Inter-Tel® 3000 Administration Manual

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FCC INFORMATION

FCC Part 68 Exhibit J

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior of the cabinet of this equipment is a label that contains, among other information, a product identifier in the format US: LKCPF09BENCORECX. If requested, this number must be provided to the telephone company.

- FCC Registration Number: US: LKCPF09BENCORECX
- Ringer Equivalence Number (REN): 0.9
- Facility Interface Code (FIC): 9.0Y
- Service Order Code (SOC): 02LS2
- USOC Jack Type: RJ11

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that can be connected to the telephone line. Excessive RENs on the telephone line can result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that can be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment Inter-Tel 3000 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service can be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company can make changes to it's facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment Inter-Tel 3000, for repair or warranty information, please contact Inter-Tel Technical Support Tel 1-888-777-EASY(3279). If the equipment is causing harm to the telephone network, the telephone company can request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information).

CAUTION
THE TELEPHONE INSTRUMENTS SPECIFICALLY DESIGNED FOR THIS SYSTEM HAVE HEARING-AID COMPATIBLE HANDSETS THAT ARE IN COMPLIANCE WITH SECTION 68.316 OF THE FCC RULES.

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C
Programmable	RJ41S and RJ45S

Systems

Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC Jack	REN
PSTN	9.0Y	02LS2	RJ11	0.9B
ISDN _PRI			RJ45	
ADSL			RJ11	

Adjuncts – KX and PX Devices

When this adjunct is used with a leased system, permission of the owner should be requested for connection of the adjunct.
KX-type telephones with message waiting lights and/or line status indicators can only be connected to host equipment and never directly to the network.
KX devices can only be installed with the permission of the owner of the host equipment as "surgery" is often required on the host system.

OEM Devices

The mounting of the certified unit in the final assembly must be made so that the certified unit is isolated from exposure to any hazardous voltages within the assembly. Adequate separation and restraint of cables and cords must be provided.

The circuitry from the certified unit to the telephone line must be provided in wiring that carries no other circuitry unless specifically allowed by the rules (such as PC and PR leads). PC board traces carrying tip and ring leads shall have sufficient spacing to avoid surge breakdown.

If the certified device is enclosed in an assembly, and is not readily accessible, the certification label must be placed on the exterior of the cabinet for each type of certified device contained therein.

The final assembler must provide all applicable material (contained in this section) with the final equipment. A modular plug or jack must be provided which complies with Part 68, Subpart F requirements for dimensions, tolerances and metallic plating.

Warning

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, can cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of the FCC Rules. Operation of this equipment in a residential area can cause unacceptable interference to radio and TV reception requiring the operator to take whatever steps are necessary to correct the interference. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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 the receiving antenna
- Relocate the CCU with respect to the receiver
- Check that the CCU and receiver are not on the same circuit; the CCU must be powered from an isolated, dedicated AC outlet

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user can find the following booklet prepared by the FCC helpful: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00398-5. If RFI problems persist, contact Inter-Tel Customer Support.

SAFETY REGULATIONS

Important Safety Instructions

The following safety information is reprinted from UL 60950:2000. When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.

2. Follow all warnings and instructions marked on the product.

3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

4. Do not use this product near water (for example, in a wet basement).

5. Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.

6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local power company.

8. This product is equipped with a three-wire grounding type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding type plug.

9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.

10. Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.

11. Never push objects of any kind into this product through cabinet slots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.

12. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.

13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    - When the power supply cord or plug is damaged or frayed.
    - If liquid has been spilled into the product.

- If the product has been exposed to rain or water.
- If the product does not operate normally by following the operating instructions.
- Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product has been dropped or the cabinet has been damaged.
- If the product exhibits a distinct change in performance.

14. Avoid using a telephone (other than a cordless type) during an electrical storm. There can be a remote risk of electric shock from lightning.

15. Do not use the telephone to report a gas leak in the vicinity of the leak.

Save These Instructions.

CAUTION
Use only 26 AWG line cord or larger for Central Office line connections.

LIMITED WARRANTY

For a period of 18 months from the date of purchase, Inter-Tel® warrants the Equipment (except for fuses and lamps) to be free from defects in material, workmanship, or both, and to comply with specifications for the Equipment, as set forth in the *Installation Manual*. Buyer's sole and exclusive remedy for breach of this Limited Warranty shall be to have the defective Equipment (or parts) repaired or replaced at Inter-Tel's option. Shipping costs incurred returning warranty work to Inter-Tel shall be paid for by the Buyer. *This Limited Warranty extends only to the Buyer, not to any customer, user, or third party.* This Limited Warranty does not apply to Equipment (or parts) damaged by improper handling, normal wear and tear, accidents, lightning damage, negligence, or improper use or maintenance, and does not apply to Equipment altered without authorization by Inter-Tel. This Limited Warranty does not extend to any claims, suits, damages, liabilities, costs, and expenses arising from any act, action, or inaction of Buyer. Although the Moss-Magnuson Act should not apply, in the event that it is held to apply by a court of competent jurisdiction, the implied warranty of fitness for a particular purpose shall extend for the 18-month period from the date that the Equipment was purchased.

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INTRODUCTION

SYSTEM DESCRIPTION

- The Inter-Tel 3000 is an Integrated Communications System. It supports all your voice call needs and also provides an optional Integrated Data Solution that allows multiple simultaneous Internet sessions and up to 12 IP extensions.
- The Inter-Tel 3000 can accommodate up to 20 Central Office (CO) Lines.
- The Inter-Tel 3000 can be equipped with a T1 module providing up to 24 T1 or 23 Primary Rate ISDN channels.
- The Inter-Tel 3000 is modular in construction. It is upgraded by adding various system modules.
- The Inter-Tel 3000 has a simple-to-use menu-driven interface.
- The Inter-Tel 3000 is a hybrid PBX / key-system.
- The Inter-Tel 3000 has an Optional Broadband Module providing seamless multiple Internet sessions. It also supports up to 12 IP extensions and VoIP trunks
- The Inter-Tel 3000 can operate with system digital telephone sets and standard touch-tone telephones.
- The types of telephone sets available are two digital telephone sets, one Inter-Tel cordless phone, and one analog telephone set.

The digital telephone sets are the eight line key set and the sixteen line key set. A Direct Station Selection (DSS) can be used with the sixteen line key digital telephone set providing an additional 32 programmable keys. The cordless telephone is Inter-Tel's 5.8 GHz cordless phone with a range up to 1,000 feet.

- The Inter-Tel 3000 can be remotely programmed and maintained.

The Inter-Tel 3000's modular design allows it to grow as you grow. No matter what size system you start with, you can expand up to the maximum capacity. The base unit includes connections for either two or four CO lines and allows up to eight extensions to be connected.

The system digital telephone set has a large display area that features an intuitive menu-driven interface. Display keys activate the facilities that are shown on the display. It is not necessary to dial any feature codes when using the digital telephone set. This makes the system easy to use and saves you time.

The Inter-Tel 3000 is extremely flexible. You have the choice of operating the system as either:

- A key system, where all users have direct access to all lines for making and receiving calls.
- A PBX with all calls answered by an operator.
- A hybrid combination of both the above modes.

You can choose to use system digital telephone sets or standard analog telephones at each extension, and you can change the set combination at any time. An optional Door Phone is available that can be programmed to ring any extension. A Doorstrike relay output is also provided.

The Inter-Tel 3000 is easy to install and maintain.

System Options

The following table details the various system options available.

Option	Capacity	Notes
CO lines	20	20 Lines total
DSL Interface	1	On the Broadband Module
T1 interface	1	Either 24 T1 or 23 Primary Rate ISDN channels
Internal LAN 10/100 Base T	4 Port switched hub	Supplied on the Broadband Module
Digital telephone sets	40	40 extensions maximum
Standard telephones / Cordless phone	40	
Hybrid extensions - digital telephone set or standard analog telephone	40	
IP Extensions	12 max	The Broadband Module supports up to 12 IP extensions and VoIP trunks
Programming extension (via digital telephone set)	1	Extension 20 (default)
Operator extension	1	Extension 20
Headset operation	Yes	
Door Phone extension	1	Extension 23
Door Open	All extensions	
Public Address	Yes	
Outgoing (Line) Groups	11	
Extension Groups Hunt Groups Incoming Ringing Groups	20	A total of 20 extension groups is available
Courtesy Service	Yes	
Extension Voice Mailboxes Phantom Voice Mailboxes Group Voice Mailboxes Customized Courtesy Service System Voice Box Service Auto-attendant Service	40 10 20 Yes Yes Yes	Optional Voice Module must be equipped. Three versions are available:- 2 port 4 hour capacity 4 port 8 hour capacity 8 port 20 hour capacity
Speed Dial - System Speed Dial - Personal	500 30	
Classes-of-Service (Call Restriction)	6 classes	4 Tables of codes
Conference Calls	3 simultaneous conferences	Conferences are limited to three participants.
SMDR	Yes	
Internal/External Music-On-Hold sources	Yes	External Music-On-Hold module required
Battery Backup Unit	Yes	
PBX operation	Yes	
Remote maintenance and programming	Yes	
Remote diagnostics	Yes	

Contact Details

"Sales and Service" numbers can be programmed into the system under "System" programming. When entered, these numbers can be dialed using the Directory key on the digital telephone sets.

USING THIS GUIDE

This Administrator's Manual is your guide to using the Inter-Tel 3000 system. It also explains how to program system settings using a digital telephone set.

In describing the various system features, dialing codes are given which are used to activate features with standard analog phones and the Inter-Tel cordless phone.

Read Using the Digital Telephone Set Display on page 17 to understand how to operate the menus and use the other features of your system digital telephone set.

To get up and running, read the section Getting Started – Basic Call Features on page 25.

When you are ready to use more advanced features, refer to the section Additional Call Features on page 63.

To customize your digital telephone sets refer to Customizing your Digital Telephone Set on page 21.

To control which numbers system users can dial, refer to Class-of-Service on page 85.

Your Inter-Tel 3000 can be equipped with a Voice Module. The voice services available include: Courtesy Service, see page 46, Voice Mail, see page 51, and an Auto-Attendant Service on page 42.

Note: *Use of the standard Courtesy Service greeting does not require a Voice Module to be installed.*

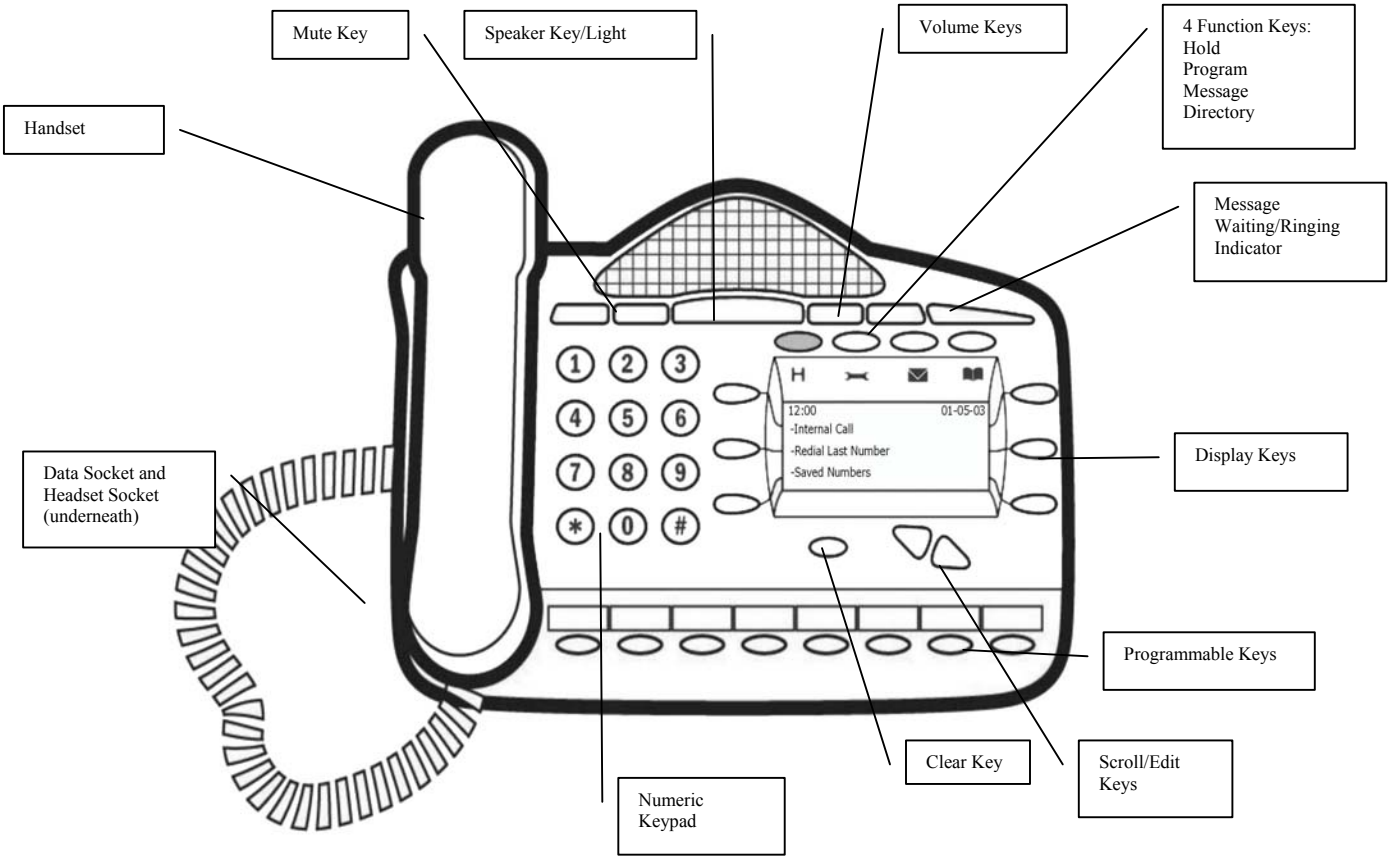
Programming Reference on page 118 provides an overview of all Extension and System Programming options.

Finally, the Table of Contents is the easiest way to find information on a specific topic.

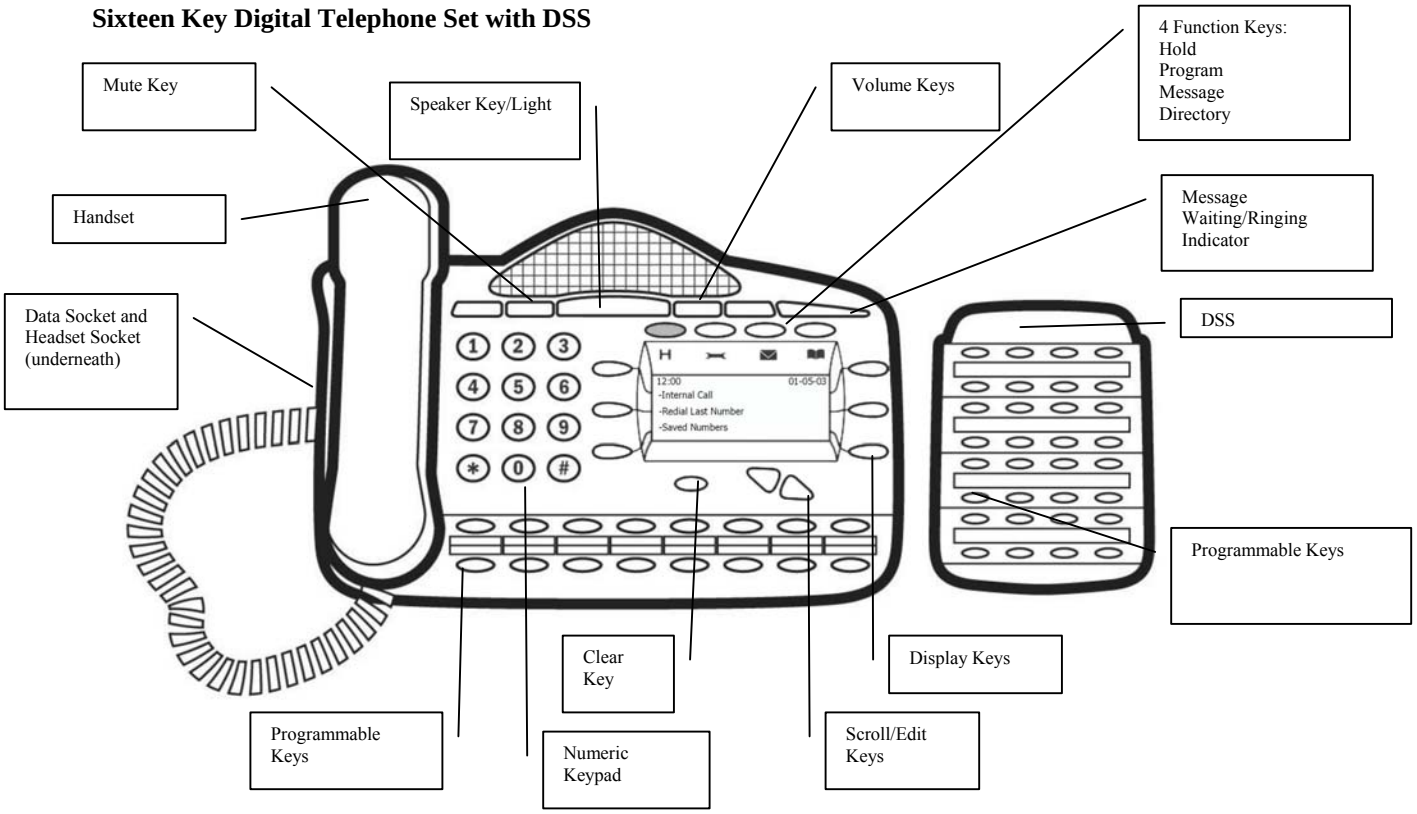
DIGITAL TELEPHONE SETS

There are two digital telephone sets, one with eight and the other with sixteen programmable keys.
All of the digital telephone sets are highly featured display telephones.
They all have a four-line display that contains prompts, and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.
They are equipped with a data port, positioned on the left-hand side of the phone. This data port is used primarily for a PC modem.
System settings are also programmed via a digital telephone.
The eight key digital telephone set has eight programmable keys, which are pre-programmed to access CO lines, and four function keys that group frequently used features.
The sixteen key digital telephone set has sixteen programmable keys, which are pre-programmed to access CO lines, and four function keys which group frequently used features. The sixteen key digital telephone set can also be equipped with a DSS providing an additional 32 programmable keys.
The sets are equipped with a speakerphone, so you can make calls, receive calls and use the features without lifting the handset.

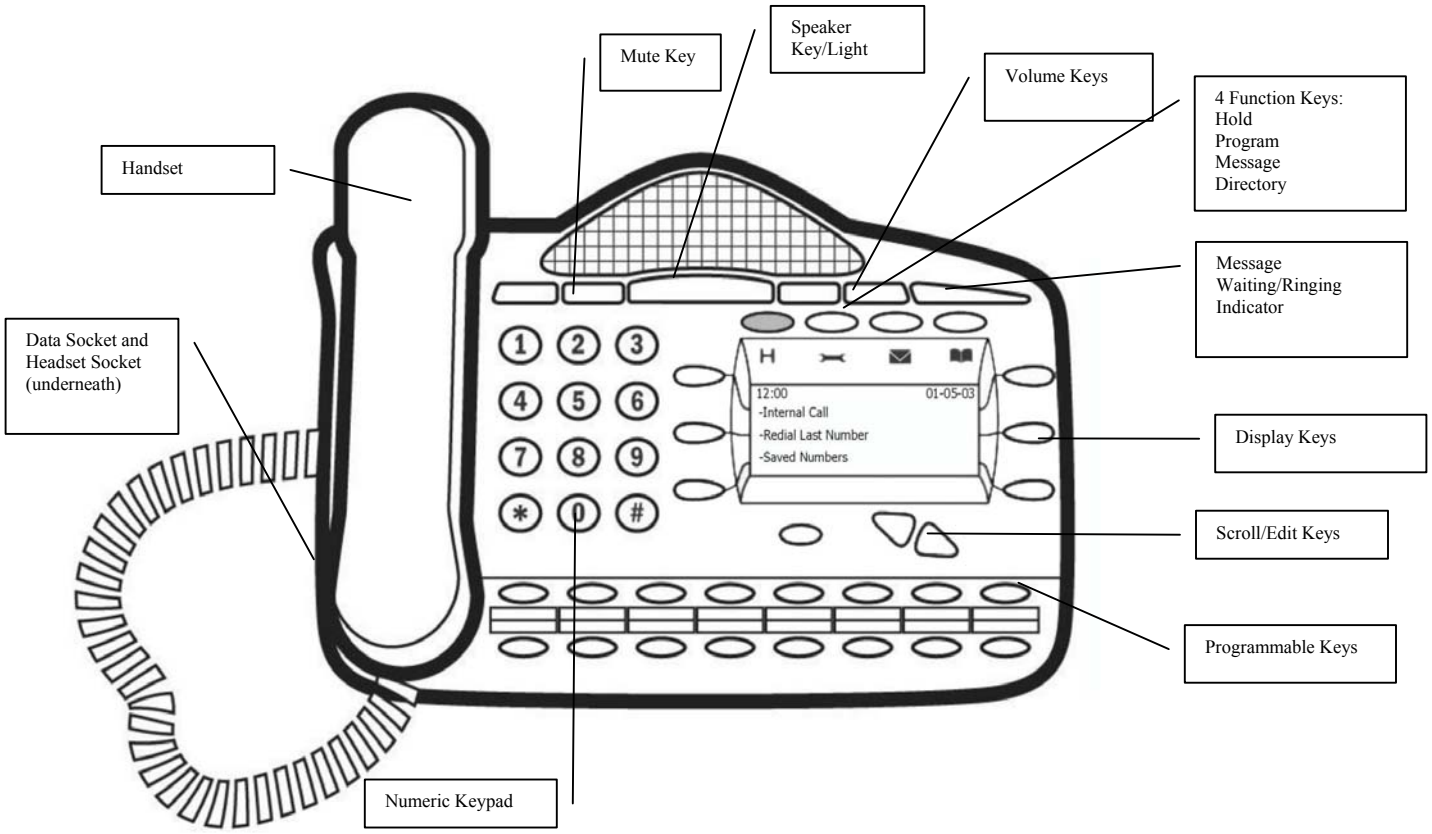
Eight and Sixteen Key Digital Telephone Sets



Sixteen Key Digital Telephone Set with DSS

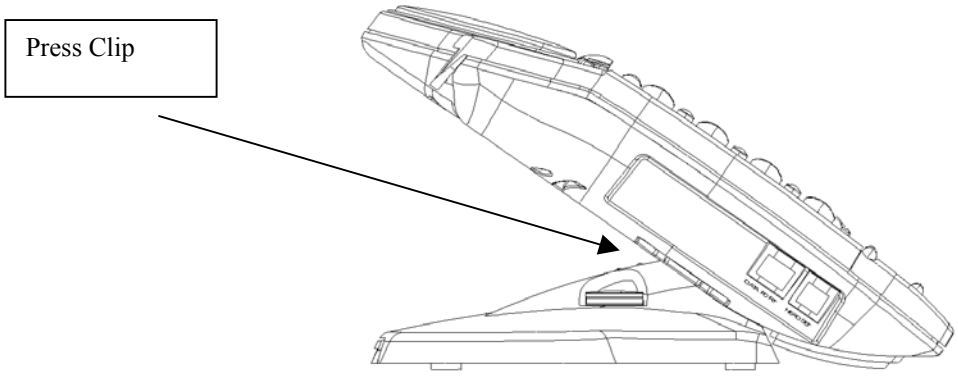


Sixteen Key Digital Telephone Set



To adjust the Digital Telephone Set Pedestal

- The pedestal can be mounted on two locations on the base of the telephone.
- The locations provide two angles 20 or 35-degrees.
- To remove the pedestal, press the clip down as shown.
- The telephone set can also be wall-mounted. When wall-mounted, the digital telephone set retaining hook must be reversed to ensure the handset can be properly retained.



Using the Digital Telephone Set Display

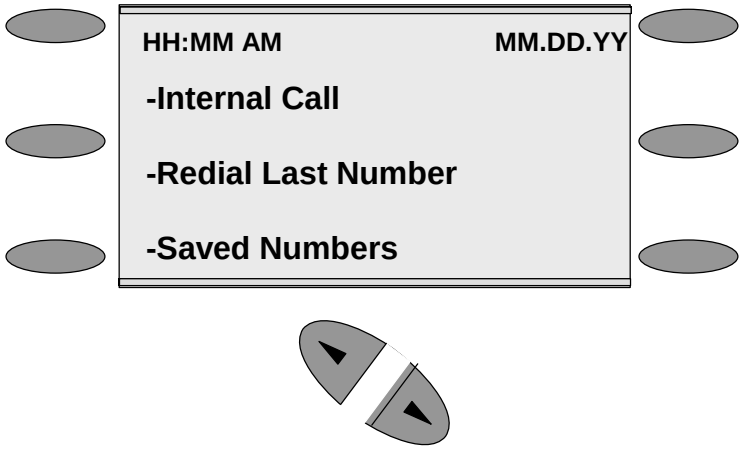
The digital telephone set display presents prompts and information. It also provides selectable options to assist in activating features.

