extension number of the phone where you left the message.
- Hang up.

Receiving Messages

To respond to a received message waiting indication:

When you lift the handset, you hear six quick tones followed by intercom dial tone. Dial **3 6 5** to automatically place a call to the station or message center that left the message.

To cancel a received message waiting indication without answering:

- Lift the handset and dial **3 6 8**.
- Hang up.

TRANSFERRING CALLS

To Transfer A Call To An Outside Number Or Extension:

- While on a call, perform a hookflash (a quick hang up and release). You hear two short tones.
- *EITHER*, Dial an extension number.
OR, Select an outgoing line and dial an outside telephone number.
- *If desired*, wait for an answer and announce the call.
- To complete the transfer, hang up. (*If the number is busy, there is no answer, or the transfer is refused*, return to the caller being transferred by hookflashing twice.)

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

- Lift the handset and dial .
- Dial the extension or hunt group number where the call is ringing or holding. (See [page 17](#) for more information about hunt groups.)

PAGING

The Paging feature allows announcements to be made through keyset speakers. If your system is equipped with optional external paging equipment, announcements can also be made through the external speaker(s).

There can be up to 10 paging zones. Each paging zone can contain different combinations of keysets and the external paging equipment. Your trainer or system administrator can tell you how your paging zones are programmed. You can list them here for your convenience:

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

Making Pages

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

FORWARDING CALLS

Manual Call Forwarding

With manual call forwarding, you can choose to send incoming calls to another extension number. You may also be able to forward calls to outside numbers, if your phone is programmed to allow it.

To forward calls:

- Lift the handset and dial one of the following feature codes:
 - 355 (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
 - 356 (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
 - 357 (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
 - 358 (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
- *EITHER*, Dial an extension number.
OR, Dial a line access code (8, 9200-9299, or 93000-93107) and a telephone number.
- Hang up.

To cancel any call forward request:

- Lift the handset and dial any of the call forwarding feature codes listed above.
- Hang up.

Automatic System Forwarding

Your phone may be programmed with the automatic call forwarding feature called “System Forwarding.” If so, you can use the following procedure to turn the System Forwarding feature on and off.

To enable or disable System Forwarding:

- Lift the handset and dial **[3][5][4]**.
- Hang up.

STATION SPEED DIALING

Storing Station Speed-Dial Numbers

You can store up to 10 personal speed-dial numbers in station speed-dial “locations” 0-9. These locations are then dialed using a feature code plus one of the numbers 0-9.

To program station speed-dial numbers:

- Lift the handset and dial **[3][8][3]**.
- Dial the location code (0-9) to be programmed.
- Dial the intercom or telephone number to be stored. *If desired*, you can perform a hookflash (a quick hang up and release) once to enter an asterisk (*), twice for a pound (#), three times for a hookflash, or four times for a pause.

Hint If you want to be able to dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code “8”) before the outside telephone number.

- Hang up.

To erase a station speed-dial number:

- Repeat above procedure and enter only a hookflash for the number.

Dialing Station Speed-Dial Numbers

- Lift the handset .
- *If placing an outside call*, select an outgoing line.
- Perform a hookflash (a quick hang up and release) and dial **[3][8][2]**.
- Dial the desired location code (0-9).

SYSTEM SPEED DIALING

Your system administrator can store up to 1000 speed-dial numbers in system speed-dial “locations” 000-999. These speed-dial numbers can then be dialed using a feature code, plus one of the location numbers 000-999.

To dial system speed-dial numbers:

- Lift the handset, select an outside line, and dial **[3][8][1]**.
- Dial the location code (000-999) for the desired number.

REDIALING A NUMBER

If you reach a busy number, are disconnected, or if there is no answer, the number in your redial memory can be redialed easily. An outside line is automatically selected and the telephone number is redialed.

Your phone can be programmed to store, in redial memory, the last outside telephone number that you dialed or an outside telephone number that you saved. (Your trainer or system administrator can tell you whether your phone is programmed for “Last Number Dialed” or “Last Number Saved” operation.) Choose the appropriate procedure for your phone:

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

Lift the handset and dial **3 8 0**. The line is selected automatically and the number is dialed.

