

INTEGRATED  SYSTEMS™

INT2000

USER GUIDE

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INTRODUCING THE INT2000

Congratulations on your purchase of the Inter-Tel INT2000 cordless telephone. It is designed to work on an Inter-Tel telephone system to provide you with access to multiple lines, Caller ID, and other phone system features.

To help familiarize yourself with the features of the INT2000 and get the most from your new phone, please read this user guide thoroughly.

Your INT2000 includes the following items:

- Handset
- Base Unit
- Battery Charger
- Telephone cord
- AC Adapters for Base Unit and Battery Charger
- Two rechargeable Battery Packs
- Belt Clip
- Wall Mount Adapter

If any of these items are missing or damaged, contact your service representative. If your INT2000 is not performing to your expectations, please try the simple steps listed in the Troubleshooting section of this user guide. If you are still unable to resolve the problem, contact your service representative.

WARNINGS

Range Limits

The INT2000 is designed for commercial use. Range has been approved for 150 to 300 feet per Base Unit. Actual range may be less or greater than this distance depending on the environment. Building wiring, walls, elevators and other electronic interference frequencies may limit the range of this telephone. Please consult your telecommunications consultant for testing of your location.

To maximize the range capability, do the following:

- Locate the Base Unit at the highest point possible in the center of your coverage zone. If you are planning to cover an outdoor area, such as a car lot, building grounds, or campus, place the unit near a window and the highest point within the building.
- Place the Base Unit away from any electronic device. This includes, but is not limited to, computer screens, radios, electronic signs, coffee pots, microwaves, and other electronic devices.

Cordless Telephones And Privacy

Cordless telephones are radio devices. Communications between the Handset and Base Unit of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio receiving devices other than your own telephone unit.

Base Units and Handsets

The Handsets are programmed to work a specific Base Unit. You cannot switch to a new Handset or a new Base Unit without having it reprogrammed by Inter-Tel.

Battery Packs

The Battery Packs contain rechargeable, sealed, lead-acid batteries. To reduce the risk of fire or injury to persons by the battery, read and follow these instructions:

- Use only the appropriate type and size Battery Pack specified in this user guide.
- Do not dispose of the Battery Pack in a fire. The cell may explode.
- Do not open or mutilate the Battery Pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling the Battery Pack in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- Do not charge the Battery Pack used in this telephone in any charger other than the one provided with it. Using another charger may damage the battery, or cause the battery to explode.
- Observe proper polarity orientation between the Battery Pack and Battery Charger.
- Do not short circuit the Battery Pack.

Not Waterproof

This unit is not waterproof. To reduce the risk of fire, electrical shock, or damage to the unit, **DO NOT** expose this unit to rain or moisture.

INSTALLING THE INT2000

Selecting The Location

Select a location for the INT2000 that avoids excessive heat or humidity. The Base Unit of your INT2000 can be placed on a desk or tabletop near a standard 120V AC outlet and telephone line jack. The Base Unit can also be mounted on a standard wall plate using the Wall Mount Adapter. Keep the Base Unit and Handset away from sources of electrical noise (motors, fluorescent lighting, computers).

Before using your INT2000, be sure to raise the antenna to the vertical position.

AC Adapters

The smaller AC Adapter, with the yellow ring on the connector, connects to the yellow jack on the back of the Battery Charger. The other AC Adapter connects to the back of the Base Unit.

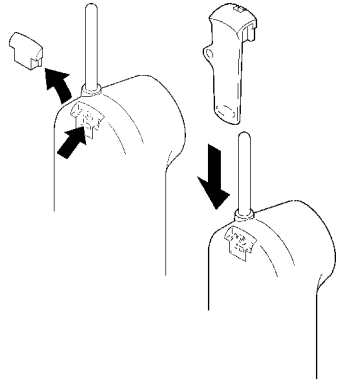
The AC Adapters are equipped with a polarized line plug (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. If you are unable to insert the plug fully into the outlet, try reversing the plug. If you cannot plug the AC Adapter into the outlet, contact an electrician about replacing the outlet.

NOTE: Route the power cord where it will not create a trip hazard, or where it could become worn and create a fire or other electrical hazard.

Attaching The Belt Clip To The Handset

You can use the Belt Clip to attach the Handset to your belt or pocket for convenient portability.