Prompts and Information

- Prompts tell you what action to take, or warn of an incorrect action. For example, an attempt to access the System Programming menus from the wrong extension will result in the prompt "Programming refused".
- When your digital telephone set is not in use, its display shows the time and date on the top line. To set the time and date, see page 83
- When you dial an external number, the display shows the digits as they are dialed.
- When you make an internal call, the extension number you dial is displayed. If the extension has been programmed with a name, the name is displayed. The call duration is also displayed.
- You can leave a message on your digital telephone set display, which will also be seen by other digital telephone set users who call your extension. (See Display a Message To Internal Callers on page 69).
- You can display caller numbers (or names) on your digital telephone set display. (See page 69).
- The duration of external calls is displayed on the top line of the display.

Selectable Options

When the digital telephone set is idle, the Idle Menu is presented containing a number of options displayed in groups of three. The menu, showing the first three options, is shown below. Use the Scroll keys below the display to scroll up and down through the menu.



If you are on a call, or operating a feature, the menu changes to offer only those options relevant to what you are doing. Also, when features such as Extension Lock are set, the first prompt on the display becomes the option to cancel the activated feature.

When activating certain features it is necessary to select an extension. The Extension Menu lists all the extensions connected to the system. Similarly, a Line Menu can be presented listing all the CO lines connected to the system.

Using the Display Keys to Select Menu Options

The six display keys, located on each side of the display, are pressed to select the options shown on the display. This will either activate a feature, cause another menu to be displayed, or select an item from a list.
When an item is selected from a list it is indicated by a ♦. Unselected items are indicated by a ◊.

Using the Scroll Keys

The Scroll Keys are located under the display and are used to scroll up and down through the display options as well as back and forward when text is being entered. When the Scroll Down key (↘) is pressed while scrolling through the display options, the next three available choices are shown. Conversely, pressing the Scroll Up key (↖) will take you back up the display to the previous three choices.

Using the Clear Key "C"

If you press the clear key "C" for 2 seconds, when on a call, it will clear the call down.
When you are scrolling through menus, pressing the "C" key steps back to the previous level menu.
If you are entering digits before lifting the handset or entering text, pressing the "C" key deletes the last digit on the display.

Using the Keypad

The Keypad can be used to enter digits when dialing or text when programming names or messages.

Entering Text when Programming Names or Messages

- Press **2** once for A, twice for B, and so on. (Pressing **2** continuously loops through ABCabc2). Press **3** once for D, twice for E, three times for F, and so on.
- Selecting a different key moves the cursor on automatically to the next location. If the next letter is on the same key you can either wait for two seconds for the cursor to move on or press the right Scroll key to move to the next location. Pressing **1** or **0** and waiting two seconds gives a blank space.
- Pressing the Clear key "C" deletes the last letter on the display.
- You can use the Scroll Keys to move back and forward through the text.
-

Note: *A maximum of ten characters per name, including spaces, can be entered.*

Using the Programmable Keys / Line Keys

There are eight programmable keys on the eight key digital telephone set, 16 on the sixteen key digital telephone set and 32 on the DSS. The keys on the digital telephone sets are pre-programmed as line keys. Each line key is associated with a "Line", the first key with Line 1, the second with Line 2, etc. Pressing line key 1 selects the first line, returning a dial tone and allowing you to dial an external telephone number. The line keys incorporate a light, which is lit on all digital telephone sets when the associated line is selected. The light is green on the digital telephone set using the line and red on all others. When a call on a line is put on hold the associated line key light flashes on all digital telephone sets, unless the programming is changed as detailed on page 95.
By default, programmable keys select available lines on the system. Should you wish to allocate alternative functions to these keys, this can be facilitated using Key Programming. See page 21.

Using the Speakerphone Key

You can use the speakerphone key to have a conversation without lifting the handset. Press the speakerphone key to go off-hook. Pressing the key again goes back on-hook.
You can also use the digital telephone set with a headset. See: Using Your Digital Telephone Set with a Headset on page 36.
The speakerphone key has a red light, which is lit whenever the speakerphone is active.
The speakerphone key light flashes when the phone is idle and the Automatic Answer feature has been set. See page 21.

Using the Volume Keys

The volume keys are used to adjust the volume in the handset, when in handset mode, and the volume of the speaker, when in speakerphone mode.
Both of these settings are independent of each other.

Volume Keys Operation in Speakerphone Mode

When the volume keys are pressed when on a speakerphone call the volume is adjusted up or down. By default the volume is set at mid volume, level 5.
When the level is set this volume level is retained for all calls made in speakerphone.

Note: *An option is available in management software to override this setting so that the volume will return to mid volume after the completion of each call.*

Volume Keys Operation in Handset Mode:

The volume can be adjusted in handset mode (when the handset is off hook).
By default the volume is set at mid volume, level 5.
The volume in the handset can be adjusted up and down from this level.
When the level is set this volume level is retained for all future calls made in handset mode or until the volume is readjusted in handset mode.
When changed, this setting does not change or affect the volume setting in speakerphone mode.

Note: *The volume level increases/decreases by one step for every press of the volume key.*

Using the Mute Key

The Mute key can be pressed when you are using the handset or in speakerphone mode. When pressed, the other person on the call cannot hear you. The Mute key has a red light, which is lit when mute is active.

The Ringing / Message Waiting Light

There is a red light on the top right-hand corner of the digital telephone set. This light flashes when there is an incoming call. It also lights when a voice message has been left in your voice mailbox.

Using the Function Keys

There are four function keys located directly above the digital telephone set display. Particular features are grouped under these keys, as follows:

H
Hold This key is used to place calls on system hold. When calls are placed on hold using this key, a prompt "Return To Line" is presented on the display.

Program This key accesses the options available to customize your digital telephone set settings. It also accesses System Programming from the programming extension only. (See page 21 for customizing your digital telephone set and page 22 for System Programming access).

Message This key accesses voice mail and Display Messaging features. (See page 51 for Voice Mail and page 69 for Display Messaging). To access voice mail, the Voice Mail Module must be installed.

Directory This key allows you to program and dial numbers in the System and Personal Speed-Dial lists, and also allows convenient dialing of the telephone number. (See page 26 for Speed-Dial Lists).

DSS Extensions

Up to eight of the sixteen key digital telephone sets can be equipped with a DSS.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "DSS Extensions" is shown.
- Select "DSS Extensions".
- Select those extensions which are to be equipped with a DSS.

An AC adapter is connected to the sixteen key digital telephone set to supply the additional power needed for the 32 extra keys.

Backlit Display

The sixteen key digital telephone set can be backlit. The AC adapter must be used to backlight the display.

Data Port

A connector marked "Data Port" is provided on the left-hand side of the digital telephone sets. It is designed to allow modems to be connected in parallel with the phones. Although you can connect telephone sets to the port their operation is limited. Calls can be made and answered. However it is not possible to transfer calls from a phone connected to the dataport.
If a call is made or answered from a phone connected to the dataport you can go off hook on the digital telephone set and continue the call from it. If you do this then the call can be transferred etc., from the digital telephone set.

When a call is made from a device connected to the data port the number dialed and the status of the call is indicated on the systemphone.

CUSTOMIZING YOUR DIGITAL TELEPHONE SET

The PROGRAM key accesses the options available to customize your digital telephone set settings.

To Change the Language on Your Phone

Each extension can select the display prompts to be in English, French or Spanish.

- From your digital telephone set, press the PROGRAM key**.**
- Select "Language".
- Select the required option – English, French or Spanish.

Press the speakerphone key to finish programming.

Note: *The language setting for all the digital telephone sets can be changed. See page 93.*

Automatic Answer

You can program your digital telephone set to work in "Auto-answer mode". In this mode the speakerphone key light flashes red, and when you receive an internal call you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the digital telephone set.

- From your digital telephone set, press the PROGRAM key**.**
- Select "Auto Answer".
- Select the required option - "Set auto answer" or "Cancel auto answer" - to set and cancel the Automatic Answer mode respectively.

Press the speakerphone key to finish programming.

To Program a Feature onto a Programmable Key on your Extension

You can re-program any or all of the programmable keys on the digital telephone sets. There are eight on the eight key digital telephone set, 16 on the sixteen key digital telephone set and 32 on the DSS. You can program these keys to select lines, extensions, features or speed-dial numbers.

- From your digital telephone set, press the PROGRAM key
- Press the Scroll Down key (↘) until "Key Programming" is displayed.
- Select "Key Programming".
- Press the programmable key to be programmed. A list of options appears on the display.
- Select the required feature to be programmed onto the key. Use the Scroll Down key (↘) to scroll down to view the list of available features. For example, to program the key with a speed dial number, select the "Individual Digits" option.

Press the speakerphone key to finish programming.

Note: *If you are programming the key to call an external number remember to precede the number with a* ***9*** *or* ***760 - 769.***

Headset Mode

When a headset is plugged in to the headset socket, it is automatically detected and the option to turn the headset mode on is displayed on the display. You can also turn headset mode on and off via the PROGRAM key.

- From your digital telephone set, press the PROGRAM key.
- Press the Scroll Down key (↘) until "Headset Mode" is displayed.
- Select "Headset Mode".
- Select the required option – "Turn Headset On" or "Turn Headset Off". Once selected, the display will show "Turn Headset On" or "Turn Headset Off" and then revert to the Idle Menu.

Press the speakerphone key to finish programming.

Note: *The handset cannot be used while in headset mode.*

To Select a Ringing Tone

You can select one of three ringing tones.

- From your digital telephone set, press the PROGRAM key
- Press the Scroll Down key (↘) until "Ringing Options" is displayed.
- Select "Ringing Options".
- Select "Tone 1", "Tone 2" or "Tone 3", which will cause the selected tone to sound.
- Select "Confirm" to use the chosen tone. On the display, "Ring Type Set" will appear and then the display will revert to the Idle Menu.

Press the speakerphone key to finish programming.

To Set the Display Contrast

You can choose from four levels of display contrast.

- From your digital telephone set, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "Contrast Options" is displayed.
- Select "Contrast Options".
- Select "Level 1", "Level 2", "Level 3" or "Level 4" to set a contrast option. The prompt "Contrast Set" appears on the display.

Press the speakerphone key to finish programming.

System Programming

If your extension is the programming extension you have access to the System Programming options. If you select this option, you will be prompted to enter the System Programming Password. If this option is selected from any other extension the display will show "Programming Refused". The default programming extension is extension 20.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password to access System Programming. For more information about System Programming, see page 118.

Background Music

This feature allows an extension to have music played over the speaker of a digital telephone set while the extension is idle. This background music is supplied only if there is an external music source connected to the system. This background music is disconnected as soon as the user goes off hook or a call is presented to the extension.

- From your digital telephone set, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "Background Music" is displayed.
- Select the required option – "Background Music On" or "Background Music Off".
- Press the speakerphone key to finish programming.

Speakerphone Options

If your phone is working in a reasonable noisy area and you want to use the speakerphone then you might need to select the "Noisy Environment" option. This will improve the speakerphone performance when there is raised background noise.

- From your digital telephone set, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "Speakerphone Options" is displayed.
- Select the required option – "Noisy Environment On" or "Noisy Environment Off".
- Press the speakerphone key to finish programming.

Internal Extension Order

The order in which the extensions are displayed when the Internal Call key is pressed on the idle display can be changed. In default the extensions are displayed in order of the extension numbers, physical order. This can be changed so that the extensions are displayed in alphabetical order.

1. From your digital telephone set, press the PROGRAM key**.**
2. Press the Scroll Down key (↘) until "INT EXT order" is displayed.

Select the required option, "Sort physical" or "Sort Alpha".

IP EXTENSIONS

The Broadband Module supports up to 12 IP extensions and VoIP trunks.
Please refer to the Broadband Module and the IP Phone Quick Reference guide for instructions on programming and using the IP phones.
The IP Phones provide the same functionality as the Digital Telephone sets. It can be connected directly to the Inter-Tel 3000 system or installed at a remote location and connected to the system via the Internet. When connected remotely, it retains all the functionality and features of an extension directly connected to the system.
The IP Phone can be paired with another extension. For example, a user can have two paired extensions, one in the office and one at home. By entering the 3-digit lock code in either extension, the office extension can be transferred to the user's home and the home extension transferred to the office. See page 67. The extension number and all programmed features, including voicemail, are transferred, providing the user with all their normal telephony facilities at home.

USING STANDARD ANALOG TELEPHONE SETS

If a standard analog telephone is used, dialing codes activate the system features. The activation of features from a standard phone is described throughout the manual.

Feature Access Codes List

To use a feature, dial the appropriate code from the list below.
If your telephone is equipped with memory keys, you can program feature codes onto the keys (refer to your telephone user guide for instructions).

Feature	Code	Feature	Code
Account Codes	791	PA Announcement	720
Barge-In Call Pick-up (incoming calls only)	709726	PA – answer	717
Call Pick-up (incoming calls only)	726	Page All	795
Call Pick-up Group (all calls)	727	Page - digital telephone sets	716
Conference	Hookflash	Paired Extension – Activate	702
Display Messages	729 (1 - 8)	Park - up to 5 calls can be parked	Hookflash 712 (1-5)
Do-Not-Disturb – set/cancel (Not available to extension 20, Operator position)	736	Phantom Mailbox Numbers	100 -109
Door Open	731 (Hookflash 731)	Pick up Parked Call	712 (1-5)
Extensions	20 – 59	Recorded Messages – retrieving	*
Extension Groups	180 -199	Redial	77
Extension Lock - lock/unlock	713 xxx	Reminder Call	718
Extension Lock – change code	714 xxx	Reminder Call - cancel	718 *
Extension Swap	702 + Extension Lock Code	Reset telephone	739
External Call Hold	Hookflash	Retrieve a Call Placed on Hold	719
Follow Me	735 (Password) xx	Return and Release in Two Call Handling	Hookflash 1
Forward All Calls	732 xx	Return and Hold in Two Call Handling	Hookflash 2
Forward on No Answer	734 xx	Ring Back	Hookflash 5
Forward When Busy	733 xx	Ring Group 11	0
Group Forward All Calls	792	Room Monitor	798
Group Forward When Busy	793	Saved Number Redial	781-785
Group Forward on No Answer	794	Single Extension Page	715
Hookflash on a CO line	Hookflash 722	Speed Dial – accessing personal numbers	74(01 -30)
Internal Call Waiting	Hookflash 8	Speed Dial – accessing system numbers	8001-8500
Log in / Log out of Hunt group	723	Speed Dial – programming personal numbers	75(01 -30)
Line Access – Group 1	9	System voice mailbox on/off	737
Line Access – Groups 2–11	760 - 769	Tone Protection	725 (Hookflash 725)
Line Access - Individual Lines	#501 - #520	Voice Mailbox Number	710
Night Service (from extension 20 only)	738		

GETTING STARTED – BASIC CALL FEATURES

Making and Answering Calls

To Make an External Call

- Lift the handset and select a free line in one of the following ways:
  - Press the line key 1 for line 1, line key 2 for line 2, and so on. (This is applicable only if the Programmable Keys are programmed as line Keys, which is the default setting).
  - Dial **9** to select a line from outgoing group 1.
  - Dial **760 - 769** to select a line from outgoing groups 2 to 11 respectively.
- Dial the telephone number you require. Digits are sent to the line as they are dialed on CO Lines and T1 channels. If the switch is equipped with Primary Rate ISDN dial # after entering the last digit to send the digits immediately or wait for 3 seconds.
- .

Note: *If you do not lift the handset, then you can enter digits in pre-dial mode. Digits will not be sent for processing until you lift the handset, press the speakerphone key, or select "Dial" from the display. You can edit the number you have entered prior to sending digits to the line, by using the left-hand keypad "Edit Key"(↖), located below the keypad.*

Note: *If you are entering an external number in pre-dial mode, enter **9** or **760 - 769** to have a line selected when you send the digits for processing.*

To make an external call from a standard analog phone, go off hook, dial a line access code (**9, 760 - 769**) and when dial tone is returned, dial the external number. Digits are sent to the line as they are dialed on CO Lines and T1 channels. If the switch is equipped with Primary Rate ISDN, dial # after entering the last digit to send the digits immediately or wait for 3 seconds.

Note: *On power up the all CO Lines are in Outgoing group 1, access code **9**. .*

Restricting Outgoing Calls

This feature lets you decide which lines each extension can access for outgoing calls. By default, all extensions have access to all lines.

To Restrict an Extension from Accessing a Particular CO line

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Restriction" is displayed.
- Select "Outgoing Restriction".
- Select the line.
- Select the extensions to be prevented from accessing that line. A "♦" is displayed alongside those extensions that are restricted from accessing the line, and a "◊" is displayed alongside those extensions that have access to the line.

Press the speakerphone key to finish programming.

Note: *To program Outgoing Restriction when a T1 or T1 PRI interface card is installed see page 110*

To Program CO Lines to be used for Incoming Calls Only

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.

- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Incoming Calls Only".
- Select "Incoming Calls Only".
- Select the lines that are to be used for incoming calls only. Lines programmed for incoming calls only will be indicated by a "♦".

Press the speakerphone key to finish programming.

Note: *To program Incoming Calls Only when a T1 or T1 PRI interface card is installed see page 111.*

To Make an Internal Call

You can make an internal call in one of the following ways:

- Select the "Internal Call" option on the display and select the desired extension from the list.
- Dial the extension number (20 – 59) and select "Send Digits".
- Lift the handset and dial the extension number.

The display will show the extension number, or, if programmed, the extension name.

From a standard analog telephone, go off-hook and dial the extension number.

To Call an Extension Group

You can call any of the 20 extension groups in one of the following ways:

- Select the "Internal Call" option on the display and select the desired group from the group list which is located under "Other".
- Dial the group number (**180 - 199**) and select "Send Digits".
- Lift the handset and dial the group number (**180 - 199**).

From a standard analog telephone, go off-hook and dial the group number (180 - 199).

Programming and Dialing Speed-Dial Numbers

You have access to a Personal Speed-Dial List of up to 30 numbers and a System Speed-Dial List of up to 500 numbers.

To Program a Personal Speed-Dial Number

- Press the DIRECTORY key.
- Select "Personal Entries".
- Select the index you want to program.
- Enter the number.
- Press "Confirm".
- Enter a name associated with the entry.

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. When the name is entered press "Confirm".

To program a personal speed-dial number from a standard analog phone:

- Lift the handset.
- Dial the code **75**.
- Enter the location (**01 - 30**) where you want to store the number.
- Dial the number.
- Replace the handset.

Note: By dialing the code **75** from a digital telephone set, the Scroll Up and Down keys can be used to view all the entries in the list.

To Add or Delete a System Speed-Dial Number

- Press the DIRECTORY key.
- Press the Scroll Down key (↘) until "System Entries" is displayed.
- Select "System Entries".
- You are prompted for a password. Enter the Speed-Dial Programming Password (0000 by default).
- Select the index (**001 to 500**).
- Enter the telephone number you want to store.
- When the number is entered, select "Confirm".
- You are then prompted to enter a name. Do one of the following:
  - Press "Exit" or "Confirm" if you do not wish to enter a name.
  - Enter a name as described above.
  - You are then prompted to select a line group. By default, all numbers are dialed over group 1, which is accessed by dialing **9**.

For a description of the Class-of-Service Override feature, see the Call Restrictions section on page 86. This feature allows an extension to access all system speed dial numbers, even though the extension can be restricted from directly dialing a number in their Class-of-Service.
If a number or an incoming call matches a number in the System Speed-Dial list, the name in the list will be displayed.

Note: *Up to 24 digits can be stored in any location. A name of up to ten characters, including spaces, can be used for each entry.*

Note: *When programming a speed-dial number, you can insert a pause of 1.5 seconds between digits by selecting "Pause" on the display.*

Note: *System Speed-Dial numbers cannot be programmed from a standard analog phone.*

To Change the System Speed-Dial Password

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change Password".
- Select "Speed Dial Password"
- Select "Change" and enter a four-digit number.
- Select "Confirm".

To Dial a Personal Speed-Dial Number

- Press the DIRECTORY key.
- Select "Personal Speed Dial" to access your personal speed-dial list.
- The entries are sorted alphabetically.
- Enter the first letter of the name.
- Use the Scroll Down key (↘) to move down the list. A line will automatically be selected and the number dialed.

To dial a Personal Speed-Dial number from a standard phone:

- Lift the handset.
- Dial the code **74**.
- Dial the location (**01 - 30**) of the number. The number is automatically dialed.

***Note**: By dialing the code **74** from a digital telephone the Scroll Up and Down keys can be used to view all the locations in location sequence.*

To Dial a System Speed-Dial Number

- Press the DIRECTORY key.
- Select "System Speed Dial".
- Enter the first letter of the name or scroll through the entries to find the entry you want.
- When you have selected the number or name you want a free line is automatically selected and the number is dialed.

***Note:** If some numbers are entered without names, they are presented at the end of the list.*

To dial a System Speed-Dial number from a standard analog phone

- Lift the handset.
- Dial the location code (**8001 – 8500**) of the number you wish to access. The number is automatically dialed.

***Note**: By dialing the code **8** from a digital telephone set the Scroll Up and Down keys can be used to view the numbers in the list.*

ANSWERING CALLS

When the digital telephone set rings, you can do one of the following:

- Select "Answer The Call" on the display.
- Lift the handset.
- Press the speakerphone key.

From a standard analog telephone, lift the handset when the phone is ringing.

Ignoring Calls Ringing Your Phone

You can ignore an internal or external call ringing your phone.
You can do one of the following:

- Select a free line key to make an outgoing call.
- Select a line key, with a call on system hold, to return to the call on hold.
- Answer a different call by pressing the line key of the second ringing call.
- Press the "C" key. Dial tone is returned. You can make a call or invoke a feature.

Re-seize Line

The Re-seize Line option is displayed when dialing an external call and when an external call is answered. If Re-seize Line is selected, the current call is released and the line is re-seized presenting external dial tone.
This feature is not available to standard analog telephones.

HOLDING AND TRANSFERRING CALLS

System Hold

You can place external calls on hold so that other telephones can retrieve the call or you can return to the call at a later stage.

To Place an External Call on System Hold

- While on a CO line call either, press the Hold key, or select "System Hold" on the display.
- The caller is placed on hold and Music on Hold is returned.
- To retrieve the call, select "Return To Line" on the display or press the line key.

Other extensions can retrieve the call by pressing the line key associated with the call.
You can continue to use your phone with the call on hold.
The call on hold will recall after 90 seconds if it has not been picked up by another extension. This time is programmable. See page 102.

Note: *If an extension has two calls on system hold, selecting "Return To Line" will return the extension to the first call that was put on hold.*

You can place a call on system hold from a standard analog phone.

- Press the Hookflash key on your telephone when you are on an external call.
- Replace the handset. You can continue to use your telephone.
- The held call will recall after 90 seconds provided your telephone is idle. If you are busy on the telephone after the 90 seconds, the call will ring when the handset is replaced.

To retrieve the call placed on system hold, lift the handset and dial the code **719**.

Associated Hold

Calls are placed on Associated Hold when you initiate a transfer or consultation call.
Calls on associated hold cannot be picked up by other extensions.
The caller is returned Music on hold.
If you go on hook, with a caller on associated hold, the held call rings your phone immediately.

To Transfer a Call to Another Extension

- While on the call, select "Internal Transfer" on the display. The call is placed on Associated Hold.
- Select the desired extension from the extension list presented on the display, or dial the extension number.
- Select "Transfer" or replace the handset to transfer the call.

Note: *You can transfer a call to an extension when the extension has answered, when it is ringing, or if the extension is busy.*

From a standard analog telephone, press the Hookflash key on the telephone and dial the extension number. To transfer the call, replace the handset.

To Transfer a Call to an External Number

- While on the call, press the Scroll Down key (↘) until "External Transfer" is displayed.
- Select "External Transfer".
- Select a free line and dial the number.
- When the call is answered, press "Transfer".

From a standard analog phone, press the Hookflash key, dial a line access code (**9, 760-769**) and when dial tone is returned dial the second number. When the call is answered replace the handset.

Note: *Transferring an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls, and are set to last five minutes. After five minutes, the call is disconnected.*

Note: *It is possible to restrict extension s from activating external transfer. This is set in system programming. See page 95.*

To Make an External Consultation Call

While on an external call, you can contact another external number to make an inquiry, as follows:

- Press the Scroll Down key (↘) until "External Consultation" is displayed.
- Select the "External Consultation" option on the display.
- Select a free line and dial the number.
- When the call is answered, you can go back and forth between both calls by selecting the "Return and Hold".
- You can return to the call on hold and release the current call by selecting "Return and Release".

From a standard analog phone, press the Hookflash key, dial a line access code (**9, 760-769)** and when dial tone is returned dial the second number. Pressing Hookflash and pausing for four seconds goes back and forth between both calls. Pressing Hookflash and dialing 1 releases the current call and returns to the call on hold. Pressing Hookflash and dialing 2 places the current call on hold and returns to the other call.

Button Hopping

If you press a line key while on a call, the line associated with the pressed key is selected and the current call is dropped

There is a programming option to turn button hopping off so that when you press a second line key the call on the first line key is placed on hold.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Button Hopping " is displayed.
- Select "Button Hopping".
- The programmed option is indicated with a "♦."

RE-DIRECTING CALLS

This allows you to forward a call that is ringing at your digital telephone set.

To Re-Direct a Call Ringing at Your Extension

- When a call is ringing at your digital telephone set, select "Re-Direct the call" on the display.
- Select a free extension from the extension list presented on the display. The call is presented to the selected extension and stops ringing at your digital telephone set. If you attempt to re-direct a call to an unavailable extension, it will continue ringing.