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

- **To save the number you last dialed:** Lift the handset and dial **3 8 0**.
- **To redial the saved number:** While on a call or after selecting an outgoing line, perform a hookflash (a quick hang up and release) and dial **3 8 0**. The number is dialed automatically.

USING RECORD-A-CALL

If your telephone system is equipped with an AXCESSORY Talk voice processing unit, your phone may be programmed to use the Record-A-Call feature. If so, you can dial a feature code whenever you want to record an ongoing call in a mailbox. You can retrieve the message later, just as you would any other mailbox message.

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

- Perform a hookflash (a quick hang up and release) and dial **3 8 5**.
- *If required*, dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)
- You hear a confirmation tone when the Record-A-Call feature is activated.
- **To turn off Record-A-Call:** Perform a hookflash and dial **3 8 5** OR hang up.

USING DO-NOT-DISTURB MODE

Placing your phone in do-not-disturb halts all calls to your phone (except for queue callbacks, recalls, and direct ring-in calls). Other users calling your phone hear a repeating signal of four fast tones. If they have a display, they also see the do-not-disturb message you have selected. There can be up to 20 different Do-Not-Disturb messages in your telephone system. They can be changed by the system administrator, installer, or programmer. Your trainer or system administrator will give you a list of Do-Not-Disturb Messages for your system. You can list them here for your convenience:

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION 'TIL		15	WITH A GUEST	
06	ON VACATION		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

To enable do-not-disturb:

- Lift the handset and dial **[3][7][2]**.
- Dial a two-digit message number (01-20). (See list above.)
- *If desired*, add up to 16 characters for a customized message that will appear on the second display line seen by display keyset users when they call your phone. Dial the desired numbers (0-9) using your keypad. Press **[#]** for a hyphen (-) or press **[*]** for a colon (:).
- Hang up.

To cancel do-not-disturb:

- Lift the handset and dial **[3][7][2]**.
- Hang up.

REMOTE FEATURE ACCESS

Remote Feature Access allows you to place your phone in Do-Not-Disturb mode or forward calls, either from another phone or through a special dial-up line.

Remote Access Password

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

To change the password from your phone:

- Lift the handset and dial **3 9 2**.
- Enter your current password, followed by **#**. (At default the password is your extension number.)
- Enter the new password followed by **#**. You hear a confirmation tone.
- Enter the new password again followed by **#**. You hear a confirmation tone.

To change the station password using remote programming: See below.

Remote Feature Access

- *EITHER*, Call your AXCESS number (provided by your system administrator). If required, enter your password.
OR, Use any phone on the system.
- Enter **3 5 9** and enter your extension number.
- Enter your password followed by **#**. You can now use any of these features:

To change the station password using Remote Programming:

- Enter **3 9 2** and enter the new password, followed by **#**.
- Enter the new password again for verification, followed by **#**.

To turn on Do-Not-Disturb:

- Enter **3 7 0** and enter message number (01-20) and, if desired, enter the optional second-line message text.

To turn off Do-Not-Disturb:

- Enter **3 7 1**.

To turn on Call Forward:

- Enter one of the following Call Forward feature codes.

All Calls	355	If Busy	357
If No Answer	356	If No Answer/Busy ...	358
- Enter an extension number or enter an outside line access code followed by a telephone number.

To turn off Call Forward:

- Enter **3 5 5** and then press.
- Hang up.

SETTING USER PREFERENCES

Returning To Default Operation

This feature cancels do-not-disturb, manual call forwarding, and queue requests; and restores hunt group calls and system forwarding all at once.

To return your phone to default:

- Lift the handset and dial **3 9 4**.

Multilingual Capability

Your telephone system may provide a choice between English and Japanese prompts. An option in the database determines the language that will be used by each phone. If your phone is programmed for English, all AXCESSORY Talk voice mail prompts are delivered in English (unless changed, as outlined below). If programmed for Japanese, all voice prompts are played in Japanese (unless changed). By default, all phones are set for English.

