If your ⌷MSG ⌷ button is not lit, access your mailbox as follows:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press ▉ to identify yourself as a subscriber.
3. Enter your mailbox number and your personal password (if programmed). Then press ▉.

LISTENING TO VOICE MAIL MESSAGES

1. Access your mailbox as described on page 3.
2. Press ▉ to listen to your new messages. While you are listening to a message, you can use the following options:
   - Press ▉ to skip to the end of the recording.
   - Press ▉ to back up.
   - Press ▉ to pause. (Press any button to continue.)
   - Press ▉ to skip ahead.
   - Press ▉ to lower the volume.
   - Press ▉ to play the message envelope.
   - Press ▉ to raise the volume.
   - Press ▉ to save the new message in your mailbox.
   - Press ▉ to delete the message from your mailbox.
3. When the message has finished playing, you have the following options:
   - Press ▉ to replay the message from the beginning.
   - Press ▉ to reply to the message (or make a return call, if enabled).
   - Press ▉ to forward a copy of the message to another subscriber.
   - Press ▉ to listen to the previous message.
   - Press ▉ to play the introductory message envelope.
   - Press ▉ to listen to the next message.
   - Press ▉ to save the new message in your mailbox.
   - Press ▉ to delete the message from your mailbox.

SENDING VOICE MAIL MESSAGES

1. Access your mailbox as described on page 3.
2. Press ▉.
3. Dial the mailbox number where you want to leave the message.
4. Press ▉ to accept the subscriber's name.
5. Record your message after the tone.
6. When finished, hang up or press ▉ and listen for more options.

MODEL 8000 SERIES PHONES QUICK REFERENCE GUIDE TO FREQUENTLY USED FEATURES

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

PLACING AN INTERCOM CALL

1. With or without the handset lifted, dial an extension number.
2. *If your call goes through handsfree to the called phone's speaker,* speak after you hear a double tone.
   If you hear continuous ringing, wait for the call to be answered.

ANSWERING AN INTERCOM CALL

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

EITHER, Respond handsfree.
OR, Lift the handset for privacy.

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

EITHER, Lift the handset for privacy.
OR, Press ▉ (Speaker) or ⌷ANSWER⌷ to respond handsfree.
OR, Press the flashing ⌷IC ▤⌷ (Intercom) button.

PLACING AN OUTSIDE CALL

1. With or without the handset lifted, press ⌷OUTGOING⌷.
2. Dial the desired number. (*If you see a request for an account code and hear a single progress tone,* you must dial an account code before you can place your call.)

MAKING AN EMERGENCY CALL

Dial ▉ ▉ ▉ to automatically place a call to the system's programmed emergency number (usually 911). You do not have to press ⌷OUTGOING⌷ first.

CAUTION
If using an IP Phone, consult your System Administrator and your local Inter-Tel servicing company for important information about dialing emergency services from your phone before you begin using it.

ANSWERING AN OUTSIDE CALL

EITHER, Lift the handset.
OR, Press `ANSWER`.
OR, Press the flashing button.

REDIALING AN OUTSIDE NUMBER

Select a line and press `REDIAL`. The number is automatically dialed.

PLACING A CALL ON HOLD

Press ☎ (Hold) and hang up or place another call.

To return to the call, lift the handset and press the flashing button.

RESPONDING TO A WAITING CALL

If you hear a "call waiting" tone through your handset and/or you see a flashing lamp, end your current call or place it on hold. Then press `ANSWER` or the flashing button.

PAGING

1. Lift the handset and press `PAGE ☐`, or dial **7**.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

PICKING UP A CALL FROM ANOTHER EXTENSION

1. Lift the handset and dial **4**.
2. Dial the extension number where the call is ringing or holding.

TRANSFERRING A CALL TO ANOTHER EXTENSION

1. Press `TRANSFER`.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

TRANSFERRING A CALL TO VOICE MAIL

1. Press `TRANSFER`.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and then hang up.
   OR, Hang up to send the call to the voice mail menu (so that the caller can enter the mailbox number).