This feature is not available to standard analog phones.

To Re-Direct a Call Ringing at Your Extension to Voice Mail

- When a call is ringing at your digital telephone set, select "Forward To Voice Mail " on the display. The call is re-directed to your personal voice mailbox.
- The call is re-directed to the group voice mailbox if the call is a group call. If the voice mail is busy, the call continues to ring at your digital telephone set.

This feature is not available to standard analog phones.

Note: *For information on setting up and using a voice mailbox, refer to page 51.*

FORWARDING CALLS

Forward All Calls

Before you leave your extension, you can forward all your calls to ring at another extension. Alternatively, you can forward calls to an external number.

- From the Idle Menu, press the Scroll Down key (↘) until "Forward" is displayed
- Select "Forward".
- Select "Forward All Calls".
  - Enter an internal number if you want to forward all your calls to another extension.
  - Enter **9** or **760** - **769** followed by an external number if you want to forward calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be forwarded externally. See page 34.
  - If your extension is allocated a voice mailbox select "Forward to VM".
- Select "Confirm" (this prompt appears if the destination is an external number).

Note: *Once set, the Idle Menu will show the option "Cancel Forward". To cancel forwarding, select "Cancel Forward". You cannot Cancel Forward remotely or by dialing in to the phone system.*

Note: *Broken tone will be heard at your extension until Forward All Calls is canceled.*

Note: *You cannot forward to an extension that has the "Do-Not-Disturb" feature set.*

Note: *Forwarding an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.*

From a standard analog phone, dial **732** followed by the extension number to forward calls to another extension. To forward calls to an external number dial **732** followed by the line access code (**9, 760-769**) and the number that the calls are to be forwarded to. To cancel the forwarding, dial **732** and replace the handset. Broken dial tone is returned when Forward All Calls is activated.

Follow Me

The Follow Me feature allows you to set a call forward to another extension after you have left your extension.

- From the digital telephone set answering the calls, press the Scroll Down key (↘) until "Forward" is displayed.
- Select "Forward".
- Select "Follow Me". You will be prompted to enter your extension number and your extension lock password. (Default password is 123). Once these details are entered, the forwarding is activated.
-

Note: *Once set the Idle Menu on your own extension will show the option "Cancel Forward". To cancel the Follow Me forwarding, select "Cancel Forward".*

Note: *Follow Me will not forward a call from an extension if the call has been previously forwarded by Follow Me to that extension.*

From a standard analog phone dial **735** followed by your extension number and your extension lock password. (Default password is 123). To cancel dial **732** at your own extension.

Forward When Busy

The "Forward When Busy" feature allows you to forward all your calls to ring at another extension if your extension is busy (engaged). Alternatively, you can forward calls to an external number if your extension is busy.

- From the Idle Menu, press the Scroll Down key (↘) until "Forward" is displayed.
- Select "Forward".
- Select "Forward When Busy".
  - Enter an internal number if you want to forward all your calls to another extension.
  - Enter **9** or **760** - **769** followed by an external number if you want to forward calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be forwarded externally. See page 34.
- Select "Confirm" to accept the number.

To set a "Forward When Busy" from a standard analog phone, the code is **733** followed by the destination number.

Note: *Forwarding an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.*

To cancel Forward When Busy

- From the Idle Menu, select "Forward".
- Select "Forward When Busy". The forward is automatically canceled and the display returns to the Idle Menu.

From a standard analog phone, dial **733** followed by the extension number to forward calls to another extension. To forward calls to an external number dial **733** followed by the line access code (**9, 760**-**769**) and the number that the calls are to be forwarded to.
To cancel the forwarding, dial **733** and replace the handset.

Forward On No Answer

The Forward On No Answer feature allows you to forward all your calls to ring at another extension if there is no answer at your extension after four rings. Alternatively, you can forward all external calls to an external number if your extension has not answered after four rings.

- From the Idle Menu, press the Scroll Down key (↘) until "Forward" is displayed.
- Select "Forward".
- Select "Forward On No Answer".
  - Enter an internal number if you want to forward all your calls to another extension.
  - Enter **9** or **760 - 769** followed by an external number if you want to Forward calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be forwarded externally. See below.
- Press "Confirm" to accept the number.

To set a "Forward On No Answer" from a standard phone, the code is 734 followed by the destination number.

Note: *Forwarding an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.*

To Cancel Forward On No Answer

- From the Idle Menu, press the Scroll Down key (↘) until "Forward" is displayed.
- Select "Forward".
- Select "Forward On No answer". The forward is automatically canceled and the display returns to the Idle Menu.

From a standard analog phone, dial **734** followed by the extension number to forward calls to another extension. To forward calls to an external number dial **734** followed by the line access code (9, 760-769) and the number that the calls are to be forwarded to. To cancel the forwarding, dial **734** and replace the handset.

EXTERNAL FORWARDING

This allows you to decide if external callers, or external and internal callers, to your extension are forwarded externally when you have set your extension to forward calls to an external number. It also allows extensions to be prohibited from activating external forwarding.

To Restrict an Extension from Forwarding Calls to an External Number

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "External Forwarding" is displayed.
- Select "External Forwarding".
- Select "No Trunk To Trunk Calls".
- Select the extensions that are not allowed to activate external forwarding or set up trunk-to-trunk calls.

Press the speakerphone key to finish programming.

To Forward All Calls or External Calls Only to an External Number

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "External Forwarding" is displayed.
- Select "External Forwarding".
- If both internal and external calls are to be forwarded, select "All Calls".
- If external calls only are to be forwarded, select "External Calls Only".

Press the speakerphone key to finish programming.

GROUP FORWARDING

This feature allows any extension within a group to forward calls for that group. When a forward for the group is set, any call for that group will be forwarded. Calls to individual extensions in the group are not forwarded.

Setting a Group Forwarding from a System Phone

- From the Idle Menu, press the Scroll Down key (↘) until "Group Forward" is displayed.
- Select "Group Forward".
- Select the required group (the extension can be in more than one group).
- Select the option required and enter the destination number.
- Select "Forward to Voice Mail" to forward the calls to the group voice mailbox.

Note: *The group must be allocated a voice mailbox for this option to be presented.* *See page 51.*

Note: *If an extension, which is not in the group, attempts to set or cancel a forward for that group, then "Invalid" will be displayed.*

To Cancel Group Forwarding

If "All Call Forward" is set for a group, all the digital telephone sets in the group have the prompt "Cancel Group Forward" on their displays.

- Press the "Cancel Group Forward" option.
- The display will show the groups associated with the extension. Select the required group.
- Select the forward type to be canceled.

To set a Group Forward from a standard analog phone, dial the Group Forward code followed by the group number (**180** – **199**).
The Group Forward codes are:

- **792** Group "Forward All Calls".
- **793** Group "Forward When Busy".
- **794** Group "Forward On No Answer".

To cancel the Group Forwarding a standard analog phone, go off hook and dial the relevant Group Forward code.

CONFERENCE CALLS

This feature allows you to set up a three-way conversation between three extensions, or between two extensions and a CO line, or between two CO lines and an extension.

To Set Up an Internal Conference

- When on a call, press the Scroll Down key (↘) until "Internal Conference" is displayed.
- Select "Internal Conference".
- Select the extension to be included in the conference.
- When the extension answers, select "Conference" on the display.

From a standard analog phone:

- Call the first extension.
- When the call is answered press the Hookflash key and when dial tone is returned dial the second extension.
- When the second call is answered press the Hookflash key and dial 3.

To Set Up an External Conference

- When on a call, press the Scroll Down key (↘) until "External Conference" is displayed.
- Select "External Conference".
- Select a free line and dial the external number.
- When the call is answered, select "Conference" on the display.

From a standard analog phone:

- When on a call press the Hookflash key and when dial tone is returned dial the line access code (**9, 760-769**) and dial the second number
- When the second call is answered press the Hookflash key and dial 3.

Note: *At the start of a conference call, a single tone is presented to all parties to indicate that the call is a conference call.*

USING YOUR DIGITAL TELEPHONE SET WITH A HEADSET

Your digital telephone set is equipped with a socket for a headset. When you plug the headset into the socket, a prompt "Turn Headset On" is presented on the display.
Select "Turn Headset On". The phone is now programmed to operate with a headset.
"Turn Headset Off" is now displayed to allow you to revert to handset mode.

To Make an Internal or External Call when using a Headset

- Press the speakerphone key and dial your calls in the normal way.

To End a Call when using Headset

- Press the speakerphone key.

To Answer a Call when using a Headset

- Select the "Answer The Call" option on the display, or press the speakerphone key.

HANDSET MONITOR

When you are on a call using the headset the handset receiver is also turned on.
If you wish to disable this facility unplug the handset when the headset is installed

INCOMING CALL HANDLING

Calls can be programmed to ring Individual Extensions, a Ring Group, a Hunt Group, Auto-Attendant or Courtesy Service.

Incoming Calls to Individual Extensions

Incoming calls can be programmed to ring an individual extension by either:

- Programming a line to ring an extension in the Incoming Ringing programming. See Incoming Ringing programming on page 40.
- By programming calls to be routed to the extension on the caller ID information received from the CO. See Caller ID programming on page 70.

When an incoming call is programmed to ring an individual extension, all forwarding, internal or external, programmed by the extension are acted on.
The call can be forwarded to the extension's personal Mailbox.
If "Do-Not-Disturb" is activated by the extension, the call is presented to extension 20. (Extension 20 cannot activate Do Not Disturb).
If the extension is busy, the call is queued to the extension and call waiting is activated.

Incoming Calls to a Ring Group

Incoming calls can be programmed to ring a group. See incoming ringing programming on page 40. The type of group, either a ring group or hunt group is programmed in Group Programming. See page 38.
When an incoming call is presented to a ring group, all the free extensions in the group are rung.
The call can then be forwarded to the group voice mailbox if one has been programmed for the group.
All forwarding, internal or external, programmed for the group is acted on.
If "**Do Not Disturb**" is activated by an extension in a group, the phone is not called.
If all the extensions in a group activate "Do-Not-Disturb" the call is presented to extension 20. Extension 20 cannot activate "Do-Not-Disturb".
If the group is busy, the call is queued to the group and call waiting is presented to all the busy extensions in the group.

Incoming Calls to a Hunt Group

When an incoming call is presented to a hunt group, the call rings a single extension in the group. The extension is selected depending on the Hunt distribution option selected (i.e., "Linear", "Circular" or "Longest Idle"). If the call is not answered by the first extension it then rings the next available extension in the hunt group.

IMPORTANT: Extensions must be "LOGGED IN" for them to receive hunt group calls. If no extensions are logged in to the hunt group, the call will be diverted to extension 20.

The "Hunt Group Timer" determines the length of time that a call rings a phone to an extension before going to the next available extension in the hunt group. This timer is programmable and is set at 15 seconds by default, the range of this timer is 1 second to 300 seconds (1 second to 5 minutes). See Group Programming on page 38.
If the call remains unanswered it is presented, in turn, to all the available extensions in the hunt group. If the call has rung all the available extensions in the group and is still not answered forward on no answer will be activated if programmed.
If forward on no answer is not programmed the call will continue to ring the last available extension in the group until it is answered or the caller hangs up.

The call can be forwarded to the group voice mailbox if one has been programmed for the group.
.The incoming call to the Hunt Group, will ring each available extension, once it reaches that last extension it will forward the call to the group mailbox after the forward on no answer timer expires.

The call can be forwarded to another group or extension. You can forward calls to an extension in the hunt group provided that it is not the last available member ringing in the group. If the last extension to ring on the Hunt Group is the destination of the divert, the call will not be forwarded to this extension.

All forwarding, internal or external, programmed for the group is acted on as follows:
If "**Do-Not-Disturb** "is activated by an extension, the phone is not called and the call is presented to another free extension in the group.
If all the extensions in a group activate "Do Not Disturb", the call is presented to extension 20. Extension 20 cannot activate Do-Not-Disturb.
If the group is Busy, the call is queued to the group and Call Waiting is presented to all the Busy extensions in the group.

Note: *Linear is when calls are always presented to the first available extension in the group.*

Note: *Circular is when calls are always presented to the next available extension in the hunt group.*

Note: *Longest Idle is when calls are presented so that they are evenly distributed to all extensions in the group. Calls are presented to the free extension with the longest time interval after handling an incoming call.*

Example of Call Handling with a Hunt Group:

We want 3 extensions to be programmed in a Hunt Group and we want this group to have a voice mail if the last extension to ring does not answer.

We need to program the 3 extensions to a Hunt Group. Then we need to program this group with a voice mailbox. Now we need to program a Line to call this Hunt Group. Timers to adjust are Forward No Answer (15 seconds) and Hunt Group Timer (15 seconds).

The way Inter-Tel 3000 will handle this call is:
Call will ring first extension on the group, when the Hunt Group Timer expires, it will go to the second extension on the group, once the Hunt Group Timer expires, it will go to the third and last extension on the group, the forward in no answer will apply and the call will go to the mailbox for that Hunt Group.

EXTENSION GROUPS

Group Programming

This option is used to allocate extensions to groups and to designate the type of group: a Ring group or hunt group. When a group is programmed, it can be associated with lines, Caller ID numbers and the Door Phone. If a group is programmed and no lines, Caller ID numbers or Door Phone are associated with it, it is an Internal group. A total of 20 groups can be programmed. The first group is programmed with extensions 20-27 at Power Up. A maximum of 16 extensions can be programmed for a group.
All groups can be called from other extensions.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Group Programming".
- The 20 groups are shown. Select the group.
- Two options are shown Ring group and hunt group. Select "Ring Group". The menu showing the equipped extensions is displayed. Select those extensions to be programmed in the group.

- If hunt group is chosen select the type of hunt group, Linear, Circular or Longest Idle.
- Enter the extensions into the group. The order in which the extensions are entered determines the sequence in which unanswered calls are presented to extensions in the group. The call will be presented to the first available extension and if not answered there then the next one in the order in which they are programmed.

Press the speakerphone key to finish programming.

Hunt Group Timer

This timer determines how long a call rings an extension in a hunt group before it is presented to the next extension in the group.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Timers" is displayed.
- Select "Timers".
- Press the Scroll Down key (↘) until "Hunt Timer" is displayed.
- Select "Hunt Timer".
- Enter the time required in seconds (**001 - 300**).
- Press "Confirm".

The timer is set at 15 seconds by default.

Logging In and Out of Hunt Groups

When an extension is programmed as a member of a hunt group the option to log in or out is shown on the display of the phone.

When "Log In/Out" is selected you are presented with a menu showing the groups that you are a member of. Those with a solid diamond are the groups you are logged in to. Select the extension you want to log in to or out of.

Note: *When a standard analog phone has been assigned to a hunt group, the code to log in/out to the hunt group is* ***723*** *followed by the group directory number (****180 - 199****).*

To log in to all groups you are a member of dial **723∗1**.

To log out of all groups you are a member of dial **723∗0.**

Note: *The Log In/Out can take up to 1 minute to be displayed on the digital telephone set screen.*

OUTGOING GROUPS

To Program Lines into Groups for Access using the Codes 9 or 760 - 769

CO lines can be grouped together in up to 11 outgoing groups. Each outgoing group is associated with a code. These codes are **9** or **760 - 769**, with group 1 being associated with **9**, etc. Dialing a code selects a line from the associated outgoing group.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Groups" is displayed.
- Select "Outgoing Groups".

- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, **9** or **760 - 769**
- Select the lines to be in the group. The lines in the group are indicated by a "♦".

Press the speakerphone key to finish programming.

Note: *Lines can be in one outgoing group only. Selecting a line to be a member of a group automatically removes it from all other groups.*

Note: *To program Outgoing Groups when a T1 or T1 PRI interface card is installed see page 112.*

INCOMING RINGING PROGRAMMING

By associating lines with groups or individual extensions, you can have lines ringing different groups, or individual extensions, in day and night modes.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing".
- Select the line.
- Select "Day", "Night", or "Day and Night".
- If the line is to ring an individual extension, select "Extension" and then the required extension. If the line is to be presented to a group, select "Group" and then the required group.

Press the speakerphone key to finish programming.
The default is that all lines ring group 1 in both day and night modes.

Note: *To program Incoming Ringing when a T1 or T1 PRI interface card is installed see page 109.*

DAY SERVICE / NIGHT SERVICE

The "Day Service" / "Night Service" feature allows you to change the extensions which ring on incoming calls, change the class-of-service at each extension, and change the voice greeting heard by callers (if you have voice mail installed). These changes can take place automatically, at pre-programmed times daily, or can be invoked manually. Furthermore, the system can be programmed to remain in "Night Service" over the weekend.

To Set the Automatic Start and End Times for Night Service

The Automatic "Night Service" feature allows you to set two time bands in each twenty-four hour interval; the system then automatically enters "Night Service".

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Night Service" is displayed.
- Select "Night Service".
- Select "Automatic On Times".
- Select "On Time 1" to set the first time the "Night Service" turns on automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "On time 2" to set the second time the "Night Service" turns on automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "Off time 1" to set the first time the "Night Service" turns off automatically.

- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "Off time 2" to set the first time the "Night Service" turns off automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".

Press the speakerphone key to finish programming.

To Manually Turn on Night Service

The Manual "Night Service" feature enables you to turn "Night Service" on or off manually. When you turn "Night Service" on, the "Night Service" ringing and "Class of Service" come into operation.

- At extension 20, from the Idle Menu, press the Scroll Down key (↘) until "Night Service" is displayed
- Select "Night Service".

Note: *When the Night Service is activated "Night" appears on the display on all the digital telephone sets. On extension 20 only, one of the display key options will be "Cancel Night Service". When this button is pressed, night service will be disabled.*

From a standard analog phone on extension 20, dial **738** to toggle the night service on and off.

To have Night Service Remain on over Weekends

The Weekend Service feature ensures that if night service is invoked on a Friday evening, the system remains in night service until Monday morning.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Night Service" is displayed.
- Select "Night Service".
- Select "Weekend Service". A "♦" symbol next to either "Weekend Service On" or "Weekend Service Off" will indicate whether the weekend service is on or off.
- Select "Weekend Service On".

Press the speakerphone key to finish programming.

Note: *To cancel Weekend Service, repeat as above, selecting "Weekend Service Off" as the last step.*

Note: *Weekend Service does not account for public holidays.*

AUTO-ATTENDANT

The Auto-Attendant feature allows callers to ring directly through to an extension provided that they know the extension number of the person they wish to contact. A Voice Module must be installed for this feature to operate.
When a line programmed for Auto-Attendant receives a call, the call will be answered by the system. When the system is in "Day Service", the caller will hear the following pre-recorded greeting: "Thank you for calling. If you know the extension number you wish to contact, please dial the number. If you require assistance, please wait or dial 0". When the system is in "Night Service", the caller will hear the following pre-recorded greeting: "Thank you. There is no one available to handle your call at the moment. If you wish to contact a particular extension, please dial the number." You can customize these greetings.
When listening to the greeting the caller can dial through to groups (**180 - 199**), extensions (**20 - 59**) and voice mail (∗).
If the caller dials a valid extension number, the number is connected to the extension if it is free.
If the extension is busy, the call is camped on to the extension and call-waiting indication is given to the extension. If the extension is tone protected the call waiting tone will not be heard. See page 82.
If an invalid extension number is dialed, the call is presented to the default ring group for the CO line the call is received on.

If the caller dials ∗ then this initiates a standard voice mailbox access.
If no digits are dialed, the call will be presented to the incoming ring group for that line after a time out period of 5 seconds.
If the user dials a single digit and pauses for 2 seconds, the calls are presented as follows:

Digit 1 Presented to group 20 (to ring this group dial 199)
Digit 2 Presented to group 19 (to ring this group dial 198)
Digit 3 Presented to group 18 (to ring this group dial 197)
Digit 4 Presented to group 17 (to ring this group dial 196)
Digit 5 Presented to group 16 (to ring this group dial 195)
Digit 6 Presented to group 15 (to ring this group dial 194)
Digit 7 Presented to group 14 (to ring this group dial 193)
Digit 8 Presented to group 13 (to ring this group dial 192)
Digit 9 Presented to group 12 (to ring this group dial 191)
Digit 0 Presented to the group or extension programmed for the line in the Incoming Ringing programming. The default is that group 1 (which contains the first eight extensions) is rung.

The user can adjust the timer. This timer is programmable from 1- 5 seconds in user timer programming. The timer is "AA Dial Wait". See page 102.

Note: *This single digit dial through feature has the same behavior if used when listening to a standard/system mailbox greeting.*

Dialing # when Listening to the Auto Attendant Greeting

If one of the Directory services is programmed on then the relevant directory message is played.
If a Directory service is not programmed the call is presented to the destination set in the "Incoming Ringing" programming for the CO line.

Dialing # when Listening to a Standard Mailbox Greeting

When listening to a greeting from an extension, system or phantom mailbox where messages can be left, the greeting is skipped and the record tone is returned. The caller uses # to skip the greeting and start to leave a message immediately.

Dialing # when Listening to a Message-Only Voice Mailbox

The call is presented to the destination set in the Incoming Ringing programming for the CO line.

Dialing More than One Digit

If a valid extension number is dialed and the extension is free, the phone is rung.
If the extension is busy the call is camped on to the extension. If a forward when busy is programmed it is activated. If forward on no answer is programmed it is activated after the no answer timer expires.

Dialing an Invalid Number

If a number is dialed which is not a valid extension, group, or phantom mailbox the call is presented to the destination set in the Incoming Ringing programming for the CO line.
Valid extension numbers are those associated with the extension cards equipped in the switch. An extension on a extension card which has not got a phone connected to it is a valid extension. However an extension number associated with an extension card that is not fitted is not a valid number.
If a phantom mailbox is not programmed the number associated with that box is not a valid number.

Dialing Incomplete Numbers

If an incomplete number is dialed (e.g. 10) the call is presented to the destination set in the "Incoming Ringing" programming for the CO line after five seconds. A five second inter digit pause is provided between the second and subsequent digits.

Dialing when in the Recording Phase

Digits 1 - 0 provides the same dial through service as when listening to the greeting.
Dialing * presents the prompt to select a mailbox. It is the same as accessing a mailbox when dialing through a greeting.
Dialing # ends the recording phase. The message is stored. The caller can dial through as when listening to the greeting. If no digits are detected within 5 seconds the call is disconnected.

Note: *Once the caller has left the Auto Attendant greeting, there is no return to the original Auto Attendant message. The only exception is when entering the system using the Name Directory and a "*" is pressed, the caller will be sent back to the original Auto Attendant greeting.*

Useful samples of digit translation (single digit dial through)

1. Caller to leave a message in a General Mailbox
   When the caller listens to the greeting and selects "1" it will be sent directly to mailbox 199 (Group 20) and can leave a message for this group. All the stations of this group will show the led message indication ON.

   To program the Inter-Tel 3000 with this feature:
   Enable mailbox Group 20 (199)
   Forward all calls of this group to 710 which is the code for voice mail

2. Caller to go to a Greeting indicating directions or opening hours
   When the caller listens to the greeting and selects "1" it will be sent directly to mailbox 199 (Group 20), they will hear the greeting of instructions of how to get to a place/site, it will pause for 3 seconds and it will play the greeting one more time and then it will hang up.
   While listening to the greeting the caller can also dial through to another extension if desired.

   To program the Inter-Tel 3000 with this feature:
   Enable mailbox Group 20 (199) but as "Information Only"
   Forward all calls to 710 which is the code for voice mail.

Auto-Attendant Programming

Auto-Attendant can be enabled on a line-by-line basis from the programming extension.
If a call is received on an Auto-Attendant line when the voice mail system is busy, the call will ring as a normal call. If the voice mail system becomes free before the call is answered, the Auto-Attendant feature is activated, the call is automatically answered and the Auto-Attendant message is returned.

Programming Lines to be answered by the Auto-Attendant

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing".
- Select the line that is to be programmed.
- Select "Day", "Night", or "Day and Night".
- Select Auto-Attendant.

Press the speakerphone key to finish programming.

To Customize the Auto-Attendant Message

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change greetings".
- Select "Auto Attendant Day" or "Auto Attendant Night" to record the "Day Service" and "Night Service" greetings respectively.
- Select "Record Greeting".
- When prompted, speak to record the new greeting.
- Press "Confirm" when the recording has been completed.

Press the speakerphone key to finish programming.

Recording a Temporary Auto-Attendant Greeting

A temporary auto-attendant greeting can be recorded and activated remotely. This is intended to allow users to temporarily change the greeting used for auto attendant day and night and courtesy service day and night.

- Access any mailbox and while listening to the prompt "You have x new messages etc" dial **931** and record the temporary greeting. Press # to finish recording and hang up.
- This greeting is played to all callers answered by the auto-attendant or the courtesy service

To turn the greeting off and revert to the normal auto attendant and courtesy greetings access any mailbox and while listening to the prompt "You have x new messages etc" dial **933**. The temporary greeting is deleted.

To Change the Auto-Attendant Language

The Auto Attendant language can be programmed to be English, French or Spanish. The default language is English.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".
- Select "Voice Module" to change the Auto-Attendant language
- Select the language required.

Press the speakerphone key to finish programming.