To change the assigned language for your phone:

- Lift the handset and dial **3 0 1** to change between English and Japanese, as desired.

AGENT HELP

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated “Agent Help Extension” (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is a keyset, the keyset's microphone is muted and the supervisor cannot be heard unless he or she presses the MUTE key. If the Agent Help Extension is a single-line set, the supervisor *can* be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

To use the Agent Help feature while on a call:

- Perform a hookflash (a quick hang up and release) and dial **3 7 5**. *If you hear repeating error tones*, the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in do-not-disturb.
- *If required*, dial the Agent Help Extension number. (Your phone may be programmed to automatically dial the number, or you may be required to dial it.)
- If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

INSTRUCTIONS FOR HUNT GROUPS

Your system may be programmed with “hunt groups.” These are groups of phones that share a common extension number in addition to having individual extension numbers. (A phone that is part of a hunt group can be called directly using its individual extension number.) The phone or phones that receive the call when a hunt group extension number is dialed is determined by a list programmed in your telephone system's software.

To Turn On Or Off Hunt Group Calls

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

- Lift the handset and dial **3 2 4** to stop or restart hunt group calls.
- Hang up.

ACD Hunt Groups

Some hunt groups use a special feature called “Automatic Call Distribution” (ACD) that distributes the hunt group calls equally among the available members. ACD hunt group members are referred to as “agents.” Agents log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

ACD Agent IDs

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

An ACD hunt group can be programmed to circulate calls to agents in two ways:

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

ACD Hunt Group Login And Logout

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent will receive calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group will bypass the agent. If your phone is in an ACD hunt group, use the following procedures to log in and out.

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

Lift the handset and dial **3 2 1 8**. *If you were already logged in, you hear a single tone.*

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

- Lift the handset and dial **3 2 1 6**.
- Enter the desired ACD hunt group number. (Or you can press **#** to log in to all of your ACD hunt groups at once.) *If you entered an invalid hunt group number, you hear repeating tones.*
- Then do one of the following:
 - *To log into ACD hunt group(s) using Agent IDs:* Enter your Agent ID. You are logged into the ACD hunt group(s) that you requested above that use the Agent ID you entered in this step. *(If another Agent ID is already logged in at this phone, you hear repeating tones. You must have the other agent log out before you can use that phone.)*
 - *To log into ACD hunt group(s) that do not use Agent IDs:* Press **#**. You are logged into the ACD hunt group(s) that you requested above that do not use Agent IDs. *(f you are not a member of the entered hunt group, you hear repeating tones. Start over.)*
- Hang up. Repeat this procedure to log into additional ACD groups, if necessary.

To log out of one or more ACD hunt group:

- *EITHER*, Lift the handset and dial **3 2 1 8** to log out of all of your ACD hunt groups at once. You hear a confirmation tone. Hang up.
OR, Lift the handset and dial **3 2 1 7**. *If you were logged in to only one hunt group, the procedure is complete. If you were logged in to more than one hunt group, dial the extension number of the desired ACD hunt group.*
- If off hook, hang up.

ACD Agent Wrap-Up Terminate

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

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

- Lift the handset, dial **3 2 1 9**, and hang up.

Voice Mail Features

The first time you use your Voice Mail mailbox, you need to initialize it, as described on [page 3](#).

ENTERING YOUR MAILBOX

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

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

Enter your mailbox by following these steps:

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

If you reach Voice Mail when responding to a message:

- When Voice Mail answers, enter your personal password and press .

LISTENING TO MESSAGES

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

To listen to messages:

- Enter your mailbox as described on [page 19](#).
- *EITHER*, Press to listen to your new messages.
OR, Press to listen to your saved messages.
- The system plays each message in the queue selected. While you are listening to a message, you can use the following options:
 - Press to skip to the end of the recording.
 - Press to back up.
 - Press to pause. (Then press any key to continue.)
 - Press to skip ahead.