TRANSFERRING A CALL TO AN OUTSIDE NUMBER

1. Press `TRANSFER` and select an outside line.
2. Dial the desired telephone number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

FORWARDING CALLS

1. Press `FWD ☐`. (Model 8560 and 8660 users must then select a menu button.)
2. Do one of the following:
   * *To forward to an outside telephone number:* Select an outside line and dial a telephone number.
   * *To forward to an extension number:* Dial the extension number.
   * *To forward to your voice mailbox:* Dial the voice mail extension.

CANCELING CALL FORWARD

Press `FWD █`. (Model 8560 and 8660 users must then press the **FWD OFF** menu button.)

PLACING CONFERENCE CALLS

1. While on the first call, press `CNF ☐`. The call is now on hold.
2. Place an intercom or outside call, then press the flashing `CNF ☰` to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
3. Press the flashing `CNF ☰` to join all of the calls together in the conference.

CHANGING VOLUME LEVELS

Press the 📢 (high) or 📢 (low) end of the Volume button.
To save your change:

EITHER, Press both ends of the Volume button at the same time.
OR, Press the middle of the Volume button.

ACCESSING YOUR VOICE MAILBOX

If your `MSG☰` button is lit and you have a message from voice mail:

1. Lift the handset or press 📢.
2. Press `MSG☰`.
3. Enter your personal password and press **#**.

VOICE MAIL OPTIONS

Below is a summary of the options you can use when listening to messages, after playing messages, and when leaving messages.

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

FEATURE CODES

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code – All Calls	324	Hunt Group Remove/Replace
390	Account Code – Optional	303	LCD Contrast Control
326	ACD Agent Log In	365	Message
327	ACD Agent Log Out	366	Message - Cancel Msg Left
328	ACD Agent Log In/out	368	Message -Cancel Msg On Phone
329	ACD Agent Wrap-up Term.	367	Message - Silent
375	Agent Help Request	314	Microphone Mute
376	Agent Help Reject	7	Page
361	Automatic Intercom Access	325	Page Remove/Replace
360	Automatic Line Access	397	Program Buttons
350	Automatic Line Answer	392	Program Station Password
313	Background Music	6	Queue (Callback) Request
355	Call Forward All Calls	385	Record-A-Call
357	Call Forward If Busy	380	Redial
356	Call Forward If No Answer	331	Redirect Call
358	Call Fwd. If No Answer/Busy	305	Reminder Message
5	Conference	306	Reminder Message Cancel
301	Change Language	359	Remote Programming
394	Default Station	4	Reverse Transfer
307	Directory	396	Review Buttons
300	Display Time And Date	377	Ring Intercom Always On/off
372	Do-Not-Disturb On/Off	398	Ring Tone Selection
373	Do-Not-Disturb Override	321	Station Monitor
395	Feature Button Default	382	Station Speed Dial
312	Group Listen	383	Station Speed Dial Program
319	Handsfree On/Off	354	System Forward On/Off
317	Headset On/Off	381	System Speed Dial
336	Hold – Individual	399	Switch Keymap
335	Hold – System	346	Transfer To Hold
330	Hookflash	345	Transfer To Ring

USING VOICE MAIL

To access your voice mailbox:

1. Dial the Voice Mail extension number.
2. Press **＊** and enter your mailbox number.
3. Enter your password and press **#**.
4. You have the following options:
   - Press **1** to listen to new messages.
   - Press **2** to leave a message.
   - Press **3** to listen to saved messages.
   - Press **4** to program personal options and remote message notification (if enabled).
   - Press **5** for message options (undelete messages or cancel unheard sent messages).

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

REMOTE FEATURE ACCESS

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

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

To use Remote Feature Access:

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

To change Station Password:

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

To turn on Do-Not-Disturb:

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

To turn off Do-Not-Disturb:

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

Do-Not-Disturb Messages

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

Dialpad Characters

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

NOTE: The characters under the 4 digit are dependent on the software version.

To turn on Call Forward:

1. Enter one of the following Call Forward feature codes:

All Calls	355
If No Answer	356
If Busy	357
If No Answer/Busy	358

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

To turn off Call Forward:

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