To Change the Ringing Time before Calls Hear the Auto-Attendant Greeting

You can change the time that a call will ring before being automatically answered by the Auto-Attendant. A different time can be set for day and night modes as follows:

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Timers" is displayed.
- Select "Timers".
- Press the Scroll Down key (↘) and select "Auto Attendant Day" to change the timer used when the system is in day mode or "Auto Attendant Night" for the timer used in night mode.
- Enter the time required in seconds (04 - 30).
- Press "Confirm".

Press the speakerphone key to finish programming.

Note: *If the value is set to 4 seconds calls to the Auto Attendant are answered immediately.*

COURTESY SERVICE

This service is available, with a standard greeting, on all systems. If the system is equipped with a Voice Module, you can customize the greeting.
When the Courtesy Service feature is activated on a CO line, callers to the system are answered automatically after a programmable period, a message is returned to the caller and the internal phone or phones continue to ring.
If a call rings in during "Day Service" and is not answered manually within the programmed time (30 second default), the call is automatically answered with the following message: "Thank you for calling. Your call will be answered shortly. Please hold."
If a call rings in during "Night Service" and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: " There is no one available to take your call at this time. Please call back during business hours."
The messages can be selected by programming to be in English, Spanish or French.
While the message is being returned, the call continues to ring as an incoming call until an extension answers it. If the call is not answered within three minutes, it is automatically disconnected.
On standard systems, without the voice mail module, the courtesy messages are supplied from the internal source. When a voice mail module is equipped in a system the courtesy messages are supplied from the voice mail module. The messages from the voice mail module can be customized.
This service can be used where there can be delays in answering calls and you want to ensure that callers do not hang up before someone answers their call.

To Program the Courtesy Service

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming ringing".
- Select the line that is to be programmed.
- Select Day, Night, or Day and Night.
- Press the Scroll Down key (↘) until courtesy service is displayed.
- Select Courtesy service.

Press the speakerphone key to finish programming.

To Change the Courtesy Language

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".
- Select "Courtesy Service".
- Select the language required.

To Change the Ringing Time before Calls are answered by the Courtesy Greeting

You can change the time that a call will ring before being automatically answered by the Courtesy Service, as follows:

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Timers" is displayed.
- Select "Timers".
- Press the Scroll Down key (↘) until "Courtesy Delay" is displayed.
- Select "Courtesy Delay".
- Enter the time required in seconds (01 - 30).
- Press "Confirm".

Press the speakerphone key to finish programming.

To Record a Customized Courtesy Greeting

When the system is equipped with a voice mail module the courtesy messages are supplied from it. These messages can be customized.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Change Greetings" is displayed.
- Select "Change Greetings".
- Select "Courtesy Service Day" or "Courtesy Service Night" to record the "Day Service" and "Night Service" greetings respectively.
- Select "Record Greeting".
- When prompted, speak and record the new greeting.
- When finished recording of the new greeting, press "Confirm".

Press the speakerphone key to finish programming.

Recording a Temporary Courtesy Service Greeting

A temporary auto-attendant greeting can be recorded and activated remotely. This is intended to allow users to temporarily change the greeting for auto attendant day and night and courtesy service day and night

- Access any mailbox and while listening to the prompt "You have x new messages etc" dial 9 3 1 and record the temporary greeting. Press # to finish recording and hang up.
- This greeting is played to all callers answered by the auto-attendant or the courtesy service

To turn the greeting off and revert to the normal auto attendant and courtesy greetings access any mailbox and while listening to the prompt "You have x new messages etc" dial 9 3 3. The temporary greeting is deleted.

DIRECTORY SERVICES

There are two types of Directory Service provided that prompt callers to the Auto Attendant with a list of names and extension numbers.

The first is the "Simple Directory Service" and the other the "Dial Name Directory service". Only one of the services can be activated on the system.

Simple Directory Service

This is a service where a greeting is recorded on site listing names and their extension numbers. When the directory message is recorded you can access it by dialling # when listening to the Auto Attendant greeting. If you dial # and there is no directory message recorded, the call is presented to the group or extension programmed for the line in the Incoming Ringing programming. See page 37.

Recording the directory message automatically activates the service. You must record a new Auto Attendant greeting to prompt users to dial # for the directory once you have recorded the directory message.

To record a directory message

From the Programming extension, press the PROGRAM key**.**

- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Change Greetings" is displayed.
- Select "Directory Message".
- Select Record Greeting
- Record the message after the tone and then press "Confirm".

Note: *This directory message applies to the Simple Directory Service only.*

Dial Name Directory Service

When the "Dial Name Directory" service is programmed in the switch it is accessed by dialing # when listening to the auto-attendant greeting,
The Directory greeting is returned. "Using the keys on your telephone please spell the last name of the person and then press pound. For the letter Q press seven for the letter Z press nine. To exit the directory press star".

Note: This message cannot be changed. The directory greeting that can be programmed applies to the Simple Directory Service only.

The "Quick spell" method of entering names is used.
If the user does nothing, no digits are detected, the message is replayed after a 5 second delay. If no digits are entered after a further 5 seconds the call is presented to the destination set in the Incoming Ringing programming for the CO line. See Page 37.

If ∗ is dialed the Auto attendant message is played.

When the user enters the name followed by # the extension name is played followed by the following message:
"If this is correct press pound. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star".

If no name is programmed the following message is played:
"Extension XX (three six as an example). If this is correct press pound. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star".

If there are no names programmed in the Directory the call is presented to the destination set in the "Incoming Ringing" programming for the CO line.

If the user does nothing for 5 seconds the call is presented to the destination set in the "Incoming Ringing" programming for the CO line.

When digits are dialed and # is not entered within 5 seconds the following message is played:

"(Recorded name). If this is correct press pound. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star".

When the user dials # after the prompt the selected extension is rung.

If there are no names in the directory the call is presented to the destination set in the "Incoming Ringing" programming for the CO line.

If # is not dialed within 5 seconds the extension name (or number) is repeated and the message is again played.

If # is not selected within a further 5 seconds the call is presented to the destination set in the "Incoming Ringing" programming for the CO line.

If 1 is pressed the previous name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 1 to step back through a number of names.

If 2 is pressed the next name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 2 to step forward through a number of names.

If 3 is pressed the message "Using the keys on your telephone please spell the last name of the person and then press pound. For Q press seven for Z press 9. To exit the directory press star" is played again.

If * is pressed the caller is presented back to the Auto-Attendant and the Auto-Attendant greeting is played.

Note: *Although the names are entered using the code **2** for A, 22 for B etc the matching is done using **2** for A, B and C, **3** for D, E and F etc.*

Dial Name Directory Programming

There are three elements to programming the new Dial Name Directory service.

- Turn the service on.
- Program the list of names in the Directory Table.
- Users should record their name in their voice mailboxes.

Programming the Directory Service on

From the Programming extension, press the PROGRAM key**.**

- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Dial Name Directory" is displayed.
- Select the "Dial Name Directory On" option.

To program the names in the Directory table

From the Programming extension, press the PROGRAM key**.**

- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Dial Name Directory" is displayed.
- Select the "Directory Table" option.
- Select the extension and enter the name.

Use the keypad to enter the last name using **2** to enter A, **22** to enter B etc. A maximum of ten letters can be entered for each name. Full names need not be entered. Matching will take place on the number, from one to ten, of the letters entered.

Note: *Although the names are entered using the code **2** for A, **22** for B etc the matching is done using **2** for A, B and C, **3** for D, E and F etc.*

Recording names

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail Password (1111 by default) followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor", "Record Name", and "Cancel".
- Select "Record Name".

Note: *If no name is programmed, or a name is deleted, when the name is checked the extension number is returned e.g. Extension two five. To program a name to an extension, an associated mailbox should be programmed.*

Note: *Only one of the two directories can be used.*

VOICE MAIL

Voice mail services are available only on those systems equipped with the optional voice mail module. Up to 40 extensions can be allocated voice mailboxes. The 20 ring groups can also be allocated voice mailboxes. A further 10 mailboxes, not associated with extensions or groups, can also be programmed. These are called Phantom mailboxes and can be used for people who do not have a dedicated extension. The maximum number of messages that can be stored in a mailbox is 20 at power up. This number is programmable.

The maximum message and greeting length is programmable between 60-300 seconds. The time allocated at power up is 60 seconds.
Unretrieved messages are deleted in 15 days and retrieved messages are deleted in three days. An option is provided to save messages so that they are not automatically deleted.
An extension must be allocated a voice mailbox before it can use voice mail. By default, extensions are not allocated a voice mailbox.

To Allocate a Voice Mailbox to an Extension

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Voice Boxes" is displayed.
- Select "Voice Boxes".
- Two options are presented, "Standard Voice Boxes" and "Information Only VB"
- Select the extensions that require a voice mailbox.

Note: *To assign group and Phantom mailboxes, press the Scroll Down key (↘) until "Other" is displayed. Select "Other". Select either "Group" or "Phantom" as required, and selected the appropriate mailboxes required. Press the speakerphone key to finish programming.*

Note: *A "♦" symbol will indicate what mailboxes have been assigned.*

Note: *When allocating a mailbox, the Forward No Answer to voice mail feature will be activated automatically.*

SETTING UP VOICE MAILBOXES

When a voice mailbox has been allocated to an extension the user should set up the mailbox by recording greetings and their name.

To Record Voice Mailbox Greetings

Each extension, group, phantom and system voice mailbox has two programmable greetings.
These are the "Primary Greeting", this is the main greeting recorded by the user, or the "Alternate Greeting" which is also recorded by the user.

- At your extension, press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Select "Greeting".
- Select the primary or alternate greeting.
- Select "Record Greeting".
- Speak to record the greeting when prompted.

- Press "Confirm".
- Press the speakerphone key to finish programming.

From a standard phone dial 9 to select the greetings.
Dialing 1 selects the primary greeting and dialing 2 selects the alternate greeting.
When a greeting is selected dial 1 to change the greeting and speak to record the greeting when prompted.
If a greeting is deleted the default greeting is used.

To Replay a Voice Mailbox Greeting

- At your extension, press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Select "Greeting".
- Select the primary or alternate greeting
- Select "Replay Greeting".

From a standard phone dial 9 to select the greetings.
Dialing 1 selects the primary greeting and dialing 2 selects the alternate greeting.
When a greeting is selected dial 2 to replay the greeting.

To Select the Primary or Alternate Greeting

The greeting that is replayed to callers to any voice mailbox can be the primary or alternate greeting. The default is that the primary greeting is played.

- At your extension, press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Select "Greeting".
- Select the primary or alternate greeting
- Select "Exit".

The chosen greeting will be replayed to callers.
From a standard phone dial 9 to select the greetings.
Dialing 1 selects the primary greeting and dialing 2 selects the alternate greeting.
Replace the handset. The chosen greeting is replayed to callers.

Recording Names in Voice Mailboxes

Each user should record their name.

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- You are presented with the Voice Messaging control menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor", "Record Name" and "Cancel".
- Select "Record Name".

From a standard phone dial 71 to record your name. Dial 72 to check the name and 73 to delete it.

To Turn on the Voice Mailboxes

When an extension is allocated a Mailbox Forward On No Answer is automatically set to the voice mailbox. The voice mailbox automatically answers all calls not answered by the extension.
You can also activate Forward All Calls or Forward When Busy to your voice mailbox.

- From the idle menu, press the scroll down key (↘) until "Forward" is displayed.
- Select "Forward" on the Idle Menu and choose "Forward All Calls".

- Select "Forward to VM" or enter **710** as the extension number.
- If "Forward On No Answer" is activated to **710**, the voice mailbox will answer calls unanswered after four rings.
- If "Forward When Busy" is activated to **710,** calls you cannot receive will be answered by the voice mailbox.
- For information on how to Forward calls, see page 32.

To Monitor / Pick-Up Callers as they Speak to a Voice Mailbox

You can operate your voice mail in voice mail monitor mode. In this mode, when calls are forwarded to your voice mailbox and your extension is free, the call is relayed over the speaker of your digital telephone set. If you lift your handset, you can intercept the call in which case no message is left in the voice mailbox.

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number or select your extension using the display keys, when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Press the Scroll Down key (↘) until "Monitor" is displayed.
- Select "Monitor".
- Select "Monitor On" or "Monitor Off".

Press the speakerphone key to finish programming.

To Change a Voice Mailbox Password

By default, each extension is allocated the same voice mail password (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Press the Scroll Down key (↘) until "Change password" is displayed.
- Enter your new voice mail password, which can be up to eight digits long.
- Press "Confirm".

Press the speakerphone key to finish programming.
From a standard phone dial 0 to change the password.

To Compose a Message and Send It to Another User

This feature allows a user to compose a voice message from within a voice box and send that message directly to single or multiple voice boxes.
They can also compose a message and leave it in their own voice mailbox.

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Press the Scroll Down key (↘) until "Compose a message" is displayed.
- Record the message after the tone.
- Press "Confirm".
- Select the voice mailbox or mailboxes the message is to be sent to.
- Press "Confirm" to send the message.

From a standard phone dial 5 to compose a message.
When the message is recorded press #. Enter the first extension number and press #. If more extensions are to be selected enter their numbers separated by #. To send the message dial # again or hang up.

To Access Voice Mailboxes

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor", "Record Name", "Remote Notification" "Compose a Message" and "Cancel"
- Select the display option you require.

***Note:** "Remote Notification" is presented when the voice mailbox is programmed for it.* *See page 56.*

***Note:** To access a group Mailbox, enter the group number (**180 – 199**) as the extension number. To access a Phantom Mailbox, enter the Phantom Mailbox number (**100 – 109**) as the extension number.*

The code to access your voice mailbox from a standard analog phone is ∗.

To Retrieve Messages Left in a Voice Mailbox

If new voice messages have been left in your voice mailbox, the Message Waiting Light, located on the top right-hand corner of your digital telephone set, will be on. In addition, the top line on your digital telephone set display will show "New voice messages". The dial tone returned when there are new messages in your voice mailbox is a broken tone 600ms on 200 ms off 800ms on and 400ms off.

- Select "New Voice Messages".
- Enter your extension number.
- Enter your voice mail password, which is 1111 by default, followed by #.
- Select "Play". The new messages are played.

The code to access your voice mailbox from a standard analog phone is ∗.
When listening to the greeting dial 1 to play the first message.
When the message is being replayed the following codes can be dialed:-
Dial 0 to return a call to the person who left the message (Caller ID must be available).
Dial 1 for more information.
Dial 2 to go to the next message.
Dial 3 to erase the current message and go to the next message.
Dial 4 to go back to the start of the message.
Dial 5 to go to the previous message.
Dial 6 to save the message.
Dial 7 to go back 10 seconds.
Dial 8 to go forward 10 seconds or skip the time stamp.
Dial 9 to forward the message.
Dial # to pause.
Dial ∗ to exit.

***Note:** Each message is time stamped to tell you when the message was received. You can skip the time stamp by dialing **8**, which jumps forward ten seconds.*

When all new messages are played, you are informed of the total number of messages in your box.

To Forward a Message

A user can forward a message from their voice mailbox to another voice mailbox.

- While you are listening to the message select the "Forward Message" option.
- Select the extension to forward the message to from the menu on the phone.

To forward a message when using a standard analog phone dial 9 and the extension number.

Return Call

The Return Call feature allows you to initiate a call to the caller who left a message in your voice mailbox.

- When you have listened to a message in the voice mailbox select the "Return Call" option.
- The system initiates a call to that number.

From a standard analog phone dial 0 to activate "Return Call".

Note: *To return calls to external callers, the Caller ID service must be available on the CO lines.*

Transferring Calls to Voice Mailboxes

You can transfer calls to any voice mailbox without calling the extension.

- When you are on a call, select "Transfer to Voice Mail".
- The menu is updated, showing those extensions equipped with voice mailboxes. Select the extension.
- Select "Transfer" or replace the handset.

From a standard analog phone press Hookflash and dial **710**. Dial the extension number and replace the handset.

To Retrieve Voice Mailbox Messages Remotely

In order to access your voice mailbox remotely you must have your calls forwarded to your voice mailbox, and have either a line programmed to ring directly at your extension, or have a line programmed with the Auto-Attendant service. See page 44. You can also have your call transferred to your voice mailbox:

- If a line is programmed to ring directly at your extension and your voice mailbox is turned on, dial the line number.
- If you do not have a line ringing directly to your extension, dial in on an Auto-Attendant line. When you receive the Auto-Attendant message, dial your extension number.
- Call in on a line that you know will be answered and have the call transferred to your voice mailbox.
- When answered by your voice mail greeting, access your voice mailbox by dialing the code ∗, followed by your extension number, voice mail password and #.
- Then dial the following numbers to access your messages:

  While listening to the Greeting

  - Dial 1 Playback commences at the first message.
  - Dial 2 For more information.
  - Dial 41 Turn remote notification on.
  - Dial 42 Turn remote notification off.
  - Dial 43 To program remote notification.
  - Dial 5 To compose a message.
  - Dial 6 To delete all messages.
  - Dial 71 To record your name.
  - Dial 72 To check your recorded name.
  - Dial 73 Do delete the recorded name.
  - Dial 8 To turn monitor on / off.
  - Dial 91 Selecting the primary greeting.
  - Dial 92 Selecting the secondary greeting.
  - Dial 92 Check the outgoing greeting.
  - Dial 93 Delete the outgoing greeting.
  - Dial 0 Change voice mail password.

Note: *If you forget your voice mail password, you can check all voice mail extension passwords from the programming extension (ext. 20).*

To Record a Call

The option to allow you to record a call can be set in system programming.
When programmed, the option "Record Call" is shown on the display when you are on a call.

The same rules apply to these recordings as do to normal messages left in voice mailboxes. Read messages are deleted in **8** days and unretrieved messages are deleted in **15** days.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Call Recording".
- Select the extensions that are to be allowed to record calls.

Press the speakerphone key to finish programming.

Group Mailboxes

If group forward is activated to voice mail, messages for the group will be recorded in the group voice mailbox. "New group message" will be displayed on the display of all digital telephone sets in the group.

REMOTE NOTIFICATION OF VOICE MESSAGES

When a user turns remote notification on, a call will be made to the personal or pager number programmed by the user to notify them that they have received a new voice mail message.
The user can set up remote notification to notify them of all new messages or only those marked as priority by callers to their voice mail.
Remote notification can be turned on and off as required.
If the call is to a personal number the user can access their voice mail when they answer the call by entering their voice mail password and pressing #.

Setting Up your Remote Notification to a Personal Number

You must first program the personal that the system is to call when a new message is received. Then select whether all messages or messages marked as priority are notified. Finally you turn remote notification on.

Programming a Personal Number

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Select "Remote Notification".
- Select "Programming".
- Select "Personal Number".
- Select "Change".
- Enter the number.

From a standard phone dial 4311 to program a personal number

Notification of All Messages or Priority messages

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Select "Remote Notification".
- Select "Programming".
- Select "Priority Messages Only" or "All Messages".

From a standard phone dial 433 for priority messages and 434 for all messages..

Turning Remote Notification on and off

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Select "Remote Notification".
- Turn remote notification on or off as required.

From a standard phone dial 41 to turn remote notification on and 42 to turn it off.

Setting up Remote Notification to a Pager

To program a pager to receive the remote notification call two numbers must be programmed, the number to contact the pager company and the digits that are sent to the pager company once they have answered the call (dial string).

Programming the pager number and the pager dial string

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your extension number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Select "Remote Notification".
- Select "Programming".
- Select "Pager Number".
- Select "Change".
- Enter the number.
- Press "Confirm".
- The menu updates to allow the dial string to be entered. Press "Change".
- Enter the digits required by the pager company .
- Press "Confirm".

To complete the programming select whether all messages or priority messages should be notified and turn remote notification on as described above in programming personal numbers.
From a standard phone dial 4321 to enter the pager number and dial string.

Selecting the Extensions that can activate Remote Notification

In default no extension can set remote notification. Those extensions that can set remote notification are programmed in system programming.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Remote Notification".
- Select the extensions that are to be allowed to record calls.

Selecting the Number of Simultaneous Calls

The number of simultaneous remote notification calls can be set at 1 or 2.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Remote Notification".
- Select "Simultaneous Calls".
- Enter the value 1 or 2 and press "Confirm".

The default value is set at 1.

Selecting the Number of Retry Attempts

The number of simultaneous remote notification calls can be set at 1 or 2.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Remote Notification".
- Select "Retry attempts".
- Enter the value from 2 to 15 and press "Confirm".

The default value is set at 2.

Selecting the Line Group that the Remote Notification calls are to use

The outgoing line group to be used for remote notification calls can be changed.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Remote Notification".
- Select "Outgoing group".
- Select the group.

Notification delay timer

The time interval between receiving a message and making the first remote notification attempt is programmable. This is set at 15 minutes (900 seconds) in default and can be set between 1 and 30 minutes (60 - 1800 seconds).

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Timers".
- Select "Notification Delay".
- Enter the value between 60 and 1800 seconds and press "Confirm".

Notification interval timer

If a remote notification fails this is the time the system waits before retrying the call. This is set at 5 minutes (900 seconds) in default. The range is 1-15 minutes (60 - 900 seconds).

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Timers".
- Select "Notification Interval".
- Enter the value between 60 and 900 seconds and press "Confirm".

To Check All Voice Mail Passwords

All voice mail extension voice mail Passwords can be examined from the programming extension.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Examine Passwords".
- Select "Voice Mail Password".
- Select the extension whose password you wish to examine. The voice mail Password of that extension is briefly displayed on the top line of the display.

Press the speakerphone key to finish programming.

Voice Mail from a Standard Analog Phone

Extensions equipped standard analog hones can also be allocated voice mailboxes. When a voice mailbox is allocated, "Forward on no answer" to the extension's voice mailbox is automatically set. You can set forward all calls or Forward When Busy to the Mailbox as well by setting the forwarding to 710. The code 710 is used as the voice mailbox extension number for forwarding purposes.

- Dial **732** followed by **710** to forward all calls to your voice mailbox.
- Dial **733** followed by **710** to forward calls to your voice mailbox when your extension is busy.
- Dial **734** followed by **710** to forward calls to your voice mailbox when calls are not answered. (This is automatically set when you are allocated a voice mailbox).

Accessing a Voice Mailbox

To access the voice mailbox, dial the code ∗, followed by your extension number, voice mail password and #. Then dial the following numbers to access your messages.

While Listening to the Greeting

- Dial 1 Playback commences at the first message.
- Dial 91 Change the outgoing greeting.
- Dial 92 Check the outgoing greeting.
- Dial 93 Delete the outgoing greeting.
- Dial 0 Change voice mail Password.

When Playback of Messages has Commenced

- Dial # Playback is paused.
- Dial 2 Save this message and move to the next message.
- Dial 3 Erase this message and move to the next message.
- Dial 4 Go back to the start of the message.
- Dial 5 Go back to the previous message.
- Dial 6 Erase all messages.
- Dial 7 Go back ten seconds.
- Dial 8 Go forward ten seconds / skip the time stamp.
- Dial 9 Forward the message to another extension.
- Dial 0 Return Call. Automatically make a call to the caller who left the message.

Voice Mail Language

Three language options are provided for the voice mail: English, French and Spanish.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".

- Select "Language".
- Select "Voice Mail".
- Select the language required.

Information-Only Voice Mailboxes

All voice mailboxes (extension, group and phantom) can be programmed as information-only voice mailboxes. When a voice mailbox is set as "Information Only" callers to the voice mailbox will hear the voice mailbox greeting but will not be able to leave a message. The voice mailbox has all the other attributes of a standard voice mailbox, i.e. the user can customize the outgoing greeting, set diverts to the voice mailbox, dial through etc.
The greeting is played twice to the caller, (there is a gap of three seconds between the greetings). After the greeting is played for the second time the call is disconnected.

Voice Mailbox Capacity

You change the message capacity of Mailboxes from the default of 20 messages per Mailbox to a higher or lower amount depending on demand.

- Enter the System Programming password and select "Extensions".
- Press the Scroll Down key (↘) until "Mailbox Capacity" is displayed.
- Select "Mailbox Capacity".
- Enter the maximum number of messages to be stored per Mailbox.

Press the speakerphone key to finish programming.

Voice Mailbox Capacity % Used

You can check the capacity used in Mailboxes.

- Enter the System Programming password and select "Extensions"
- Press the Scroll Down key until "VM Capacity % Used" is displayed.
- Select "VM Capacity % Used".
- Select the box to be examined.

The top line of the display indicates the percentage that is used.

System Voice Mailbox

This feature allows you to set up a System voice mailbox to answer incoming calls. This service is only available when a Voice Module is installed. You can select which lines are to be answered by the System voice mailbox when it is turned on. You can select how long a call rings before the System voice mailbox answers.
All messages received are stored in a System voice mailbox, which is controlled by extension 20. Extension 20 can also customize the greeting. You can turn the System voice mailbox service on and off at any time at extension 20 and its operation is independent of "Night Service".
This service replicates an answering machine. You can use it if you are not answering calls at lunchtime or at night, or simply want to record messages from callers. If desired, you can have this feature on permanently, so that the System voice mailbox answers calls that are not answered for a programmable period.
The greeting can ask callers to dial an extension number, in which case, the call will be transferred through to that extension.

Note: *If a call is received when the Voice Module storage is full, it will not be possible to store any further messages. In this case, the following standard greeting will be given to the caller: "There is no one available to answer your call at this time. If you wish to contact a particular extension, please dial the number."*

To Turn the System Voice Mailbox On and Off

- At the programming extension press the Scroll Down key (↘) until "System Voice Mail Box" is displayed.
- Select "System Voice Box" to turn the System voice mailbox on. Select "System Voice Box" again to turn the System voice mailbox off.