Continued on next page

- Press **[4]** to lower the volume.
 - Press **[5]** to play the message envelope again.
 - Press **[6]** to raise the volume.
 - Press **[7]** to save the new message in your mailbox.
 - Press **[9]** to delete the message from your mailbox.
- When the message has finished playing, you have the following options:
- Press **[1]** to replay the message from the beginning.
 - Press **[2]** to reply to the message. You can then do one of the following:
 - Press **[1]** to leave a voice mail message for the caller. *If the caller had a mailbox number, it will ask you to verify the destination by pressing **[#]**. If the number was not associated with a mailbox, it will ask you to enter a mailbox number. If the message was from an outside caller, you cannot reply to the message.*
 - Press **[2]** to make a return call. Your call will be transferred automatically to the caller's extension or telephone number, if available. *If the extension number is not available, you will have the option of leaving voice mail. If the telephone number is not available, you cannot reply to the message.*
 - Press **[3]** to forward a copy of the message to another subscriber. If you want to include introductory comments, press **[1]** and record an introduction. If not, press **[#]** to forward the message without an introduction.
 - Press **[4]** to listen to the previous message.
 - Press **[5]** to play the introductory message envelope again.
 - Press **[6]** to listen to the next message.
 - Press **[7]** to save the new message in your mailbox.
 - Press **[9]** to delete the message from your mailbox.

SENDING MESSAGES

- Enter your mailbox as described on [page 19](#).
- Press **[2]**.
- Dial the desired mailbox number or group list number.
- After hearing the subscriber's name, press **[#]** to accept it.
- When you hear the tone, record your message.
 - *To pause while recording*, press **[2]**. To continue, press any key.
 - *To erase and re-record your message*, press **[3]**.
- When you have completed your message, you have the following options:
 - To exit:** Hang up. *OR*, press **[#]** and go to the next step.
 - To replay your message:** Press **[1]**.
 - To add to your message:** Press **[2]** and continue your message.
 - To erase and re-record your message:** Press **[3]**.
 - To use the special delivery options:** Press **[9]**. You can perform *one or more* of the following steps:
 - Press **[1]** to mark the message “private.” (This prevents the recipient from forwarding it to other subscribers.)
 - Press **[2]** to mark the message “certified.” (When a certified message is heard by the recipient, you will receive a receipt notice.)
 - Press **[3]** to mark the message “priority.” (This will place your message ahead of all other waiting messages in the receiving mailbox.)
 - Press **[]** to cancel delivery options.
 - Press **[#]** to deliver the message. (If you wish to mark the message certified, private, and/or priority, do so before completing this step.)
- After the message has been sent, you may choose either of the following options:
 - Press **[#]** and enter another mailbox number to send the message to another destination.
 - Press **[*]** to exit.

UNDELETING VOICE MAIL MESSAGES

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

To recover deleted messages:

- Enter your mailbox as described on [page 19](#).
- Press **[5]**.
- The next prompt gives you the option of recovering deleted messages. Press **[2]** to continue.
- Your options are:
 - Press **[1]** to listen to your deleted messages and choose which ones to delete or recover. After each message you can press **[1]** to replay the message, press **[2]** to reply to the message, press **[3]** to forward the message to another mailbox, press **[5]** to replay the message envelope, press **[7]** to recover the message, or press **[9]** to purge the message from your mailbox.
 - Press **[2]** to recover all of your deleted messages and store them as saved messages.
 - Press **[3]** to erase all of your deleted messages.

CANCELING UNHEARD MESSAGES

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

To cancel unheard messages:

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

PERSONAL OPTIONS

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

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

Each option is described in detail in the following pages.

Recording Your Personal Greetings

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

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

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

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message and I will return your call when I return. Thank you.

To change your personal greeting:

- Enter your mailbox as described on [page 19](#). Then press to select the Personal Options Menu.
- Press .
- *EITHER*, Press to record and/or enable your primary greeting.
OR, Press to record and/or enable your alternate greeting.
OR, Press to enable the system default mailbox greeting.

Continued on next page

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

Recording Your Voice Mail Directory Name

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

To change your directory name:

- Enter your mailbox as described on [page 19](#). Then press **4** to select the Personal Options Menu.
- Press **2**. Your current name is played. (Press **1** to replay your recorded name, if desired.)
- Press **3** to erase and re-record your name.
- When you hear a tone, record your first and last name, then press **#**.
- Press **#** again to accept your recorded name. (Or, press **1** to replay your recorded name, press **2** to add to your name, or press **3** to erase and re-record your name.)