Note: *"System Voice Box" will appear as one of the first options on the programming extension to indicate the System voice mailbox has been turned on.*

To Program Lines to be Answered by the System Voice Mailbox

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "System Voice Box" is displayed.
- Select "System Voice Box".
- Select the lines to be answered by the System Voice mailbox. The lines that will be answered are indicated by a "♦".

Press the speakerphone key to finish programming.

Note: To program System Voice Mailbox when a T1 or T1 PRI interface card is installed see page 113.

Leaving Messages in Voice Mailboxes

When callers are answered by a voice mailbox they are returned the greeting recorded by the user followed by the prompt " When finished you may hang up to deliver the message or press pound for more options."

When the message is recorded and # pressed the message can be marked as priority by dialing ∗1.

Callers can skip the greeting and start recording their message immediately by pressing # when listening to the greeting.

Callers can dial through the greeting to another extension by dialing the extension number when listening to the greeting.

When a message is recorded callers can dial # followed by another extension number. The message is left in the first mailbox and they call the other extension number.

To Change the Greeting on the System Voice Mailbox

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter **0** as the extension number (which is your System voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- You are presented with the Voice Messaging control menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor" and "Exit".
- Select "Greeting".
- Select "Record Greeting".
- Speak to record a personalized greeting when prompted.
- Press "Confirm".

Press the speakerphone key to finish programming.

To Set the Time a Call will ring before the System Voice Mailbox Answers

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Timers" is displayed.
- Select "Timers".
- Select "System Voice Box Delay".
- Enter the time. The default is 010 seconds.

Press the speakerphone key to finish programming.

To Retrieve Messages left in the System Voice Mailbox

When messages have been left, the Message Waiting light on extension 20 will be lit and the "Sys Voice Box Messages" will appear on the top line of the display.

- Select "Sys. Voice Box messages".
- Enter **0** as the extension number.
- Enter the voice mail password and select the option you require.

Note: *Extension 20 can have its own voice mailbox, accessed by using extension number 20. The system has its own voice mailbox, accessed by using dialing* ***0****. Both have their own voice mail passwords.*

To Retrieve System Voice Mailbox Messages Remotely

- Dial in on an Auto-Attendant line. (See page 42 for information on the Auto-Attendant feature).

When you receive the Auto-Attendant greeting, dial ∗, followed by **0**, the voice mail system voice mailbox password and #.

FAX LINE / EXTENSION

If your Inter-Tel 3000 is equipped with standard CO lines, and you wish to use a fax machine, it is recommended that one of the CO lines is allocated as a fax line with the number publicized accordingly. Program the system to route all calls received on this line directly to an individual extension and equip this extension with your fax machine. The line will also be available to make outgoing calls as normal. You can then restrict the number of extensions that have access to this line to ensure that the line is generally available to receive faxes.

ADDITIONAL CALL FEATURES

Redial

Use the Redial feature to redial the external number you most recently dialed. A line is selected automatically and the last external number dialed is redialed. It is important to note that this feature redials external calls only, calls to other extensions are not redialed.

To Redial the Last External Number Dialed

- From the Idle Menu, select "Redial Last Number".

To activate the redial feature from a standard analog phone you dial the code **77**.

Note: *Most standard analog phones have a redial key on the phone. If redial is activated from the key on the phone then the last number dialed from the phone is redialed. In this case if the last number dialed was an internal number than the internal number will be redialed.*

Saved Number Redial

In addition to the Last external number, the previous five numbers dialed are also stored and can be redialed.

- From the Idle Menu, select "Saved Numbers".
- Select the number to be dialed.

From a standard analog telephone, the codes are **781** - **785** are dialed for saved numbers **2** - **6**. The first saved number is the Last Number Redial Code **77**.

Note: *By dialing the code **78** from a digital telephone set, the Scroll Up and Down keys can be used to view the saved numbers.*

Call Pick-Up

You can pick up any call, internal or external, that is ringing at another extension provided both extensions are programmed in the same group. See page 38.
For extensions not in your group, you can pick up external calls only.

To Pick up a Call Ringing at Another Extension in Your Group

- From the Idle Menu, select the "Call Pick-Up" option on the display.

From a standard analog phone, the code is **727**.

To Pick up a call when the call is ringing in to a Ring Group.

- From a digital telephone set, select the "Flashing Line led".

From a standard analog phone, dial #5 and then the line number (Line numbers starting from 01 to 20).
For example:
To pick up line 2, dial #502

Note: *If the Inter-Tel 3000 is in PBX mode, this feature will not work.*

To Pick up a call when the call is ringing in to a Hunt Group.

- From a digital telephone set select the "Flashing Line led".

From a standard analog phone, dial 727 provided that this extension belongs to the same group.

To Pick up a Holding call at another extension

- From a digital telephone set select the "Flashing Line led".

From a standard analog phone, dial #5 and then the line number (Line numbers starting from 01 to 20).
For example:
To pick up a call that is on hold in line 2, dial #502 from the extension you want to pick the call from.

Note: *If the Inter-Tel 3000 is in PBX mode, this feature will not work.*

To Pick up an External Incoming Call

- Select "External Call Pick-Up".

Note: *This feature will not work for internal calls.*

From a standard analog phone, the code is **726**.

Ring Back

If the extension you call is busy, use the Ring Back feature to have the extension call you back when it becomes free. If you dial for a CO line and no lines are free, use the Ring Back feature to get a CO line as soon as one is available.

To have a Busy Extension Call You Back when it Becomes Free

- When you have called a busy extension, select "Ring Back" on the display.
  When the extension becomes free, your extension will ring and your display will show "Ring Back From Extension".
- Select "Answer The Call" or pick up the handset to ring the extension.

From a standard analog phone, press Hookflash and dial **5** when you have called a busy extension.

To Get a CO Line as Soon as One is Available

- When you have dialed for a line and none are free, select "Ring Back" on the display.
  When the line becomes free, your extension will ring and your display will show "Ring Back From Line".
- Select "Answer The Call" or pick up the handset to select a line.

From a standard analog phone, press Hookflash and dial **5** when you have dialed for a line and no lines are free.

Camp On Busy

"Camp On Busy" allows you to have your extension call a busy extension as soon as it becomes free.

- When you call an extension and get a busy signal / tone, stay off-hook and when the called extension becomes free, it will start ringing.

Call Waiting from Another Extension

If you get a busy signal / tone when you call an extension, you can alert the busy extension that you wish to make contact with provided the extension is not protected against receiving Call Waiting tones. (See page 82). An audible tone will sound on the called extension, and the message "Call wait. – Ext xx" will appear on its display. Options to accept the call are offered on the display.

To Present a Busy Extension with a Call Waiting Tone

- Select "Waiting Tone" on the display when a busy tone is returned from an extension.

From a standard analog phone, press Hookflash and dial **8**.

To Accept a Waiting Call

If another extension presents you with Call Waiting, this will be indicated on your display and you will hear the Call Waiting tone, provided your extension is not protected against Call Waiting tones.

- Select one of the options presented on the display.

Note: *If you ignore the Call Waiting tone for a short period, the Call Waiting offer is rejected and the calling telephone is presented with the message "Call Waiting Rejected".*

Call Waiting from External Calls

If you are on a call and your extension is presented with an external call, you will hear a call waiting tone provided your extension is not protected against call waiting tones. The line the call is on will be indicated on your display. If you select the second call by pressing the line key associated with it, the first call will be automatically disconnected. See Button Hopping on page 31. An alternative operation where the first call is placed on hold rather than being disconnected is available.

Multiple Call Park

The Call Park feature allows you to place up to 5 external calls on special hold by parking them in the system. Any extension can then pick up the call.

To Park and Retrieve a Call

- On a digital telephone set, select "Call Park" on the display.
- Select the "Park position 1-5"
- "Pick Up Park" is then displayed on the top line on the display on all digital telephone sets.
- Select "Pick Up Park" and the "Park position 1-5" to retrieve the parked call.

Note: *A parked call will recall after three minutes if it has not been picked up.*
On a standard analog phone, the code is Hookflash ***712 (1-5)****to park a call and* ***712 (1-5)*** *to retrieve it.*

Note: *Once a call is parked, the extension must use the pick up park feature. Pressing the appropriate line key can not retrieve the call.*

Barge-In

The Barge-In feature allows extensions break in on other extension calls. When an extension is programmed to have the barge-in feature, the prompt "Barge-In" is added to the idle menu on the digital telephone sets.
To barge-in on an extension select "Barge-In" on the idle menu. The extension list is displayed. Select the extension to barge-in on. The extension must be on a call and this is indicated by a "♦".
If the barge in is successful the text "Barged-In" is displayed.
A programming option is available that disables the warning tone when barge-in is activated.
A further option is provided to protect extensions from "Barge-In". If an attempt is made to barge-in on a protected extension the display shows "Barge-In Prohibited".
If barge-in is unsuccessful for any other reason the display shows "Barge-In Failed".

Note: *Barge-in is not allowed if the extension selected is not on a call, is transferring a call, is listening to voice mail or is in a three way conference call.*

Note: *A maximum of three simultaneous barge-in and conference calls are allowed in the system.*

From a standard analog telephone, "Barge-In" is activated by dialing the code 709 followed by the extension number.

To Program extensions allowed to barge-in

In default no extensions are programmed to activate "Barge-In".

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Barge-In" is displayed.
- Select "Barge-In Extensions".
- Select the extensions that are to be allowed to barge-in. The extensions you select will have a "♦" displayed beside them.

The default is that no extensions are allowed to barge-in.

To Program extensions protected from "Barge-In"

In default no extensions are programmed to activate "Barge-In".

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.

- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Barge-In" is displayed.
- Select "Barge-In Protection".
- Select the extensions that are to be protected from barge-in. The extensions you select will have a "♦" displayed beside them.

The default is that no extensions are protected.

To Program "Barge-In" with or without tone

In default no extensions are programmed to activate "Barge-In".

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Barge-In" is displayed.
- Select "Barge-In Tone".
- Select Barge-In tone on or off. The selection is indicated with a "♦".

In default tone is provided when barge in is activated. This is a single burst, which lasts for about a half a second.

Paired Extensions

An extension can be paired with another extension. The full functionality of the master extension including extension number and all programmed features, including voicemail, can be transferred to the alternate extension, providing the user with all their normal telephony facilities at two different locations.

1. From the Programming extension, press the PROGRAM key.
2. Press the Scroll Down key (↘) until "System Programming" is displayed.
3. Select "System Programming".
4. Enter the System Programming Password and select "Extensions".
5. Press the Scroll Down key (↘) until "Paired Extensions" is displayed.
6. Select the master extension
7. Select the Alternate extension .The selection is indicated with a "♦".

In default no extensions are paired. From a standard telephone the code is 702.

Operator Services

You can choose to use an operator with the Inter-Tel 3000 telephone system. For example, the operator can transfer internal and external callers to internal extensions.

To call the operator

- Dial the code (**0**) for the operator's extension.
- Dialing 0 from an extension rings group 11. This group contains extension 20 in default. See Group Programming on page 38 if you want to call a different extension or to call more than one extension.
- When the digit 0 is dialed when listening to the Auto attendant prompt the call is presented to the Group or extension that is programmed in the incoming ringing programming for the Line the call is received on. (The default is that it rings Group 1).
- When 0 is dialed when dialing through a voice mail greeting prompt the call is presented to the Group or extension that is programmed in the incoming ringing programming for the Line the call is received on. (The default is that it rings Group 1).

To Intrude on a Trunk-to-Trunk Call

The Intrude feature is only available from extension 20, and is used to intrude on a call involving two lines, that is when an external transfer or external forward has occurred.

When two lines are connected in conversation:

- Select one of the lines by pressing the line key.
- Select "Intrude" on the display.

You will then be connected in a three-way conversation.

Setting Display Messages

This feature enables you to leave a display message that will be seen by any digital telephone set calling your extension. You can also set a display message on a standard analog telephone but you cannot check the content.

To Set a Message to be displayed to Internal Callers

- Press the MESSAGE key.
- Select "Display Messaging".
- Select the message to be displayed from the message menu.
- The message menu offers you the choice of eight pre-programmed messages. You can add extra text to all messages by selecting the "Enter Data" option. Message 9 is blank so you can enter your own message.

  The message menu is:

1	(Return at)	**6**	(At home)
2	(Call back at)	**7**	(On Vacation)
3	(Call me at)	**8**	(Call)
4	(At a meeting)	**9**	---------
5	(At lunch)		

Press the speakerphone key to finish programming.

Note: *See page 18 on how to enter text using the Keypad. Also, if you wish to enter a time or a date, do one of the following:*

- *press* ******* *for "****:"***
- *press* ***#*** *for "****-"***

Note: *Only digital telephone sets can display messages. A standard analog telephone will not receive any indication that a message has been set on the extension it is calling.*
From a standard analog telephone, the code is ***729****. When you have dialed* ***729****, dial digits* ***1*** *-* ***8*** *to select the required message, and hang up.*

To Cancel a Display Message

- From a digital telephone set, select "Cancel the Message".

From a standard analog phone, dial **729** and hang up.

Displaying Caller Numbers and Routing Calls

If you subscribe to the Caller ID service, your telephone company sends the telephone number of callers to the Inter-Tel 3000 (provided the caller has not elected to restrict the network from presenting their number). The telephone number (or associated name) is displayed on the digital telephone sets. The Caller ID information is also shown if the extension is equipped with a standard phone, which supports the Caller ID service.

- If a name is associated with the number in either the system speed dial bin or the Caller ID store or is received from the network the name and number will be flashed while the call is ringing.
- A caller can choose to withhold their identity. In this case, the display will show "Number Withheld" instead of the caller's number or name.
- If the number information is not available, the display will show "Number Withheld" instead of the caller's number or name.
- If more than one caller is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing telephones, the number of the next call in the queue will appear on the displays of the other ringing telephones.

- If your digital telephone set is not ringing for the call, you can examine the incoming call ID by selecting "Examine Incoming Call". The same information shown on the ringing digital telephone sets is then displayed.

Programming the System to Display Caller ID Information

If you subscribe to the Caller ID service from your telephone company, then you can program the system to display caller numbers.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down key (↘) until "Caller ID Detection" is displayed.
- Select "Caller ID Detection".
- Select the Lines that have the Caller ID service enabled. The lines you select will have a "♦" displayed beside them.

Press the speakerphone key to finish programming.

To Associate a Caller Number with a Name and Route the Call to an Extension

Up to 100 names, each a maximum of ten characters (including spaces), can be associated with caller telephone numbers. When a number with an associated name is received, the name and number are flashed on the display of ringing digital telephone sets.
Furthermore, an extension number can also be associated with a telephone number. In this case, an incoming call from that number will automatically route to and ring at only that extension.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Caller ID Programming" is displayed.
- Select "Caller ID Programming."
- Select an Index Number (001 - 100).
- Enter the caller telephone number.
- Press "Confirm".

- Enter the name to be associated with the number. Refer to page 18 for help on how to enter names.
- Press Confirm.
- Select the option "Day Mode", "Night Mode" or "Day and Night Mode".
- Select the required option of "Extension", "Group", "Auto-Attendant" or "Courtesy Service".

Note: *When selecting "Extension", only one extension can be selected. If more than one extension is required, then a group would have to be programmed with the required extensions in the group.*

Note: *To program Caller ID programming when a T1 or T1 PRI interface card is installed see page 114*

Storing and Redialing Caller Numbers (Caller ID List)

The Caller ID List automatically stores information about the last 430 unanswered calls to the system (answered calls can also be stored). The information stored is the caller telephone number, and the date and time of the call. Information is not stored for calls that are withheld or unavailable numbers. When a new record is received and the memory is full the oldest record is discarded from memory.
The Caller ID List can be allocated as one central store of data on calls ringing the incoming groups. This store alerts extension 20 (default), by means of a display prompt, that new calls have been stored. You can also program all 40 extensions to store up to 10 numbers each.

To Examine and Redial Stored Caller Numbers

- Select "Personal Caller ID List" to examine the numbers in the personal store of your digital telephone set.
- Select "System Caller ID List" to examine the system store. This can be selected from any extension
- You will see the following information:
- The name or number and time of the last three calls received are displayed
- If the call was answered, the display will show an "A" on the right-hand side of the record. If the call was not answered, the "A" will not be displayed.
- If an "R" is displayed on the right-hand side of a record, this indicates that the number has been redialed.

The date information for the displayed calls is shown for a few seconds instead of the time.
You can scroll through the stored numbers by using the Scroll Up (↖) and Scroll Down key (↘) situated below the display.
If you press the display key beside a particular record, the system automatically selects a free line and dials the displayed number. If the extension is restricted from dialing, or if there is no line available, you will hear a busy tone.

To Program the Caller ID List to Store All Calls or Unanswered Calls Only

The system Caller ID List can store either all calls or unanswered calls only.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Caller ID List" is displayed.
- Select "Caller ID List".
- Select "Store All calls" or "Store Unanswered Calls".

Press the speakerphone key to finish programming.

To Set up Extensions with an Individual Caller ID List

You can program up to 40 extensions to store ten numbers each. Each of these extensions will have a separate record of calls that ring on CO lines programmed to ring their extensions only.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Individual Caller ID Lists" is displayed.
- Select "Individual Caller ID Lists".
- Select the extensions that you wish to have an individual Caller ID List. The extensions that will have a Caller ID List will have a "♦" displayed beside them.

Press the speakerphone key to finish programming.

PAGING

You can connect a Public Address (PA) amplifier to any extension on your Inter-Tel 3000**.** Users can then make announcements over the PA. A PA answer feature allows a user to respond directly to the paging extension without having to know the extension number.
The system also allows users to make announcements over the speakers of all digital telephone sets, and to make single extension page calls to other users via the speakers of their digital telephone sets.
You can program the system to protect users' digital telephone sets against both announcements and single extension page calls.
Another feature available is a "Page All" which will page both digital telephone sets and a PA simultaneously. A PA must be installed to use this feature.

To Program an Extension for use with a Public Address Amplifier

An extension with a Public Address amplifier connected must first be programmed for use with a PA amplifier.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "PA Amplifier" is displayed.
- Select "PA Amplifier".
- Select "PA Equipped".
- Select the extension to which PA system is connected.

Press the speakerphone key to finish programming.

Note: *The extension that has been programmed as the Programming extension will not be displayed as an option on the screen.*

Note: *The extension that has been programmed as the PA extension will be indicated by "♦" next to the extension.*

To make an Announcement over a Public Address System

If there is a Public Address (PA) system connected to your Inter-Tel 3000, any extension can make an announcement over the PA system.

- From the Idle Menu, press the Scroll Down key (↘) until "Paging" is displayed.
- Select "Paging".
- Select "Public Address" and make your announcement. The announcement can last a maximum of fifteen seconds.

Note: *Do not hang up if you want the paged party to be able to respond directly to your page.*
From a standard analog phone, the code is ***720****.*

To Respond to a Page over the PA System

If you have been paged over the PA, the PA Answer feature puts you in direct contact with the paging extension, provided that the person who paged you has not replaced the handset.

- When you are paged, select "Answer Page" on the nearest digital telephone set and you will be connected to the paging extension.

From a standard analog telephone, the code is **717**.

To Make an Announcement over the Speakers of all Digital Telephone Sets

The Internal Paging feature allows any extension to make an announcement over the speakers of all digital telephone sets. Only digital telephone sets that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down key (↘) until "Paging" is displayed.
- Select "Paging".
- Select "Page All Digital Telephone Sets".
- Make your announcement.

From a standard analog phone, the code is **716**.

To Make an Announcement over the Speakers of all Digital Telephone Sets and the PA

The Page All feature allows any extension to make an announcement over the speakers of all digital telephone sets and the PA amplifier. Only digital telephone sets that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down key (↘) until "Paging" is displayed
- Select "Paging".
- Select "Page All".
- Make your announcement.

From a standard analog phone, the code is **795**.

Single Extension Page

The Single Extension Page feature allows you to call and speak over the speaker of an individual digital telephone set. If the digital telephone set is page-protected the call will fail.

- From the Idle Menu, press the Scroll Down key (↘) until "Single Extension Page" is displayed
- Select "Single Extension Page".
- Select the extension you wish to page.
- Make your announcement.

From a standard analog phone, the code is **715**.

To Answer a Single Extension Page Call at Your Extension

Press the Mute key and speak in speakerphone mode, or pick up the handset.

To Protect Digital Telephone Sets against Paging Announcements

By default, all digital telephone sets can be paged. You can page-protect each digital telephone set to prevent it from being paged from either announcements or single extension page calls.

- From the Programming extension, press the PROGRAM key
- Press the Scroll Down key (↘) until "System Programming" is displayed
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Page Protection".
- Select the extensions you wish to protect. A "♦" will be displayed beside protected extensions.

Press the speakerphone key to finish programming.

To Prevent Extensions from using the Public Address System

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Restrict Use Of PA" is displayed.
- Select "Restrict Use Of PA".
- Select the extensions you wish to prevent from using the PA system. A "♦" is displayed beside the extensions that are restricted.

Press the speakerphone key to finish programming.

MANAGER / ASSISTANT

The Manager/Assistant feature is a set of programming options used to maximize the efficiency of two people working together.
To activate the Manager/Assistant feature, it is necessary to first combine the manager and assistant extensions. When the Manager/Assistant combinations are programmed, the assistant can answer calls ringing on the manager's extension by pressing a key on which the number is programmed.
Other standard features include programming a dedicated line for the manager, so that no other extension can make or receive calls on that line. You can program the manager's extension with a key for paging, or calling the assistant's extension, and you can program the manager's extension to "Forward All Calls" to the assistant.

To Set up Manager / Assistant Combinations

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".

- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Manager / Assistant" is displayed.
- Select "Manager / Assistant".
- Select the assistant extension. When selected, the menu changes to allow you to select the manager extension(s).
- Select the manager extension(s). Manager extensions will be indicated by a "♦" alongside. (If the extension has been combined previously with an assistant the existing manager extensions will be indicated with a "♦". Selecting an extension with a "♦" will remove that extension as a manager of that assistant).

Press the speakerphone key to finish programming.

To Program a Key to Answer the Manager's Calls

With this feature set, the assistant can answer calls ringing on the manager's extension by pressing a key. The Manger / Assistant combination must be programmed for this to operate. The key will also offer the standard features available when a programmable key is programmed to ring an extension. That is, the assistant can call the manager, while the manager's extension is idle, by pressing the key. Also, the assistant can see the status of the manager's extension from the key light. It is on steadily when the extension is busy and flashing when it is ringing.

- From the assistant's telephone, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the Programmable key you want to program.
- Select "Extensions".
- Enter the manager's extension number.
- Select "Confirm".

Press the speakerphone key to finish programming.

To Dedicate a CO Line to a Manager's Extension

- From the programming extension, press the PROGRAM key**.**
- Select "System Programming".
- Enter the system programming password and select "Lines".
- Select "Outgoing Restriction".
- Select the line to be dedicated to the extension.
- The extension menu is presented. Select the extensions as necessary to leave the manager's extension the only extension with a ◊.

Press the speakerphone key to finish programming.

To Program a Key as a Single Extension Page Key to the Assistant's Extension

This programs a key on the manager's extension so that when it is pressed it calls the assistant's extension, which automatically answers the call. This allows the manager to speak over the assistant's extension speaker without the assistant answering the phone.

- From the manager's extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the Programmable key you want to program.
- Press the Scroll Down key (↘) until "Single Extension Page" is displayed.
- Select the "Single Extension Page" option.
- Select "Enter Data" and enter the assistant's extension number.
- Select "Confirm".

Press the speakerphone key to finish programming.

Note: *The assistant extension must be programmed to receive Call Waiting tones. See page 82.*

To Program a Key to Call the Assistant's Extension Directly

With this feature set, the manager can call the assistant, while the assistant's extension is idle, by pressing the key. Also, the manager can see the status of the assistant's extension from the key light. It is on steadily if the extension is busy, and flashing if it is ringing.

- From the manager's extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the key you want to program.
- Select "Extensions".
- Enter the assistant's extension number.
- Select "Confirm".

Press the speakerphone key to finish programming.

To Program a Key to forward Calls to an Assistant

When a key is programmed with this feature pressing the key activates the forwarding to the assistant.

- From the manager's extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the key you want to program.
- Press the Scroll Down key (↘) until "Forward All Calls" is displayed.
- Select "Forward All Calls".
- Select "Enter Data" and enter the assistant's extension number.
- Select "Confirm".

Press the speakerphone key to finish programming.

LEAST-COST ROUTING (LCR)

This is a relatively simple implementation of LCR. Up to 50 codes of five digits can be programmed. Each of these codes can be substituted with a code of up to 9 digits if a different carrier is to be selected for the dialled code. Alternatively the code can be used to route the call over a particular line. Two timebands can also be associated with the feature so the option to route the calls using the substitute codes or the alternative lines can be automatically activated at two different times in a 24 hour period.

To Set up Codes to allow Calls to be routed on Specific Lines or Networks

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll Down and select "LCR Codes".
- Select "LCR On" to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press "Confirm". This is the code dialed by the user.
- Enter an output code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific telephone company.
- Select the preferred or exclusive option.
- If "Exclusive" is selected, the calls can only be sent on the lines selected.
- If "Preferred" is selected, the calls will be routed on any available line, if none of the selected lines are available. In this case, the output code is not dialed.

Press the speakerphone key to finish programming.

Note: *When enabling or disabling the LCR feature, the new setting does not take immediate effect. There can be a delay of up to 1 minute for the setting to take effect.*

Note: *To program LCR Codes when a T1 or T1 PRI interface card is installed see page 112.*

Least-Cost Routing Activated Automatically at Set Times

You can program the Least-Cost Routing feature to be automatically turned on and off twice during a 24-hour period, enabling you to tailor your call charges through different service providers.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll down until "LCR Timebands" is displayed.
- Select "LCR On Times."
- You can enter two times when the LCR feature is activated.
- Select "LCR Off Times."
- You can enter two times when the LCR feature is deactivated.
- A third option, "LCR Weekend" is offered. When this is selected, the LCR service remains active from Friday night to Monday morning, all off times over the weekend are ignored.

Press the speakerphone key to finish programming.

Making a Call with LCR Activated

Place the external call as normal by selecting a line or dialing a line access code (**9, 760-769**).
The system will not select a line until sufficient digits are dialed to allow the system to select the appropriate line or substitute the appropriate digits.
You will notice that a line is not selected until the system has received sufficient digits and that if you select a line the system can choose a different one depending on the code dialed.

ACCOUNT CODES

A programming option can be set which allows codes of four digits to be associated with external calls, both incoming and outgoing, and these codes are presented on the Call Logging output. Two options are available. The first is that the entry of account codes is optional and the user can choose to enter the code or not. The second option is forced and in this case the user must enter the code before they can make an external call.

To Set up the Account Code Operation

- From the programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Account Codes" is displayed.
- Select "Account Codes".
- Select "Account Codes On".

The option "Forced Extensions" is presented. This is selected if you wish to have some extensions programmed so that they must enter an account code before dialing a number.

- Select "Forced Extensions".
- Select the extensions.

Press the speakerphone key to finish programming.

Entering Account Codes - Optional Mode

Entering the code prior to making a call

When Account Codes is programmed, the digital telephone set's idle menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code".
- Enter a four-digit code.
- A free line is presented and dial tone returned.
- Dial the external number as normal.

From a standard analog phone, the code is **791** followed by the four-digit code.

Entering the Code During a Call

When Account Codes is programmed, the digital telephone set's in-call menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code". The call is placed on hold.
- Enter a four-digit code.
- The call is automatically reconnected.

From a standard analog phone, the code is Hookflash **791** followed by the four-digit code.

Entering the Code after a Call

If a code has not been entered either prior to or during a call, the option to do so is displayed on the digital telephone set for 15 seconds after the call is completed.

- Select "Enter Account Code".
- Enter a four-digit code.

From a standard analog phone, the code is **791** followed by the four-digit code.

Note: *If the user places a second call to invoke External Consultation, External Transfer or External Conference, an account code cannot be entered for the second call.*

Entering Account Codes - Forced mode

In this mode, the extension user must enter the account code before making an external call
When account codes are programmed, the digital telephone set's idle menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code".
- Enter a four-digit code.
- A free line is presented and dial tone returned.
- Dial the external number as normal.

From a standard analog phone, the code is **791** followed by the four-digit code.

Note: *If the user attempts to select a line or make an external call in any other way, an invalid tone is returned.*

Note: *An extension in forced mode cannot make a second call to set up an External Consultation, Transfer or Conference. If they wish to make a second call while on a call, they must place the first call on System hold and then place the second call after they enter an account code for the second call.*

PBX MODE

The Inter-Tel 3000 can be set, through System Programming, to operate in either PBX or Key System mode. The switch works in Key System mode by default.
When PBX mode is selected, a number of changes are made to the operation of the system.

Line Appearances on Digital Telephone Set Keys

Line keys programmed on the phone are not associated with particular lines. When a line key is selected on a phone, the line light is lit only on the phone selecting the line.

Making External Calls when in PBX Mode

External calls can be made:

- By dialing the line access digit **9** or code (**760**-**769**) or by selecting a speed-dial or redial number: If the digital telephone set is programmed with a line key or keys, the light on the first available line key is lit.
- By selecting an available line key: If a free line is available, an external dial tone is returned and the light associated with the line key is lit. If no line is available, a busy tone is returned and the line key light is not lit. Instead, the display indicates that no line is available.

Incoming Calls in PBX Mode

Incoming calls can be programmed to ring Groups, Extensions, Auto Attendant, Courtesy Service or Phantom Mailboxes or the system voice mailbox.
This programming is the same for both PBX and Key System Modes of Operation.
When a call is presented to a digital telephone set, the phone is called and the light on the first available line key on the digital telephone set flashes at the ringing rate.
It the call is presented to an individual phone, the key associated with the first available line key on the phone flashes at the ringing rate. No line key on any other digital telephone set is lit.
If the call is presented to multiple digital telephone sets in a Ring group, the line key light is lit on all the digital telephone sets in the group with an available line key. No other line key on any other digital telephone set is lit.
If the call is presented to a digital telephone set with no available line key, the call rings the phone without lighting any line key.

Call Answered

When a call is answered, the light associated with the line key on the answering phone is lit steadily. The light associated with the call on all other digital telephone sets, if the call was presented to a group, is extinguished. An answered call lights up on the digital telephone set that answered the call.

Calls Put on Hold

If a digital telephone set puts a call on hold, the light associated with the line on the digital telephone set flashes at the Hold Rate. No other line key on any other digital telephone set is lit.
The option to "Return to Call" is given on the digital telephone set menu. The phone returns to idle.
To put a call on hold from a standard analog phone, press the Hookflash key on the phone and go back on hook. To retrieve the call on hold, lift the handset and dial the code **719**.

DO-NOT-DISTURB

If your extension is set to "Do-Not-Disturb", anyone trying to call you will receive a busy (engaged) tone. If the person trying to contact you has a digital telephone set, "Do-Not-Disturb Enabled" will appear on its

display. "Call Back" and "Reminder Call" are the only incoming ringing that will be accepted when this feature is set.

To Set Do-Not-Disturb on Your Extension

- From the Idle Menu, press the Scroll Down key (↘) until "Do-Not-Disturb" is displayed.
- Select "Do-Not-Disturb".

***Note:** "Do-Not-Disturb" is not available on extension 20 - the operator position.*

To Cancel Do-Not-Disturb on Your Extension

- From the Idle Menu, Select "Cancel Do-Not-Disturb". This option is displayed only when the feature is set.

***Note:** When "Do-Not-Disturb" is set, you will hear a broken dial tone when you lift the handset. From a standard analog phone, dial **736** to set and cancel Do-Not-Disturb. Broken dial tone is returned when Do-Not-Disturb is activated.*

ROOM MONITOR

When an extension activates "Room Monitor" and leaves the phone off hook, extensions 20 and 21 can dial the extension number and are connected to it.

- Go off hook and select "Room Monitor".
- Leave the phone off hook

Extensions 20 and 21 can call the phone and are connected directly to it.
All other extensions calling the extension are returned busy tone.

From a standard analog phone, dial **798** and remain off hook.
To cancel the facility, go on hook.

EXTENSION LOCK

This feature allows you to lock your extension to prevent unauthorized users from making external calls. You use a lock password to lock, unlock, or to make calls from a locked extension. The default lock password for all extensions is 123, but each extension can change its password. Extension lock passwords can be viewed from the programming extension.

Locked extensions cannot be used to dial emergency (911) calls. Make sure another phone is easily accessible in an emergency before you lock your phone.

To Lock Your Extension

- From the Idle Menu, press the Scroll Down key (↘) until "Extension Lock" is displayed.
- Select "Extension Lock".
- Select "Lock The Extension".
- Dial your three-digit lock password. (The default lock password is **123**).

Press the speakerphone key to finish programming.
From a standard analog phone dial **713** followed by the lock password to lock your phone.

To Unlock Your Extension

- Select "Unlock The Extension". This display option only appears when the extension is locked.
- Dial your three-digit lock password. (The default lock password is **123**).

Press the speakerphone key to finish programming.
From a standard analog phone dial **713** followed by the lock password to unlock your phone.

To Make a Call from a Locked Extension

- Dial **9** or **760 - 769** or press a line key.
- Dial your three-digit lock password. (The default lock password is 123).
- Lift the handset and press either "Send Digits" or the speakerphone key.
- A line will be selected.
- Dial the number you require.

To Change Your Extension Lock Password

- From the Idle Menu, press the Scroll Down key (↘) until "Extension Lock" is displayed.
- Select "Extension Lock".
- Select "Change The Lock Code".
- Dial the existing three-digit lock password. The default password is **123**.
- Dial your new three-digit lock password. The new lock password will not be displayed when entered.

Press the speakerphone key to finish programming.
From a standard analog phone, dial **714** followed by the current password (123 in default) and then dial the new three-digit code.

To Examine Extension Lock Passwords

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Examine Passwords".
- Select "Extension Lock Password".
- Select the extension. The lock password is briefly displayed on the top line of the display.

Press the speakerphone key to finish programming.

TONE PROTECTION

As described on page 65, extensions can present a busy extension with a call waiting tone, provided the busy extension is not protected against receiving call-waiting tones. By default, all extensions are protected against receiving Call Waiting tones, except extension 20. However, you can program extensions to receive call-waiting tones.

To Program an Extension to Receive Call Waiting Tones

- From the programming extension, select the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Tone Protect" is displayed.
- Select "Tone Protect".
- Select the extensions you wish to allow receive Call Waiting tones. A "◊" is displayed beside those extensions allowed to receive Call Waiting tones, and a "♦" is displayed beside those extensions protected against receiving Call Waiting tones. By default, all extensions will have a "♦" displayed, no extensions are presented with call waiting tone.

Press the speakerphone key to finish programming.

To Protect an Individual Call from Call Waiting Tones

If your extension can receive Call Waiting tones, you can protect each call on an individual basis from interruption.

- When you are on a call, select "Tone Protect" on the display.

From a standard analog phone, press Hookflash and dial **725** when on a call.

REMINDER CALL

This feature enables you to set your extension to ring at a given time.

To Set your Extension to give You a Reminder Call at a Given Time

- From the Idle Menu, press the Scroll Down key (↘) until "Reminder Call" is displayed
- Select "Reminder Call"
- Enter the time in the 24-hour clock format, for example, 1423 for 2.23 p.m.
- Press "Confirm".

Press the speakerphone key to finish programming.

At the programmed time, the extension will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

Note: *Reminder calls must be set daily and therefore cannot be set more than 24 hrs ahead.*

To Review and Cancel a Reminder Call

- To review a Reminder Call, select "Reminder Call" and the time set will be displayed.
- Select "Confirm" to retain the programmed time. If you wish to change the time, select "Change" and enter a new time.
- To cancel the reminder call, select "Change" followed by "Confirm".

From a standard analog phone, dial **718** followed by the time in 24 hour clock format to set a "Reminder Call". The code **718*** is dialed to cancel it. A standard analog phone cannot view the reminder call time.

SENDING A HOOKFLASH WHILE ON A CALL

A Hookflash signal can be required if you are using certain network services on standard CO lines, or if your Inter-Tel 3000 is connected to another telephone system (PBX) via one of the line interfaces. The Hookflash feature allows you to send a hold signal forward on the line to the CO or PBX. To send a hold signal, you must be on a call or have dialed at least one digit of the number you are calling.

To Send a Hookflash Signal to a CO or a PBX

- From a digital telephone set, select "Hookflash" on the display.

From a standard analog phone, the code is Hookflash **780**.

EXTENSION RESET

You can reset your extension to cancel all the following features if they have been set:

- Do-Not-Disturb.
- Call Forward.
- Call Back.
- Display Messaging.
- Reminder Call

To Reset your Digital Telephone Set

- From the Idle Menu, press the Scroll Down key (↘) until "Reset The Telephone" is displayed.
- Select "Reset the Telephone". The display shows "Extension Reset" momentarily before returning to the idle menu.

If you are using a standard analog phone, dial **739** and wait for the acknowledgment tone (internal dial tone).

SETTING THE TIME AND DATE

- From the Programming extension, press the PROGRAM key
- Press the Scroll Down key (↘) until "System Programming" is displayed
- Select "System Programming"
- Enter the System Programming Password and select "System".
- Select "Time and Date"
- Enter the correct time in 24-hour format (e.g., 2pm as 1400). The display will prompt for a date.
- If you only wish to set the time, select "Confirm" and the display will revert to the idle menu.
- Enter the date in mm/dd/yy format (e.g., December 10 2002 as 121002). When the date has been entered, the display will revert to the idle menu.

Press the speakerphone key to finish programming.

Note: *In the event of a power failure, you will need to reset the time and date.*

Note: *Changes to the system Time will only take place when any external calls in progress at that time have cleared.*

Note: *If the Caller ID feature has been presented by the network, the time, day, month will be update after 3:00 AM each day when the first outgoing call is made or the first incoming call with Caller ID information rings on the system.*

MUSIC-ON-HOLD OPTIONS

When an external call is placed on hold, you can choose between supplying music, a tone, or silence to the caller. The music source can be internal, in which case it is integrated into the system and cannot be changed, or external, in which case an external source must be connected to your system.

To Supply Music, Tone or Silence to Callers on Hold

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Music On Hold" is displayed.
- Select "Music On Hold".
- Select the option ("Internal Source", "External Source", "Tone On Hold" or "Silence") that you want. The default is "Internal Source" and the "♦" indicates the current program setting. Internal callers are always returned "Tone On Hold".
- If external source is selected, the extension menu is displayed. Select the extension that the external music-on-hold module is connected to.

Press the speakerphone key to finish programming.

HOT LINE

Extensions can be programmed so that they automatically dial a number when they go off-hook. The number dialed can be an extension or an external number.
From the programming extension, press the PROGRAM key.

- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Hot Line" is displayed.
- Select "Hot Line".
- Select the extension from the extension menu.
- Enter the number to be dialed. If you wish to dial an external number, enter **9** or another line access code, before the external telephone number, to select a line.

Press the speakerphone key to finish programming.

Note: *When a digital telephone set is programmed as a hot line, no other features can be invoked after it is programmed. As soon as you go off-hook on the digital telephone set, the number is dialed.*

Note: *A common application for the hot line feature is for a fax or modem. The extension can be set to automatically select a CO line so the fax or modem does not have to dial* ***9.***

Note: *The Hot line feature cannot be programmed on extension 20.*

ASSIGNING EXTENSION NAMES

You can assign names to extensions. When an extension receives an internal call, its display will show the calling extension name in the place of the calling extension number.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".

- Select "Name Programming".
- From the extension menu, select the extension you want to name and enter the name as described on page 18. Up to ten characters (including spaces) can be entered for each name.
- When the name is entered, select "Confirm". You will be presented with the extension menu and can continue programming other names.

Press the speakerphone key to finish programming.

CLASS-OF-SERVICE

Each extension can be programmed for a Class-of-Service. This determines the type of call the extension is allowed to dial. Four tables, which can be programmed with up to fifty codes each, are used to implement six Classes-of-Service.

1. By default, all extensions are in Class 1, that is, they have no restriction placed on them.
2. An extension placed in Class 2 is restricted from dialing the codes programmed in Table 2. (Table 2 would typically be programmed with the international access code 00).
3. An extension placed in Class 3 is restricted from dialing the codes programmed in Tables 2 and 3. (Table 3 would typically be programmed with non-local national access codes).
4. An extension placed in Class 4 is restricted to dialing internal and emergency (911) calls only.
5. An extension can be placed in Class 5 in addition to being in Class 2 or 3. In this case, the codes programmed in Table 5 are allowed.
6. An extension can be placed in Class 6 in addition to being in Class 1, 2 or 3. In this case, the codes programmed in Table 6 are restricted.

The following table shows the types of restriction for the different Classes-of-Service available:

Type of restriction	Table	Class
No restriction	-	1
Restrict codes in Table 2	Table 2	2
Restrict codes in Table 2 and 3	Table 3	3
Internal and emergency calls only	-	4
Allowed codes that can be combined with Class 2 or 3	Allowed Table	5
Restricted codes that can be combined Class 1, 2 or 3	Restricted Table	6

Note: *The emergency code 911 cannot be restricted.*

Note: *Both Classes 5 and 6 can be associated with the same extension.*

Note: *Class 5 cannot be associated with Class 4 extensions.*

To Program Class-of-Service Tables

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Class Codes" is displayed.
- Select "Class Codes".
- Select the "Table" to which you want to assign codes (Table 2, 3, Allowed Table, or Restricted Table).
- Select an "Index Number" and enter the code.
- When entering a code, an additional option is given on the display of your digital telephone set. This option is the "Any" key, which, when selected, inserts the symbol "X" into the next character of the code (number) you are entering. The symbol "X" will represent any number (1 to 0).

- Select "Confirm" when the code is entered.

Press the speakerphone key to finish programming.

To Restrict Extension Outgoing Calls During the Day

With this feature, you can assign the extensions to a Class-of -Service that will operate when the system is in "Day Service". On power-up, all extensions are in class 1.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Restriction Classes".
- Select "Day Class of Service".
- Select the class you want to assign to the extensions, (class 1 – class 6).
- Select the extensions to be entered in this class.

Press the speakerphone key to finish programming.

Note: *When an extension is selected for class 1, 2 or 3, it will be automatically removed from other classes (except class 5 and 6).*

To Restrict Extension Outgoing Calls During the Night

With this feature, you can assign the extensions to a Class-of -Service that will operate when the system is in "Night Service". On power-up, all extensions are in class 1.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Restriction Classes".
- Select "Night Class of Service".
- Select the Class you want to assign to the extensions, (Class 1 – Class 6).
- Enter the extensions to be entered in this class.

Press the speakerphone key to finish programming.

To Allow Extensions to use System Speed-Dial Numbers to Override Call Restrictions

You can wish to allow extensions to dial numbers entered in the System Speed-Dial list, which they are restricted from dialing directly. For example, these could be numbers that extensions in Classes 2, 3 or 4 cannot dial directly. Entering these numbers into the System Speed-Dial list and activating this feature on the extensions allows the restricted extensions to access these numbers.

By default, this feature is not activated on any extension.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Sys. Speed no. Override" is displayed.
- Select "Sys. Speed no. Override".
- Select the extensions on which you wish to activate the feature. Those extensions allowed to dial System Speed-Dial numbers not normally appropriate to their Class-of -Service are indicated by a "♦".

Press the speakerphone key to finish programming.

Note: *Numbers on an extension's Personal Speed-Dial list cannot override the Class-of-Service restriction of the extension.*

POWER FAILURE OPTIONS

To Provide Battery Backup

Your Inter-Tel 3000 can be equipped with an optional Battery Backup Unit (BBU). When equipped, full operation of the Inter-Tel 3000 is provided for at least one hour in the event of a power failure.

Battery Alarm

If your system is equipped with a battery, a message "Battery" is displayed on extension 20 if the system is running on the battery. If you are not aware that the normal power has failed, check that the Inter-Tel 3000 System is correctly plugged in.

To Make Outgoing Calls Following a Power Failure

- In the event of a power failure (with the system not equipped with a BBU), analog CO lines are switched automatically to standard analog telephones and calls can be made and received on these lines until the power is restored.
- The system installer will indicate the location of these phones.
- A minimum of half the equipped CO lines are connected to phones.

LIGHT-EMITTING DIODE (LED) INDICATORS

A status LED on the BBU is provided.

- GREEN indicates the unit is running from the main AC power source and the battery is charging or fully charged.
- ORANGE indicates the unit is running off the battery.
- RED indicates that the battery is discharged.
- Flashing RED indicates the battery is disconnected and the system is running from the main AC power source.

USING A DOOR PHONE

You can equip your Inter-Tel 3000 with an optional Door Phone. The Door Phone has a button which, when pressed, rings at programmed extensions, and has a microphone/speaker for communication. With a Door Phone installed in your reception area, anyone visiting your premises can call when they arrive and you can speak to them before you let them in.
Your Inter-Tel 3000 also features a Doorstrike relay output, which can be used to operate a Doorstrike mechanism, to allow you open the door from your extension. You must purchase the Doorstrike mechanism yourself and arrange for a qualified electrician to install it.

To Program a Door Phone

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Door Phone".
- Select "Door Phone Equipped".

Press the speakerphone key to finish programming.

To Program which Extensions the Door Phone will Ring

You can choose which extensions will ring upon calling from the Door Phone, for either Day or "Night Service".

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password.
- Select "Lines".
- Select "Incoming Ringing".
- Select "Door Phone".
- Select "Day", "Night", or "Day and Night".
- If the Door Phone is to ring an individual extension, select "Extension" and then the required extension. If the line is to be presented to a group, select "Group" and then the required group.

Press the speakerphone key to finish programming.

The default is that the Door Phone rings group 1 in both Day and Night Modes.

Answering a Door Phone Call

You can answer a Door Phone call if your extension is programmed to ring when someone calls at the Door Phone.

- To answer a Door Phone call, lift the handset and speak. There is no code to dial.

Note: *An extension cannot make a call to a Door Phone.*

To Open a Door Using the Doorstrike

- When your extension is ringing with a Door Phone call, and you have a Doorstrike mechanism installed, the option "Open the door" will be displayed.
- Select "Open the Door". The Doorstrike relay will operate and the call to the Door Phone will be disconnected.

From a standard analog phone, the code is Hookflash **731** if you are on a call and **731** if you are not on a call.

To Program which Extensions can Operate the Doorstrike

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming password and select "Extensions".
- Press the Scroll Down key (↘) until "Open Door Restriction" is displayed.
- Select "Open Door Restriction".
- Select which extensions are restricted from opening the door. The extensions restricted from operating the Doorstrike will be indicated with a "♦".

Press the speakerphone key to finish programming.

Note: *By default, all extensions are unable to open the door.*

CALL LOGGING

Your Inter-Tel 3000 system can be connected to a printer or PC, which will maintain a record of incoming and outgoing calls made on the system. Details are printed as the calls are completed.
A buffer is provided to store the last 500 call records. This buffer can be output to the Serial Port as required. This is selected in the System Programming.
Another option allows the last four digits of the dialed number to be masked. This is "Restricted Call Logging".
The interface to the printer or PC should be serial V24 / RS232-C and should meet the following specifications:
Speed - 4800, 9600, 19200, 38400 or 115,200 bps.
Data - 8 bits
No parity
One stop bit.
Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9
O/G	1234	10/01/99	12.00:01	00:00:30	L01	E21	E21	1234567
O/G		10/02/99	12.00:10	00:01:56	L02	E25	E25	567890
I/C	5678	10/13/99	12.01:13	00:06:32	L03	E22	E24	0123456

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Account Codes
3	Date (day/month/year)
4	Start time
5	Duration of the call
6	Line used
7	Initiating extension
8	Terminating extension
9	Digits dialed or (I/C) Caller ID numbers

To Enable / Disable Call Logging

Call Logging is disabled by default on power up. If a Call Logging Interface Module is installed, you should enable Call Logging.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Call Logging" is displayed.
- Select "Call Logging".
- Select either "Call Logging On", "Call logging off". "Restricted Call Log ON", or "Print Log".

Press the speakerphone key to finish programming.

To Prevent Calls from Individual Extensions being Logged

If Call Logging is enabled, then by default all calls from all extensions will be logged. However individual extensions can be programmed to prevent their calls from being logged.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming password and select "Extensions".
- Press the Scroll Down key (↘) until "No Call Logging" is displayed.
- Select "No Call Logging".

- Select the extensions whose calls are not to be logged. The selected extensions will be indicated with a "♦".

Press the speakerphone key to finish programming.

To Set the Call Logging Interface Speed

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Set v24 Baud Rate" is displayed.
- Select "Set v24 Baud Rate".
- Select the speed you require - 4800, 9600,19,200, 38,400 or 115,200 bps.

Press the speakerphone key to finish programming.

Note: *To connect a printer or PC for call logging, use the call logging cable provided and connect one end to the V24 interface on the Central Control Unit (CCU) and the other end to the serial device, (e.g. a PC or a printer).*

OPERATION WITH A PARENT PBX

You can connect the Inter-Tel 3000 to a parent PBX via its line interfaces.
You can program any of the 11 outgoing groups to work with a parent PBX. When programming the outgoing groups as PBX groups, PBX access digits and the number of digits in a PBX extension number are entered. The PBX access digits are the digits that must be dialed to select a CO line in the parent PBX. (You can have a maximum of two PBX access digits).
If you wish to make an external call via the parent PBX, you must select a line connected to the PBX, and dial the access digit(s) before the number. If you wish to make a call to a parent PBX extension, you must select a line connected to the PBX and dial the extension number.

Note: *The system will take the access digits into account in deciding whether the extension is restricted from making the call according to its Class-of-Service. For example, an extension prevented from making external calls will be also prevented from making external calls through the parent PBX.*

Both external numbers and PBX extension numbers can be entered into Personal and System Speed-Dial Lists. When a speed-dial number is selected for dialing, the system checks whether the number is a PBX extension by checking the number of digits against the programmed extension number length. If it is a PBX extension, the system selects a PBX group and, if a line is free dials the digits. If the selected number is an external number, the system attempts to select a CO line. If one is available, it dials the number without inserting the access digits. If a CO line is not available a free PBX line is selected and the access digits are automatically inserted.
If Redial is activated, the number is redialed on the same group on which the original call was made.