Mailbox Password

Your password prevents unauthorized access to your mailbox.

To change your password:

- Enter your mailbox as described on [page 19](#). Then press **4** to select the Personal Options Menu.
- Press **3**.
- *If you want to have a password*, enter a new password, using up to 12 digits.
If you do not want to use a password, skip this step.
- Press **#**. Voice Mail plays back your password if you entered one.
- Press **#** to accept the password as entered. Or, press **3** if you want to erase and re-enter your password.

Voice Mail Message Envelope Contents

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

To change your message envelope:

- Enter your mailbox as described on [page 19](#). Then press **[4]** to select the Personal Options Menu.
- Press **[4]**. You can then do any of the following:
 - To enable or disable the time/date option, press **[1]**.*
 - To enable or disable the message source option, press **[2]**.*
 - To enable or disable the message length option, press **[3]**.*
 - To enable all options, press **[4]**.*
 - To disable the envelope, press **[5]**.*
 - To accept the envelope, press **[#]**.*
 - To return to the Personal Options menu without changing the envelope, press **[*]**.*

Remote Messaging

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

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

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

To set up remote messaging:

- Enter your mailbox as described on [page 19](#). Then press **[4]** to select the Personal Options Menu.
- Press **[5]**.
- Press **[1]** to set up a Primary cascade OR press **[2]** to set up an Alternate cascade.
Continued on next page

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

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

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

Fax Destination

To change your Fax Destination Number:

- Enter your mailbox as described on [page 19](#). Then press **[4]** to select the Personal Options Menu.
- Press **[9]** for More Options and then press **[1]**.
- Enter the number of your fax destination, followed by **[#]**.
- To accept press **[#]**. Or, to erase the number and re-enter it press **[3]**.

Call Screening Transfer Method

This feature is available only if your mailbox has the option enabled. Depending on the Transfer Method you select, transferred calls from AXCESSORY Talk may be unannounced (as usual), or one of the following may occur:

- **“Announce Only” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller's name).”*
- **“Screened” Calls:** Before Voice Mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear *“You have a call from (caller's name),”* You can choose whether to accept the call. (See [page 7](#).)

To change your Transfer Method (if allowed):

— Enter your mailbox as described on [page 19](#). Then press to select the Personal Options Menu.

— Press . The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:

To select unannounced transfers, press .

To select screened transfers, press .

To select announce only transfer, press .

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

USING THE VOICE MAIL DIRECTORY

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

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

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

To use the directory:

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

Default Feature Codes

Use the blank spaces below to enter custom feature codes if your telephone system has been reprogrammed with new codes.

OUTSIDE LINE ACCESS CODES

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

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Phone Extensions	1000-1511	
Hunt Groups	2000-2074	
Attendant	0	

GENERAL FEATURE CODES

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
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	
Change Language	301	
Default Station	394	
Do-Not-Disturb On/Off	372	
Hold	336	
Hookflash	330	
Hunt Group Remove/Replace	324	
Message	365	
Cancel Message That You Left	366	
Cancel Message On Your Phone	368	
Page	7	
Program Station Password	392	
Queue (Callback) Request	6	
Record-A-Call	385	

GENERAL FEATURE CODES (CONTINUED)

FEATURE NAME	FEATURE CODE	NEW CODE
Redial	380	
Remote Programming	359	
Reverse Transfer (Call Pick-Up)	4	
Ring Intercom Always On/Off	377	
Station Speed Dial	382	
Station Speed Dial Programming	383	
System Forward On/Off	354	
System Speed Dial	381	
Transfer To Hold	346	
Transfer To Ring	345	

QUICK REFERENCE GUIDE TO FREQUENTLY USED AXCESS FEATURES FOR SINGLE-LINE SETS

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

PLACING AN INTERCOM CALL

- Lift the handset and dial an extension number.
- *If your call goes through handsfree to a keyset's speaker, speak after you hear a double tone.*
If you hear continuous ringing, wait for the call to be answered.