To Program PBX Access Digits

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PBX Group" is displayed.
- Select "PBX Group".
- Select which group you wish to use. You are then presented another menu with which to program the parent PBX Access digits.
    - Select "Set/Clear PBX Status" to set or clear the selected outgoing group as a PBX group. A confirmation prompt appears momentarily on the top line of the display.

- Select "Access Digits". Enter the "Access Digits" for an external line on the parent PBX and select "Confirm".
- Select "Ext. num. length". Enter the number of digits in the extension numbers on the parent PBX.

Press the speakerphone key to finish programming.

ADDITIONAL PROGRAMMING OPTIONS

SYSTEM LANGUAGE

The Text, Voice Module and Courtesy Service prompts can be programmed to be in English, French or Spanish. The default language is English.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".
- Select "Text Prompts" to change the text prompts for every digital telephone set
- Select "Courtesy Service" to change the language on the Internal Courtesy source
- Select "Voice Module" to change the Voice Mail and Auto Attendant language
- Select the language required.

Press the speakerphone key to finish programming.

Note: Each extension can change the language on their own phone. *See page 21.*

TO CHANGE THE PROGRAMMING EXTENSION

System programming can only be carried out at one digital telephone set, that is, the digital telephone set connected to the programming extension. By default, extension 20 is the programming extension. The programming extension can be changed to any other extension.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Programming Position".
- Select the extension you wish to have as the programming extension. The selected programming extension is denoted by a "♦".

Press the speakerphone key to finish programming.

TO CHANGE THE SYSTEM PROGRAMMING PASSWORD

The default System Programming Password (1111) can be changed to any four-digit number.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change Password".
- Select "System Password".
- Select "Change" and enter the four-digit number you require.
- Select "Confirm".

Press the speakerphone key to finish programming.

TO CONFIGURE UNEQUIPPED LINE INTERFACES

The system assumes that available line interfaces have CO lines connected to them. If a line interface does not have an CO line connected, ensure correct system operation by un-equipping the line interface in System Programming, as follows:

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Equipped Lines" is displayed.
- Select "Equipped Lines".
- Select the lines you wish to equip or unequip. Equipped lines are denoted by a ♦. Unequipped lines are denoted by a "◊".

Press the speakerphone key to finish programming.

Note: *To configure unequipped line interfaces when a T1 or T1 PRI interface card is installed see page 109.*

TO CONFIGURE DISCONNECTED EXTENSIONS

The system assumes that all available extension interfaces have devices connected to them. If an extension interface does not have a device connected, ensure correct system operation by disconnecting the extension interface in System Programming.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Extension Disconnect" is displayed.
- Select "Extension Disconnect".
- Select the extensions you wish to connect or disconnect. Disconnected extensions are denoted by a "♦".

Press the speakerphone key to finish programming.

Note: *When a digital telephone set is connected to an extension interface that is programmed as disconnected, the digital telephone set display can appear as if the digital telephone set is connected. However, when the handset is lifted, a busy tone is heard and no options will be displayed.*

TO EXAMINE SYSTEM PASSWORDS

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Examine Passwords" is displayed.
- Select "Examine Passwords".
- Select either "Extension Lock Password", or "Voice Mail Password", or "System Voice Box".
    - If you selected "Extension Lock Password", the extension menu will appear. Select an extension and its extension lock password will appear on the display.
    - If you selected "Voice Mail Password", the extension menu will appear. Select an extension and its voice mail Password will appear on the display.
    - If you selected "System Voice Box", the System voice mailbox Password appears on the display.

Press the speakerphone key to finish programming.

TO CONFIGURE LINE KEY LIGHTS

When a call is placed on System Hold, you can decide if the associated line key light is to flash or remain steady on all other digital telephone sets. The default setting is that the light flashes.

- From the Programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Line Key Light" is displayed.
- Select "Line Key Light".
- Choose either "Light Flashing On Hold" or "Light Steady On Hold".

Press the speakerphone key to finish programming.

TO PROHIBIT TRUNK-TO-TRUNK CALLS ON AN EXTENSION

You can prohibit individual extensions from activating External Forward, External Transfer and External Conference. (These features set up so-called trunk-to-trunk calls).

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "External Diversion" is displayed and select.
- Select "No Trunk-To-Trunk Calls".
- Select the extensions to be denied this feature. Those extensions denied the feature are indicated by a "♦".

Press the speakerphone key to finish programming.

TO MOVE A FAULTY EXTENSION

If an extension interface becomes faulty, you can swap its extension programming to a different extension. Calls for the faulty extension will be routed to the new extension.

- From the Programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming password and select "Extensions".
- Press the Scroll Down key (↘) until "Port Swapping" is displayed.
- Select "Port Swapping".
- Select the faulty extension from the extension list.
- Select the new extension from the extension list.

Press the speakerphone key to finish programming.

TO CHANGE RINGING FROM 50 TO 20 HZ

This option allows the ringing frequency to be changed from the default 50 Hz to 20 Hz on individual extensions.

- From the Programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "20 Hz Ringing" is displayed.
- Select "20 Hz Ringing".
- Select the extensions required to ring at 20 Hz.

Press the speakerphone key to finish programming.
The default is that all extensions are set for 50 Hz ringing.

REVERSE CADENCE

The external and internal ringing cadences can be interchanged on an extension-by-extension basis.

- From the Programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Reverse Cadence" is displayed
- Select "Reverse Cadence".
- Select the extensions that require the cadences changed.

Press the speakerphone key to finish programming.

By default the reverse cadence is "On", indicated by "♦".

KEYPAD CONFIRMATION

The digital telephone sets provide confidence tones while digits are being dialed, this can be disabled on an extension-by-extension basis.

- From the Programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming password and select "Extensions".
- Press the Scroll Down key (↘) until "Keypad Confirmation" is displayed.
- Select "Keypad Confirmation".
- Select the extensions that do not want confirmation tones.

Press the speakerphone key to finish programming.

FLEXIBLE NUMBERING

The extensions numbers, line access digits, and first digit of the feature codes can be changed. This allows systems with Direct Inward Dialing (DID) numbers to have their extension number reflect the DID number. When you change the numbering, the extension numbers must be changed to 3 or 4 digit numbers. If you want to return to the 2 digit scheme you must reset the switch to the default factory settings. See page 103.

- From the Programming extension, press the PROGRAM key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down key (↘) until "Flexible Numbering" is displayed.
- Enter the number length from three or four digits.
- Enter the first extension number (that extension 20 is to be changed to).
- Press "Confirm".

Press the speakerphone key to finish programming.
The system will automatically allocate the remaining numbers.
If the range selected conflicts with the current programming, the system will automatically set a range that does not have a conflict. The option to manually adjust the numbering can then be selected, the conflicting numbers reprogrammed and the range can then be reset to the required numbers.
Once the numbers have been automatically reallocated, it is also possible to manually adjust the numbers for the following: extension numbers, Misc. extensions, line access, Operator code, Feature code, Speed Dial.
Once the above procedure is completed

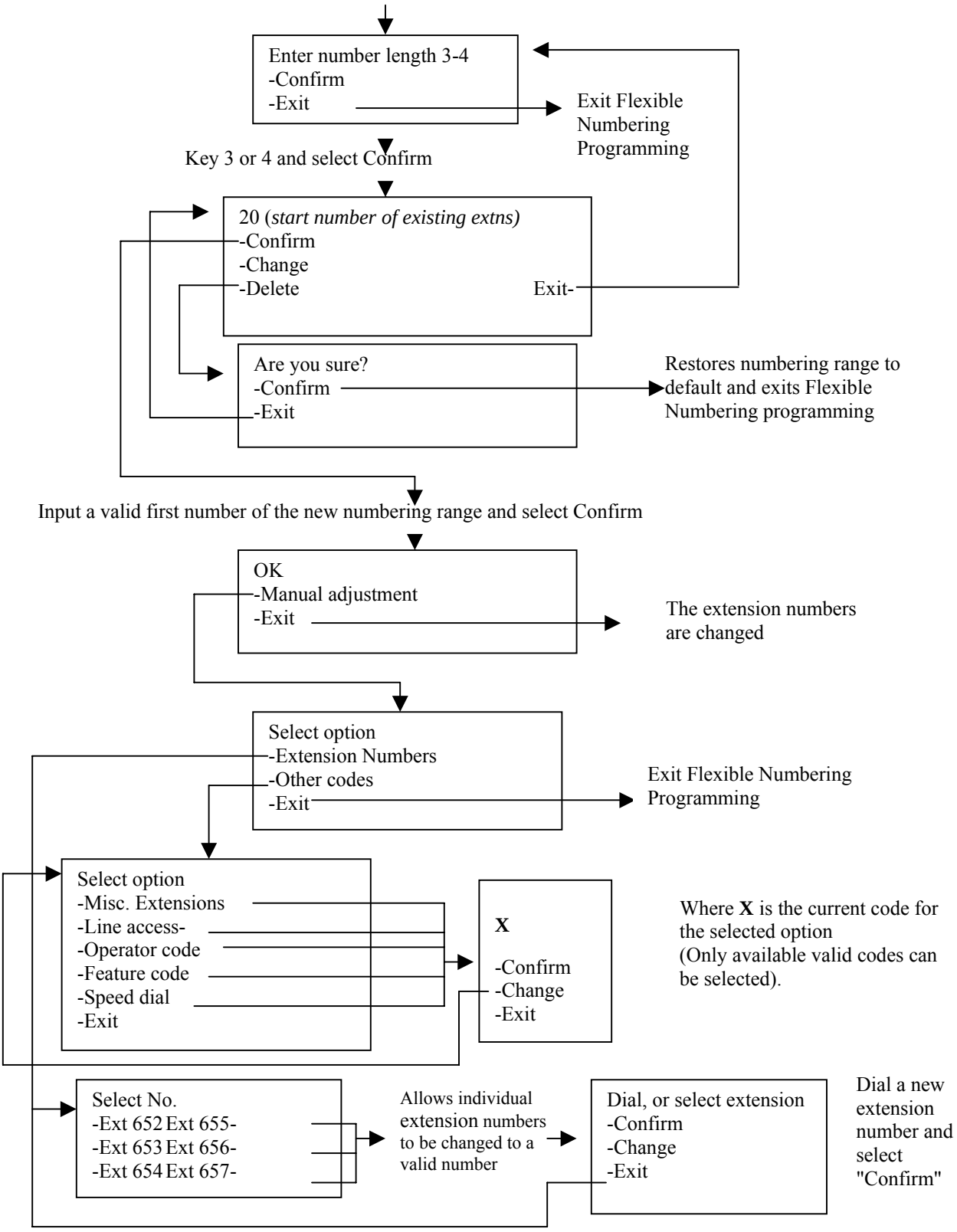
- Select "Manual Adjustment".
- Select either "Extension Numbers" or "Other Codes".
- If "Extension Numbers" is selected, select the required extension and change the number.
- If "Other Codes" is selected, select one of the options: Misc. extensions, line access, Operator code, feature code, Speed Dial.
- The current number is displayed for 2 seconds.
- Enter the new number required.
- Press confirm.
- If there is a conflict "Invalid" is displayed and another number must be entered.
- Repeat this procedure for all required options.

Press the speakerphone key to finish programming.

Note: *The "Misc. Extensions" option covers "Group Numbers" and "Phantom Mailbox Numbers".*

General Rules for Flexible Numbering:

If you select "Confirm" without making an entry, the top line of the display changes to ---- to allow the entry to be made.
If you make an invalid entry "Invalid" shows on the top line of the display.



LOCAL CODES

The Caller ID number presented from the network is the 10 digit national number. It does not include the 1 that is required for toll calls. The system must be able to distinguish between local and toll numbers. This is achieved by entering the local codes under system programming. When a number is received, the three-digit area code is compared to the codes entered in the Local Codes table. If the digits do not match, the digit 1 is added as the toll access digit and the number, including the leading 1, is stored in the Caller ID store. A table of 40 three-digit codes is provided.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Local Codes" is displayed.
- Select "Local Codes".
- Enter the index number required.
- Enter the three-digit code.
- Press "Confirm".

Press the speakerphone key to finish programming.

To Configure CO Lines

There are various options to configure the analog line interfaces on your system. It is recommended that these settings should only be altered from the original settings if there has been a change in the network connection.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Select the desired option as detailed in the table below. The options are either explained in the following pages or in the referenced pages.

Press the speakerphone key to finish programming.

PSTN Programming Option	Default setting	Alternate setting
Tone Dialing	Tone dialing is set	Pulse dialing is set
Loop Calling	Loop calling is not set	Loop calling is set
Caller ID Detection	Caller ID is not set	Caller ID is set
Dialtone Detect	On	Off
Long CO line	On	Off

While this system is designed to be reasonably secure against CO trunk misuse by outside callers, there is no implied warranty that it is invulnerable to unauthorized intrusions and toll fraud.

If the central office does not provide supervision it will not disconnect the call when one party hangs up; it is possible for a caller to remain connected to a CO trunk circuit. If this happens, and the caller begins dialing, the call could be placed through the Inter-Tel 3000 System and would then be billed to the system's owner. The system cannot check this type of call for toll restriction and can not register the call in the call log. This problem could arise when a call is connected to an extension, when a call is in an unsupervised trunk-to-trunk call, or when a call is forwarded or transferred to the public network.

To Program Loop Calling on System Lines

This feature is used when specialized lines without dial tone are connected to the switch. These can be tie lines or lines with external ring down equipment. When a line is programmed for loop calling the dialled digits are not shown on the display.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Select "Loop Calling"

A menu showing the CO lines will be presented. The lines using Loop Calling are indicated by a "♦". Those using the standard singling are indicated by a "◊". Select the lines as required.
Press the speakerphone key to finish programming.

Note: *Last number Redial, Call Restriction, Saved Numbers, System and Personal Speed-Dial will not work on the lines allocated as Loop Calling.*

Programming Caller ID Detection

On standard CO lines on the Inter-Tel 3000, the "Caller ID Detection" option is programmed. The system can then detect when Caller ID information is being sent from the network and display the number.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down key (↘) until "Caller ID Detection" is displayed.

Select "Caller ID Detection" The lines with "Caller ID Detection" programmed are indicated with a "♦".
Press the speakerphone key to finish programming.

Note: *For this feature to operate Caller ID needs to be enabled by your telephone company.*

Programming Tone Dialing

On standard CO lines on Inter-Tel 3000, the Tone dialing option is programmed. If you program me Tone dialing off then Pulse dialing is set.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down key (↘) until "Tone Dialing" is displayed.
- Select "Tone Dialing".

The lines with Tone Dialing programmed are indicated with a "♦".
Press the speakerphone key to finish programming.

Programming Dial Tone Detection

When a CO line is selected to make a call the system detects the dial tone on the line before it sends the digits. You can change this operation so that dial tone detection is turned off and the system will send digits to line as they are dialed. When dialtone detection is set on, and no dial tone is present on the line, the display will show "Line disconnected" if an attempt is made to select the line.

If dial tone detection is turned off the line will be connected and digits dialled whether dial tone is present or not.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down key (↘) until "Disable Dialtone Detect" is displayed.
- Select "Dialtone Detection" The lines with "Dialtone Detection" programmed are indicated with a "♦".

Press the speakerphone key to finish programming.

Programming Long CO Line

This programming option allows the line impedance on the switch CO circuit to be adjusted. The Long CO line is the normal setting for standard business lines connected to the system. The alternative setting should be chosen in cases where the line impedance is resistive impedance. This is likely to be the case if the Lines being used are extension circuits off a parent PABX or an analog port on an ISDN T/A.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down key (↘) until "Long CO Line" is displayed.

The Lines with Long CO line programmed are indicated with a "♦".
Press the speakerphone key to finish programming.

Enhanced Emergency Service E911

In some states it is a requirement that the extension that dialed an emergency number is identified to the Emergency Services. This is achieved by setting the E 911 service on for the system.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "911& extension number" is displayed.
- Select the "On" option.

Press the speakerphone key to finish programming.

Programming System Timers

You can set various timers from the programming extension to suit your requirements.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Timers" is displayed.
- Select "Timers".
- Select the required timer to be changed and enter the duration.
- Confirm the new time.
- Press the speakerphone key to finish programming.

Timers	Range	Default setting
Recall on hold	001 - 1800	90 seconds
Recall on transfer	001 - 300	30 seconds
Forward on no answer	01 - 30	11 seconds
Courtesy delay	01 - 30	30 seconds
Open the door	01 - 30	5 seconds
Door Phone ring duration	01 - 30	30 seconds
Call park	001 - 300	180 seconds
Ringback time duration	01 - 30	30 seconds
Auto-Attendant Day	04- 30	4 seconds (Immediate answer)
Auto Attendant Night	04-30	4 seconds (Immediate answer)
System VM Box delay	01 - 300	10 seconds
Programmable message length	30 - 300	60 seconds
AA Dial Time	01 - 05	2 seconds
Hunt Timer	001-300	15 seconds
Notification Delay	0060-1800	900 seconds
Notification Interval	060-900	300 seconds

Glossary of Timers

Recall on hold

This is the time that elapses before a call, which has been placed on hold, rings back the extension that put the call on hold.

Recall on transfer

This is the time that elapses before a call, which has been transferred and not answered, rings back the extension that attempted the transfer.

Forward on no answer

This is the time that elapses before a call ringing at an extension, with "Forward On No Answer" set, is forwarded.

Courtesy delay

This is the time that elapses before an unanswered incoming call is presented the courtesy message.

Open the door

This is the time that the Doorstrike relay will remain open following activation.

Door Phone ring duration

This is the time that extensions will ring when the Door Phone is pressed.

Call Park

This is the time that elapses before a call placed on "Call Park" rings back the parked call extension.

Ringback time duration

This is the time an extension will ring when Ringback has been invoked.

Auto Attendant Day
The time a call to the auto attendant, when the system is in day mode, will ring before the auto attendant answers the call.

System Voice mailbox delay
The time a call to the auto attendant, when the system is in night mode, will ring before the auto attendant answers the call.

System Voice mailbox delay
This is the time that elapses before an unanswered incoming call is presented with the System voice mailbox greeting.

Programmable message length
This is the maximum length of a message left in a Mailbox or a Greeting for a Mailbox, Auto Attendant or Courtesy service.

AA Dial Time
The delay allowed for a second digit to be dialed when connected to the Auto Attendant. If a second digit is not dialed before this timer expires then the call is presented to a ring group.

Hunt Timer
The time a calls rings an extension in a hunt group before it is diverted to the next extension in the group.

Notification Delay
This is the time interval between receiving a message in a mailbox and making the first remote notification call.

Notification Interval
When a remote notification call is not successfully completed this is the interval the system waits before making the next remote notification call

To Reset the System
There are two system reset options available – a warm and a cold reset.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down key (↘) until "Reset Options" is displayed.
- Select "Reset!" or "Reset To Default!".

CAUTION: These are complete system resets, not individual extension resets.
Selecting "Reset!" (warm reset) will reset the system and cut off all established calls.
Selecting "Reset To Default!" (cold reset) will reset the system, cut off all established calls and remove all programming from the system.

T1 / PRI INTERFACE

The system can be equipped with a T1 card to provide up to 24 T1 Robbed Bit Signaling (RBS) channels or 23 Primary Rate ISDN (PRI) channels. The programming and set up options available on the T1 / PRI interface are described below.

T1 (RBS) OR PRI (ISDN)

When a T1 card is installed it is automatically set as a T1 interface with 24 E&M wink start channels. It can be changed to PRI ISDN.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select the required option.
- The default is that T1 (RBS) is set. A solid diamond indicates the option selected.

T1 (RBS) Channel programming

If T1 (RBS) is selected the default settings are as follows: -
Framing is set as D4 Superframe.
Coding is set as AMI.
Line Build-Out is set at -7.5dB.
The Line Type is E&M with no Service Types and Wink Start.
The received digits is set at 2.
The Line gain is set at -3dB.
Dialing is set at DTMF.

Each of these settings can be changed as required.

Programming the type of Framing on the T1

There are two different types of Framing provided by the carrier that are programmable on the T1 interface. They are D4 Superframe or Extended Superframe.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until " T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS)
- Select "Framing".
- Two options are presented "D4 Superframe" or "Extended Superframe".
- Select the required option.
- The default setting is D 4 Superframe. A solid diamond indicates the option selected.

Programming the type of Coding on the T1

There are two different types of coding programmable on the T1 interface. They are either AMI or B8ZS.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.

- Select T1 (RBS).
- Select "Coding".
- Two options are presented "AMI" or "B8ZS".
- Select the required option.

The default setting is AMI. A solid diamond indicates the option selected.

Programming the Line Build-Out on the T1

The Line Build out can be set at 0dB, -7.5dB, -15dB or -22dB.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until " T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Line Build-Out".
- Select the required option.

The default is -7.5 dB.

Programming the Line Types on the T1

The Line Type can be set as E&M (default), DID, Loop Start or Ground Start.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Line Type".
- Select the required option.

The default is that all lines are set as E&M.

Programming the Service Types

Once the line type is selected the Service Types relevant to the particular type of line is presented.

For E&M Line Type the following Service Types are available: -
None - No Service Type is set.
ANI
DNIS
ANI
DNIS
*ANI*DNIS*

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS)
- Select "Line Type".
- Select "E&M" line type.
- Select one of the options listed above.

The default setting is "None"; A solid diamond indicates current selection.

For DID Line Types the following options are available: -
None - No Service Type is set.
ANI
DNIS
ANI

DNIS
*ANI*DNIS*

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Line Type".
- Select "DID" line type.
- Select one of the options listed above.

The default setting is "None",
For Loop Start Line types the following options are available: -
None - No Service Type is set.
Caller ID.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Line Type"
- Select "Loop Start" line type.
- Select one of the options listed above.

The default is that no service type is set.
If Ground Start is selected no additional menu is presented. There are no services available on Ground Start lines.

Programming the Start Types

When E&M Service Type is selected four Start Types are available.
Immediate.
Wink.
Delay Dial.
Dial Tone.

- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "E&M".
- Select the service type.
- The list of Start Types is presented.
- Select the required Start Type.

The default is Wink Start.

When DID Service Type is selected three Start Types are available.
Immediate.
Wink.
Dial Tone.

- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "DID".
- Select service type.
- Select one of the options from the above list.

The default is Wink Start

Programming Received Digits on the T1

If Received digits is selected the display updates to show the equipped T1 lines.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Received Digits".
- The menu displays all the equipped lines.
- Select the required line.
- When a line is selected the display shows the current setting for 2 seconds.
- After the 2 seconds the programming range is shown on the top line of the display.

Up to 32 digits can be received between ANI and DNIS. The default setting is 2 digits.

Programming the Line Gain on the T1

If Line Gain is selected the menu updates to show the T1 lines.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "Line Gain".
- The menu displays all the equipped lines.
- Select the required line.
- The menu updates to show the options available.
- Select either "Low", "Medium" or "High". A solid diamond indicates the current setting.

The default is that all lines are set to high -3dB.

Note: *Low is the recommended receive setting as specified in EIA 464C. Medium is the recommended value in EIA 464B.*

Programming DTMF/Pulse Dialing on the T1

Either DTMF of Pulse Dialing can be selected for the T1 channels.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select T1 (RBS).
- Select "DTMF/Pulse Dialing".
- The menu displays the two options, "DTMF Dialing" or "Pulse Dialing".
- Select "DTMF Dialing" option.
- The menu updates to show all the equipped lines.
- Select the lines to set as DTMF Dialing.
- When Pulse Dialing is selected the menu updates to show all equipped lines.
- Select the lines to be set as "Pulse Dialing".

In default all lines are set to DTMF dialing.

T1 PRI Channel Programming

If T1 PRI is programmed the default settings are as follows: -
The ISDN Signalling Protocol (Q931) is set to National ISDN 2.
The Line Build Out is set to -7.5 dB.
The Line Gain is set to High at -3dB.

Programming the ISDN Signalling Protocol (Q931) on the T1 PRI

Two ISDN signalling protocols are supported, National ISDN 2 and AT&T 5ESS.

EXCHANGE EQUIPMENT (TELCO) TRANSLATION PROTOCOL	INTER-TEL 3000 ISDN SWITCH TYPE
AT&T 5ESS (AT&T Custom)	AT&T 5ESS (Custom)
AT&T 4ESS (AT&T Custom)	AT&T 5ESS (Custom)
NORTEL CUSTOM (DMS Exchanges) Note 1	NATIONAL ISDN 2
NATIONAL ISDN 1 (DMS Exchanges) Note 1	NATIONAL ISDN 2
NATIONAL ISDN 2	NATIONAL ISDN 2

Note: *The DMS Exchange equipment or DMS Central Office (ONLY) must have the L1 flag under the trunk sub group programmed to YES to avoid issues.*

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select the "PRI (ISDN) " option.
- Select the "Protocol (Q931) " option.
- When Protocol (Q931) is selected the menu updates to show the two options "National ISDN 2" or "AT&T 5ESS".
- Select the required option.

Programming the Line Build-Out for PRI

The Line Build-Out can be set at 0dB, -7.5dB, -15dB or -22dB.

- From the programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select the "PRI (ISDN) " option.
- Select the "Line Build Out" option.
- Select the required option from the display.

The default setting is -7.5 dB.

Note: *This option is presented for both the T1 (RBS) and the PRI programming.*

Programming the Line Gain for PRI

- From the programming extension, press the PROGRAM key
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "T1 (RBS) or PRI (ISDN)" is displayed.
- Select the "PRI (ISDN) option.
- Select the "Line Gain" option.
- The menu updates to show the available options.
- Select either "Low", "Medium" or "High". A solid diamond indicates the current setting.

The default setting is High -3dB.

Note: *Low is the recommended receive setting as specified in EIA 464C. Medium is the recommended value in EIA 464B.*

LINE PROGRAMMING CHANGES WHEN A T1 MODULE IS EQUIPPED

When a T1 module is equipped the following "Line Programming" options are modified. The change is dependent on whether the interface is programmed as a T1 or Primary Rate ISDN interface.

EQUIPPED LINES

Equipped Lines programming when Trunk Type T1 is programmed

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Equipped Lines" option.
- Lines 1- 24 are the T1 lines. These are always presented when a T1 module is installed and the Trunk type is set as T1.
- If one CO line module is installed then lines 25 and 26 are shown.
- If two CO line modules are installed then lines 25 - 28 are shown.
- The lines with a solid diamond are available; those with an open diamond are not equipped.

In default all 24 T1 lines are programmed as equipped.
The line numbers correspond to the T1 channels.

Equipped Lines programming when Trunk Type ISDN is programmed

The number of ISDN B-channels available is set in the Equipped Line Programming. In this case lines 1-23 are the B-channels and Lines 24-27 are any CO lines installed.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Equipped Lines" option.
- The menu updates to show lines 1 - 23.
- In the case of ISDN PRI there is no direct correlation between the line number and any particular B-Channel.
- This programming option is used to determine the number of B-channels available to the switch.
- Select the number of lines corresponding to the number of B channels available.

If a line is programmed as unequipped, busy tone and the message "Not Equipped" is presented on the display when a key programmed with the line is selected.

INCOMING RINGING / AUTO ATTENDANT / COURTESY SERVICE

If the interface is programmed as Trunk Type T1 then each programmed T1 line is treated as a separate line and the lines are presented as Line 1 - Line 24. If CO Lines are equipped then they are numbered from Line 25 - 28.

Each T1 line can be programmed to ring a different group or extension. They can be individually programmed to be answered by Auto Attendant or the Courtesy Service in the normal manner.

If the interface is programmed as T1 PRI and no CO lines are installed then the Incoming Ringing is programmed as follows: -

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing" option.
- The menu updates to show only the "PRI" option.
- Select "PRI".
- Select "Day", "Night", or "Day and Night".
- If the line is to ring an individual extension, select "Extension" and then the required extension. If the line is to be presented to a group, select "Group" and then the required group.
- Auto Attendant or Courtesy Service can also be associated with the call.

The default is that all lines ring group 1 in both day and night modes.

If the switch is equipped with a T1 PRI and some CO lines then "Incoming Ringing" is programmed as follows: -

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing" option.
- The menu updates to show only the "PRI" option
- Select either "'PRI" or Line 24 - Line 27
- Continue the programming as described above

In the case of T1 PRI the B-channels cannot be separated so the full PRI is programmed to ring an extension or group. It can also be programmed for Courtesy or Auto Attendant service.

Note: *Lines 24 - 27 are the CO lines. Only those equipped are displayed.*
No D-Channel backup is provided for the PRI Line.

OUTGOING RESTRICTION

Switch equipped with a PRI interface

If the switch is programmed with a PRI interface only this option is not presented on the Line programming Menu.

If the switch is equipped with CO Lines "Outgoing restriction" is programmed as follows:

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Restriction" is displayed.
- Select "Outgoing Restriction" option.
- The menu updates to show only the CO lines equipped (Line 24 - Line 27)
- Select the required line.
- The extension menu is displayed.
- Select the extensions to be restricted from selecting the line for outgoing calls.
- In default no restriction applies.

Switch equipped with a T1 interface

The menu showing the T1 lines programmed as available, in the "Equipped Lines" programming. If CO Lines are provided these are shown as lines 25-28 depending on the number equipped. "Outgoing Restriction" is programmed as follows: -

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Restriction" is displayed.
- Select "Outgoing Restriction" option.
- The menu updates to show all T1 lines (Line 1 - Line 24) and the CO lines equipped (Line 25 - Line 28)
- Select the required line.
- The extension menu is displayed.
- Select the extensions to be restricted from selecting the line for outgoing calls.
- In default no restriction applies.

INCOMING CALLS ONLY WHEN T1 IS PROGRAMMED

If the T1 lines are programmed as E&M, Loop Start or Ground Start then all the lines are shown when "Incoming Calls Only" is selected.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Incoming Calls Only" is displayed.
- Select "Incoming Calls Only" option.
- The menu updates to show all relevant T1 lines.
- Select the required lines to be reserved for incoming calls only.
- In default no lines are programmed.

Note: *If any T1 lines are programmed as DID they are available as incoming only lines and are not presented on the display. They cannot be programmed to accept outgoing calls.*

INCOMING CALLS ONLY WHEN PRI IS PROGRAMMED

When Incoming only is selected when the switch is equipped with a PRI the display updates showing the B-Channels and CO lines.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Incoming Calls Only" is displayed.
- Select "Incoming Calls Only" option.
- The menu updates to show all B channels and the back up CO lines
- Select the required lines to be reserved for incoming calls only.
- In default no lines are programmed.

Note: *If 23 B-Channels are available and 10 lines are selected then a total of 13 B-Channels are available to extensions to select for outgoing calls.*

If a user selects a Line key of a line that is set as Incoming only, busy tone is returned and the message 'Restricted' is shown on the display.

OUTGOING GROUPS

Outgoing groups programming when T1 is programmed

Individual T1 channels can be programmed into the different line groups.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Groups" is displayed.
- Select "Outgoing Groups" option.
- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, **9** or **760 - 769.**
- Select the lines to be in the group.
- The menu updates to show all T1 and the back up CO lines equipped. The lines in the group are indicated by a "♦".
- Select the lines that are in the selected group. Lines 1-24 are the T1 lines programmed as equipped in the Equipped Lines Programming and Lines 25-28 are the CO lines.

In default all lines, T1 and backup are in group 1 selected by dialing 9.

Outgoing Groups when PRI is programmed

In this case all available B-Channels must be programmed into the same line group.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "Outgoing Groups" is displayed.
- Select "Outgoing Groups" option.
- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, **9** or **760 - 769.**
- Select either the 'PRI' or the back up CO lines (Line 24 - Line 27).
- If PRI is selected all the available B-channels are placed in the selected group.

In default the PRI and CO Lines are all in Group 1, selected by dialing 9.

LCR CODES

Selecting Lines when T1 is programmed

When the option to select lines is presented the menu is updated to show all the equipped lines.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll Down and select "LCR Codes".
- Select "LCR On" to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press "Confirm". This is the code dialed by the user.
- Enter an output code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific telephone company.
- Select the preferred or exclusive option.
- If "Exclusive" is selected, the calls can only be sent on the lines selected.

- If "Preferred" is selected, the calls will be routed on any available line, if none of the selected lines are available. In this case, the output code is not dialed.

Press the speakerphone key to finish programming.

Note: *Lines 1, 2 etc. are the T1 lines programmed as equipped in the Equipped Lines Programming, Lines 25-28 are any CO lines equipped.*

Selecting lines when PRI is programmed

When the option to select lines is presented the menu is updated to the 'PRI' access and the back up CO lines equipped. LCR Codes are programmed as follows:

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll Down and select "LCR Codes".
- Select "LCR On" to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press "Confirm". This is the code dialed by the user.
- Enter an output code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific telephone company.
- Select the preferred or exclusive option.
- If "Exclusive" is selected, the calls can only be sent on the lines selected.
- If "Preferred" is selected, the calls will be routed on any available line, if none of the selected lines are available. In this case, the output code is not dialed.

Press the speakerphone key to finish programming.

Note: *If PRI is selected the LCR programming applies to all B-channels available. Lines 24-26 are the CO lines if equipped.*

SYSTEM VOICE MAILBOX PROGRAMMING

System Voice Mailbox Programming when T1 is programmed

System voice mailbox is programmed as follows:

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "System Voice Box" is displayed.
- Select "System Voice Box".
- Select the lines to be answered by the System Voice mailbox. The lines that will be answered are indicated by a "♦".

Press the speakerphone key to finish programming.

Note: *Lines 1,2 etc. are the T1 lines programmed as equipped in the Equipped Lines Programming, Lines 25 - 28 are CO lines.*

System Voice Mailbox Programming when a PRI is programmed

System voice mailbox is programmed as follows:

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".

- Press the Scroll Down key (↘) until "System Voice Box" is displayed.
- Select "System Voice Box".
- Select the lines to be answered by the System Voice mailbox. The lines that will be answered are indicated by a "♦".

Press the speakerphone key to finish programming.

Note: *If PRI is selected all the available B-channels are answered by the System Voice Mailbox. Lines 24 - 26 are the CO Lines.*

ANALOG CO LINES

A single T1 interface providing 24 lines on T1 or 23 lines on T1 PRI can be equipped. However two additional Line modules can be equipped providing for up to four analogue lines which can also be used. The maximum number of line interfaces that can be provided is 28 on T1 (24 lines and 4 CO lines) and 27 on T1 PRI (23 B channels and 4 CO lines)
The line modules are installed in the two network card slots on the CCU.

CALL ROUTING FACILITIES ON T1 AND T1 PRI

Calls can be routed to extensions or groups based on the Calling number (CLID or ANI) or the called number (DID or DNIS).
Two programmable tables are provided. The CID/ANI Table (Calling Number) and the DID/DNIS Table (Called Number).
The CID / ANI table provides 200 entries and the DID/DNIS table provides 100 entries.

Note: The CID/ANI table is the current 'CID Programming' option with the number of entries increased from 100 to 200.

In both these tables the number can be associated with a name. The routing of a call is also programmed. The call can be routed to a group or an extension. Courtesy service or Auto Attendant can also be selected.

CALLING NUMBER ROUTING

Calls can be routed to extensions or groups based on CLI or ANI information received from the network. If the number received matches an entry in the CID/ANI Table (200 entries) the call is routed to the programmed extension or group. If the received number does not match an entry in the list, the call is presented to the group or extension programmed for the T1 line, or the PRI interface, in the Incoming Ringing programming. This is Group 1 in default.
If a name is associated with the number in the CID/ANI Table the name is presented to the extension or extensions programmed to ring.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "CID / ANI Table" is displayed.
- Select "CID / ANI Table".
- Select an Index Number (001 - 200).
- Enter the caller telephone number.
- Press "Confirm".
- Enter the name to be associated with the number.
- Press Confirm.
- Select the option "Day Mode", "Night Mode" or "Day and Night Mode".
- Select the required option of "Extension", "Group", "Auto-Attendant" or "Courtesy Service".

Note: *When selecting "Extension", only one extension can be selected. If more than one extension is required, then a group would have to be programmed with the required extensions in the group.*

CALLED NUMBER ROUTING

If the DID or DNIS service is provided the calls can be routed to extensions or groups based on the called number received. A table of 100 entries is provided in the DID/DNIS Table programming option. Each entry can be programmed to ring a group or extension. Courtesy Service or Auto Attendant can also be programmed for each number. If the received number does not match an entry in the list the call is presented to the group or extension programmed for the T1 line, or the PRI interface, in the Incoming Ringing programming. This is Group 1 in default.

- From the programming extension, press the PROGRAM key**.**
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down key (↘) until "DID / DNIS Table" is displayed.
- Select "DID / DNIS Table".
- Select an Index Number (001 - 100).
- Enter the caller telephone number.
- Press "Confirm".
- Enter the name to be associated with the number.
- Press Confirm.
- Select the option "Day Mode", "Night Mode" or "Day and Night Mode".
- Select the required option of "Extension", "Group", "Auto-Attendant" or "Courtesy Service".

Note: *When selecting "Extension", only one extension can be selected. If more than one extension is required, then a group would have to be programmed with the required extensions in the group.*

CALLING NUMBER / CALLED NUMBER ROUTING

If both Calling number and Called number services are available, and there are entries in both the CID/ANI and DID/DNIS tables, then the default is that calls are routed based on the calling number if a match is made in the CLI table. If no match is made in the CID/ANI table then the DID/DNIS table is checked. If a match is made in the Called number table then the call is routed based on the Called number. If no match is made in either table the call is presented to the group or extension programmed for the T1 line or the T1 PRI Interface in the incoming ringing programming. This is Group 1 in default.

A programming option is provided to allow calls to be routed on the called number first and if no entry is found then to check the calling number table.

DISPLAY OF CALLING / CALLED NUMBERS

The Calling number, if available via ANI or Caller ID, is presented on all incoming calls. If a name is associated with the number in the CID/ANI table the name is used. If there is no name in the CID/ANI table and a name is associated with the number in the system speed dial list then this name is presented. If no name is associated with the number in either the CID/ANI table or the system speed dial list, and a name is provided from the network, then the name provided by the network is displayed.
If no caller information is available the display shows Line x where x is the number of the line the call is received on.

Note: *ANI on CAS does not provide a name. ANI / CPNIE with ISDN does provide a name.*

Note: *With ISDN if the Caller Number field is provided then it can be displayed regardless of the presentation flag. TR-11087 provides this information.*

TELESECRETARY SERVICE

A new programming option 'Telesecretary Service' is provided in the extension programming menu and is programmed as follows:

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extension".
- Press the Scroll Down key (↘) until "Telesecretary Service'" is displayed.
- Select "Telesecretary Service'" option.
- When Telesecretary is selected the option to turn it on and off is presented.
- Select the 'Telesecretary On' option.

When Telesecretary is set on the display states 'Call for xxxxxx' where xxxx is the received DID / DNIS number. If the called number has an associated name in the DID/DNIS table, the name is displayed instead of the number.

Note: *This feature does not apply to analog caller ID phones. These phones will be presented with the caller ID information only.*

PRESENTATION OF LINES ON THE SYSTEMPHONES

PROGRAMMED SYSTEMPHONE KEYS IN KEY SYSTEM MODE

The systemphone keys are programmed with Lines 1-8 in the case of the eight key set and Lines 1-16 in the case of the sixteen key set.
If the switch is programmed with a T1 interface pressing Line 1 will select the first T1 line, selecting Line 2 will select the second line etc.
If the switch is programmed with a T1 PRI interface pressing Line 1 will request a B channel from the network. The line offered may not be the first B Channel. However the Led associated with Line 1 key will light on all systemphones.
Any backup CO Lines equipped will be numbered 25 - 28 when the interface is programmed as T1 and 24 - 27 when the interface is programmed as Primary Rate ISDN.
If more than 16 Line keys are required the keys on a DSS unit can be programmed. The same procedure applies to these keys. In the case of T1 the Line key pressed will select the corresponding T1 line and in the case of T1 PRI the network will determine the B Channel.

Line presentation in the systemphone display

When a switch is equipped with CO Lines only the lines are presented as Line 1, Line 2 etc on the systemphone display when an external consultation, transfer or conference is invoked.
If a T1 or T1 PRI interface is programmed the same display is maintained i.e. Line 1, Line 2 Line 3 etc.
In the case of T1 Line 1 will select the first T1 line, Line 2 the second etc. Any backup CO Lines equipped will be numbered Line 25, 26, 27 and 28.
In the case of T1 PRI the numbering will be the same as for T1 but when a line is selected the network will determine which B-Channel is used. Any backup CO Lines will be numbered Line 24, 25, 26 and 27.

PROGRAMMING REFERENCE

All extensions have access to a set of options that can be programmed to suit the individual user's requirements. You access these programming options via the PROGRAM key on the digital telephone set. The following screens show what appears when the PROGRAM key is pressed. The menu options displayed, apart from "System Programming", can be accessed and programmed from any extension using a eight key setor a sixteen key set.

1.

– PHONE SETUP –
- Language
- Auto answer
- Key programming

2.

– PHONE SETUP –
- Headset mode
- Ringing options
- Contrast options

3.

– PHONE SETUP –
- System Programming
- Background Music
- Speakerphone Options

4.

– PHONE SETUP –
- Exit

Feature	**Default**	Notes
Language • English • French • Spanish	English	See page 21.
Auto Answer • Set Auto Answer • Cancel Auto answer	Auto Answer off	See page 21.
Key programming	Keys select lines (if lines connected)	See page 21.
Headset mode • Headset on • Headset off	Headset mode off	See page 22.
Ringing options • Tone 1 • Tone 2 • Tone 3	Tone 1	See page 22.
Contrast options • Level 1 • Level 2 • Level 3 • Level 4	Level 3	See page 22.
Background Music	Background Music Off	See page 23.
Speakerphone Options	Noisy Environment Off	See page 23.

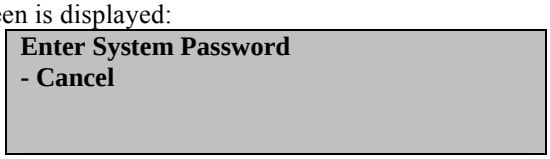
Accessing System Programming Options

System Programming options can also be programmed via a digital telephone set. However, the digital telephone set must be connected to the extension that is programmed as the programming extension. By default, the Programming extension is extension 20.

You access all System Programming options via the PROGRAM key on the digital telephone set connected to the programming extension.

- From the Programming extension, press the PROGRAM key.
- Press the Scroll Down key (↘) until "System Programming" is displayed. (The Scroll Up (↖) and Scroll Down (↘) keys can be used to scroll between the various screens).
- Select "System Programming". Selecting "System Programming" from any extension other than the programming extension will result in the prompt "Programming Refused" being displayed.

  The following screen is displayed:



- Enter the System Programming Password, which is 1111 by default.

Note: *You can also enter System Programming by dialing ##1111 at the programming extension and selecting "Send Digits".*

The following screen appears offering options to configure the overall system, the extensions, or the lines.

- Under "System", you will find the programming options that affect the system as a whole.
- Under "Extensions", you will find the programming options that affect the extensions.
- Under "Lines", you will find the programming options that affect the incoming lines.

System Settings Options

If "System" is selected, the following screens appear:

1.

Select Option
- Language
- Time And Date
- Change Password

2.

Select Option
- Programming Position
- Night Service
- Music On Hold

3.

Select Option
- Line Key Light
- Change Greetings
- Call Logging

4.

Select Option
- Timers
- Door Phone
- PA Amplifier

5.

Select Option
- Caller ID List

- Class Codes

- Local Codes

6.

Select Option
- Reset Options

- Set v24 Baud Rate

- Sales-Service Numbers

Select Option
- Voice Mail Capacity

- VM Capacity % Used

- Account Codes

Select Option
- PBX Mode

- Button Hopping

- 911 And Extension Number

Select Option
- Dial Name Directory

- Exit

The following table lists the available System options, with their defaults, if applicable.

Feature	**Default**	Notes
Language	English	See page 93.
Time and date	XX:XX xx-xx-xx	See page 83.
Change password • System Password • Speed Dial Password	 1111 0000	 See page 93. See page 27
Programming position	Extension 20	See page 93.
Night Service • Automatic on times • Automatic off times • Weekend service	Not programmed	See page 40.
Music on hold • Internal source • External source - extension selected to connect the source • Tone on hold • Silence	Internal source	See page 84.
Line key light • Light flashing on hold • Light steady on hold	Light flashing on hold	See page 95.
Change greetings • Auto attendant day • Auto attendant night • Courtesy service day • Courtesy service night	Default messages	See page 45. See page 47.
Call logging • Call logging on • Call logging off • Restricted call log on • Enable X-on / X-off • Print Log	Call logging off	See page 90.
Timers • Recall on hold • Recall on transfer • Forward on no answer • Courtesy delay • Open the door • Door Phone ring dur. • Call park • Ringback time duration • Auto Attendant Day • Auto Attendant Night • System Voice Box delay • Auto Attendant • VM message length • Hunt Timer	 90 seconds 30 seconds 11 seconds 30 seconds 5 seconds 30 seconds 180 seconds 30 seconds 4 seconds (Immediate answer) 4 seconds (Immediate answer) 10 seconds 1 second 60 seconds 15 seconds	See page 102.
Door Phone • Door Phone equipped • Door Phone unequip.	Door Phone not equipped	See page 88.
PA amplifier • PA equipped • PA not equipped	PA not equipped	See page 72.

Caller ID List • Store all calls • Store unanswered calls	Stores unanswered calls	See page 71.
Class codes • Table 2 • Table 3 • Allowed Table • Restricted Table	Not programmed	See page 85.
Local Codes • Table of Local dialing codes	Not Programmed	See page 99.
Reset Options • Reset to default!! • Reset! • Clear VM messages	Not applicable	See page 103.
Set v24 Baud Rate • 4800 baud • 9600 baud • 19200 baud • 38400 baud • 115200 baud	115200 baud	See page 91.
Sales - Service Numbers • Sales telephone number • Service telephone number	None set	See page 12.
Voice Mail Capacity	20 messages	See page 60.
VM Capacity % Used	Not Applicable	See page 60
Account Codes • Account Codes On • Account Codes Off • Forced extensions	Account codes off	See page 77.
PBX Mode • PBX Mode • Key System mode	Key system	See page 79.
Button Hopping	Set On	See page 31.
911 and Extension Sending	Set Off	See page 101.
Dial Name Directory • Dial Name Directory On • Dial Name Directory Off • Directory Table	Set Off	See page 49.

Extensions Settings Options

If "Extensions" is selected, the following screens appear:

1.

Select option
- Name Programming
- Restriction Classes
- Tone Protect

2.

Select option
- Page Protection
- Open Door Restriction
- Personal Caller ID List

3.

Select option
- Sys. Speed Dial. Override
- Voice Mail Boxes
- Extension Disconnect

4.

Select option
- VM Capacity % Used
- No Call Logging
- External Forwarding

5.

Select option
- Examine Passwords
- Restrict Use Of PA
- Port Swapping

6.

Select option
- Hot Line
- Manager/Assistant
- Tele-secretary

7.

Select option
- 20Hz Ringing
- Reverse Cadence
- Keypad Confirmation

8.

Select option
- Flexible Numbering
- DSS Extensions
- Call Recording

Select option
- Barge In
- Paired Extensions
- Exit

The following table lists the available "Extensions" options, with their defaults, if applicable.

Feature	Default	Notes
Name programming	None programmed	See page 84.
Restriction classes • Day class-of-service • Night class-of-service	All extensions in Class 1.	See page 86.
Tone Protect	Extensions do not accept tone	See page 82.
Page Protection	Extensions accept paging	See page 74.
Open Door Restriction	All extensions enabled	See page 89.
Individual Caller ID List	No stores programmed	See page 72.
Sys. Speed Dial. Override	No override programmed	See page 86.
Voice Mail Boxes • Standard Voice Boxes • Information Only VB	Not programmed	See page 51.
Extension disconnect	All extensions connected	See page 94.
VM Capacity % Used	Not applicable	See page 60.
No Call Logging	Not programmed	See page 90.
External Forwarding • No Trunk-to-Trunk calls • All Calls • External calls only	All calls	See page 34.
Examine Passwords • Extension lock password • Voice Mail password • System voice mailbox	 Default 123 Default 1111 Default 1111	See page 94.
Restrict Use Of PA	All extensions can make announcements	See page 74.
Port Swapping	Not programmed	See page 95.
Hot Line	Not programmed	See page 84.
Manager/Assistant	Not programmed	See page 74.
Tele-secretary	Not programmed	See page 116.
20 Hz ringing	50 Hz ringing	See page 96.
Reverse Cadence	Not set	See page 96.
Keypad Confirmation	All set	See page 96.
Flexible Numbering	Not set	See page 97.
DSS extensions	Extension 20 –27 set. All others not set	See page 20.
Call Recording	Not set	See page 55.
Barge-In • Allowed to Barge-In • Protected from Barge-In • Barge in Tone	Not set	See Page 66.
Paired Extensions	Not Set	See Page 67.

Lines Settings Options

If "Lines" is selected, the following screens appear:

1.

Select option
- Equipped Lines
- Group programming
- Incoming ringing

2.

Select option
- Outgoing Restriction
- Incoming Calls Only
- Outgoing Groups

3.

Select option
- PBX Group
- LCR Codes
- LCR Timebands

4.

Select option
- CID / ANI Table
- DID / DNIS Table
- PSTN Programming

5.

Select option
- System Voice Mail Box
- Call Routing Priority
- T1 (RBS) or PRI (ISDN)

6.

Select option
- T1 Channels
- Exit

The following table lists the available "Lines" options, with their defaults, if applicable.

Feature	**Default**	**Notes**
Equipped Lines	All Lines equipped	See page 94.
Group Programming • Ring Group • Hunt Group	Groups 1 with first 8 extensions, groups 2 - 20 with extension 20 only	See page 38.
Incoming Ringing	Group 1 for all Lines and Accesses	See page 37.
Outgoing Restriction	No restrictions	See page 25.
Incoming Calls Only	No restrictions	See page 25.
Outgoing Groups	All Lines in group 1	See page 39.
PBX Group	Not programmed	See page 91.
System Voice Box	Not programmed	See page 61 & page 113
LCR Codes • LCR on • LCR off	None programmed	See page 76.
LCR Timebands • LCR On Time • LCR Off Time • LCR Weekend	Not Programmed	See page 77.
CID / ANI Table	Not programmed	See page 70 & page 114.
PSTN Programming • Tone Dialing • Loop calling • Caller ID Detection • Dialtone detection		 See page 100. See page 100. See page 100. See page 100.
Call Routing Priority	Not programmed	See page 114
T1 (RBS) or PRI (ISDN)	Not programmed	See page 104
T1 Channels	Not programmed	See page 104

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