PLACING AN OUTSIDE CALL

- Lift the handset and dial **[8]** for an outside line.
- Dial the desired number. (*If you hear a single progress tone, you must dial an account code before you can place your call.*)
- When finished with the call, hang up.

TO MAKE AN EMERGENCY CALL

- Simply lift the handset and dial **[9][1][1]** to automatically place a call to the system's programmed emergency number (usually 911). You do not have to select an outside line first.

ANSWERING A CALL

- Lift the handset.

REDIALING AN OUTSIDE NUMBER

- Lift the handset and dial **[3][8][0]**. The line is selected automatically and the number is dialed.

PLACING A CALL ON HOLD

- Perform a hookflash (a quick hang up and release) and dial **[3][3][6]**.
- Hang up *OR* place another call.
- To return to the call, lift the handset or perform a hookflash and dial **[3][3][6]**.

CALL WAITING

If you hear a “call waiting” tone through your handset do one of the following:

- *EITHER*, End the current call by hanging up. When the waiting call rings, lift the handset to answer.
OR, Place the current call on hold (perform a hookflash and dial **[3][3][6]**). You are automatically connected to the waiting call.

PAGING

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

TRANSFERRING A CALL TO AN OUTSIDE NUMBER OR ANOTHER EXTENSION:

- While on a call, perform a hookflash (a quick hang up and release). You hear two short tones.
- *EITHER*, Dial an extension number.
OR, Select an outgoing line and dial an outside telephone number.
- *If desired*, wait for an answer and announce the call.
- To complete the transfer, hang up. (*If the number is busy, there is no answer, or the transfer is refused*, return to the caller being transferred by hookflashing twice.)

REVERSE TRANSFER (CALL PICK-UP)

To pick up a call that is ringing or holding at another phone or hunt group:

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

CONFERENCE CALLS

You can place up to three intercom and/or outside calls and join them in a conference.

- While on the first call, press **[CNF][0]**. The call is now on hold.
- Place an intercom or outside call. Then press the flashing **[CNF][3]** to place the second call on hold. (If necessary, repeat this step to place a third call on hold.)
- Press the flashing **[CNF][3]** to join all of the calls together in the conference.

CALL FORWARDING

To forward calls:

- Lift the handset and dial one of the following feature codes:
 - 355 (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
 - 356 (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
 - 357 (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
 - 358 (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
- *EITHER*, Dial an extension number.
OR, Dial a line access code (8, 9200-9299, or 93000-93107) and a telephone number.
- Hang up.

To cancel Call Forward:

- Lift the handset and dial any of the call forwarding feature codes listed above.
- Hang up.

ENTERING YOUR VOICE MAIL MAILBOX

Enter your mailbox by following these steps:

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

If you reach Voice Mail when responding to a message:

- When Voice Mail answers, enter your personal password and press .

LISTENING TO VOICE MAIL MESSAGES

- Enter your mailbox as described on the previous page.
- Press **[1]** to listen to your new messages. While you are listening to a message, you can use the following options:
 - Press **[#]** to skip to the end of the recording.
 - Press **[1]** to back up.
 - Press **[2]** to pause. (Then press any key to continue.)
 - Press **[3]** to skip ahead.
 - Press **[4]** to lower the volume.
 - Press **[5]** to play the message envelope again.
 - Press **[6]** to raise the volume.
 - Press **[7]** to save the new message in your mailbox.
 - Press **[9]** to delete the message from your mailbox.
- The system plays the message. When the message has finished playing, you have the following options:
 - Press **[1]** to replay the message from the beginning.
 - Press **[2]** to reply to the message or make a return call.
 - Press **[3]** to forward a copy of the message to another subscriber.
 - Press **[4]** to listen to the previous message.
 - Press **[5]** to play the introductory message envelope again.
 - Press **[6]** to listen to the next message.
 - Press **[7]** to save the new message in your mailbox.
 - Press **[9]** to delete the message from your mailbox.

SENDING VOICE MAIL MESSAGES

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

VOICE MAIL OPTIONS

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

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

FEATURE CODES

CODE	FEATURE NAME	CODE	FEATURE NAME
381	Account Code - All Calls	330	Hookflash
380	Account Code - Optional	324	Hunt Group Remove/Replace
326	ACD Agent Log In	365	Message
327	ACD Agent Log Out	366	Cancel Message You Left
328	ACD Agent Log In/out	368	Cancel Msg On Your Phone
329	ACD Agent Wrap-up Term.	367	Silent Message
375	Agent Help Request	314	Microphone Mute
376	Agent Help Reject	7	Page
361	Automatic Intercom Access	325	Page Remove/Replace
360	Automatic Line Access	397	Program Keys
350	Automatic Line Answer	392	Program Station Password
313	Background Music	6	Queue (Callback) Request
355	Call Forward All Calls	385	Record-A-Call
357	Call Forward If Busy	380	Redial
356	Call Forward If No Answer	305	Reminder Message
358	Call Fwd. If No Answer/Busy	306	Reminder Message Cancel
5	Conference	359	Remote Programming
301	Change Language	4	Reverse Transfer (Call Pick-up)
394	Default Station	396	Review Keys
307	Directory	377	Ring Intercom Always On/off
300	Display Time And Date	398	Ring Tone Selection
372	Do-Not-Disturb On/Off	321	Station Monitor
373	Do-Not-Disturb Override	382	Station Speed Dial
395	Feature Key Default	383	Station Speed Dial Program
312	Group Listen	354	System Forward On/Off
319	Hands/free On/Off	381	System Speed Dial
317	Headset On/Off	399	Switch Keypad
336	Hold - Individual	346	Transfer To Hold
335	Hold - System	345	Transfer To Ring

AXXESS AND AXCESSORY TALK VOICE MAIL POCKET REFERENCE GUIDE

USING VOICE MAIL

To enter your voice mailbox:

1. Dial the Voice Mail extension number.
2. Press **[*]** and enter your mailbox number.
3. Enter your password and press **[#]**.
4. You have the following options:

- Press **[1]** to listen to new messages.
- Press **[2]** to leave a message.
- Press **[3]** to listen to saved messages.
- Press **[4]** to program personal options.
- Press **[5]** for message options (undelete messages or cancel unheard sent messages)
- Press **[6]** to set up remote message notification (if enabled).

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

REMOTE FEATURE ACCESS

The remote programming feature allows you to place your phone in Do-Not-Disturb mode or forward calls from another extension or an outside touch-tone phone.

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

To change Station Password:

1. Enter .
2. Enter the new password.
3. Press .
4. Enter the new password again for verification and press .

To use Remote Feature Access:

1. EITHER, Call _____ (ACCESS number provided by your system administrator). If required, enter your password.
OR, use any phone on the system.
2. Enter .
3. Enter your extension number.
4. Enter your password followed by .
5. You can now use Do-Not-Disturb and Call Forwarding features described at right.

To turn on Do-Not-Disturb:

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

To turn off Do-Not-Disturb:

Enter and hang up.

Do-Not-Disturb Messages

01	DO-NOT-DISTURB	11	OUT OF TOWN 'TIL
02	LEAVE A MESSAGE	12	OUT OF OFFICE
03	IN MEETING UNTIL	13	OUT UNTIL
04	IN MEETING	14	WITH A CLIENT
05	ON VACATION 'TIL	15	WITH A GUEST
06	ON VACATION	16	UNAVAILABLE
07	CALL ME AT	17	IN CONFERENCE
08	AT THE DOCTOR	18	AWAY FROM DESK
09	ON A TRIP	19	GONE HOME
10	ON BREAK	20	OUT TO LUNCH

Keypad Key Characters

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

To turn on Call Forward:

1. Enter one of the following Call Forward feature codes.
All Calls 355
If No Answer 356
If Busy 357
If No Answer/Busy 358
2. Enter an extension number or enter a trunk access code followed by an outside telephone number.

To turn off Call Forward:

1. Enter .
2. Press and hang up.