1. Snap the tab out of the Belt Clip notch on the top of the Handset.
2. Slide the clip into the tab slot. The Belt Clip is designed to fit snugly into the Handset.
3. Press firmly until the Belt Clip snaps into place.
4. To remove, simply press the retaining clip in toward the Belt Clip blade and slide the clip up at the same time. Once the Belt Clip is removed, remember to re-install the cover tab.



Rechargeable Battery Packs And The Charger

NOTE: You can only use your INT2000 with the Handset when it is out of the Battery Charger.

The rechargeable Battery Pack must be fully charged before using your INT2000 for the first time (this requires 6-8 hours).

The unique design of your INT2000 allows you to place the Handset in the Battery Charger with or without the Belt Clip attached. The Battery Charger also has the ability to charge a second battery with or without the Handset being charged. The Battery Packs can automatically be recharged either in or out of the Handset.

Rechargeable batteries can develop a reduced charge capacity caused by repeated charge and discharge cycles. The battery life will seem to be shorter every time you use the unit. To avoid reduced charge capacity, operate the unit until the BATT LOW indicator appears. Do this at least once a month. Avoid "topping off" the charge after using the phone for a short time.

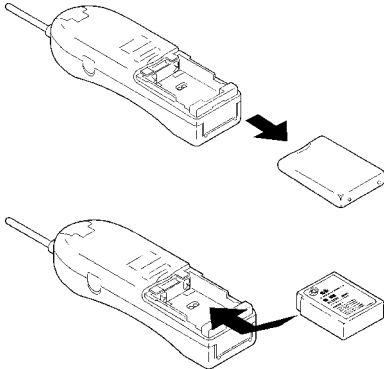
Low Battery Indicator

When the Battery Pack in the Handset is low and needs to be charged, you will see a BATT LOW message on the display. If you are on a call, only the TALK button will operate and the Handset beeps every 3 seconds. In standby mode, no buttons operate and the Handset beeps every 15 seconds for up to 15 minutes.

Complete your call as quickly as possible and return the Handset to the Battery Charger for charging, or replace the Handset Battery Pack with another charged Battery Pack.

Installing The Battery Pack In The Handset

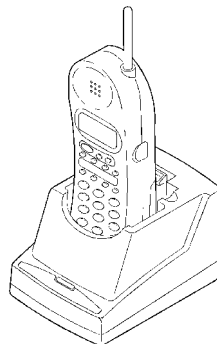
1. Remove the battery cover by pressing the latch and sliding the cover down and off of the Handset.
2. If replacing a battery, remove the old battery.
3. Slide the Battery Pack down into the Handset.
4. Replace the cover and slide it up until it latches into the Handset.



Charging The Battery Pack Inside The Handset

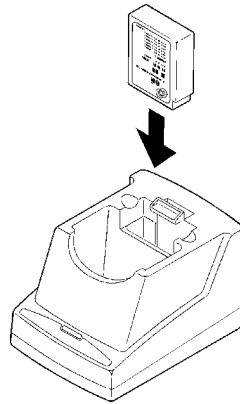
When the Battery Pack in the Handset is low and needs to be charged, you will see a BATT LOW message on the display.

1. Place the Handset in the front slot of the Battery Charger.
2. Make sure the CHARGE 1 indicator lights. If the CHARGE 1 light is not lit, check to see that the AC Adapter is plugged in, and that the Handset is making good contact with the Battery Charger contacts.



Charging A Spare Battery Pack

1. Slide the spare Battery Pack into the second slot in the Battery Charger until the retaining clip snaps over the top of the pack.
2. Make sure the CHARGE 2 indicator lights. If the CHARGE 2 indicator does not light, check to see that the AC Adapter is plugged in, and that the Battery Pack is making good contact with the Battery Charger contacts.
3. Charge the Battery Pack without interruption for 6-8 hours.
4. When charging is complete, press out on the latch and remove the Battery Pack for use. Or, if you do not need the Battery pack immediately, leave it in the Battery Charger. (It will not overcharge.)



Cleaning The Battery Charging Contacts

To maintain a good charge, it is important to clean all charging contacts on the Handset and Battery Charger about once a month. Use a pencil eraser or other contact cleaner. Do not use any liquids or solvents.

USING THE INT2000

Handset Controls

TALK Button

When you pick up the Handset and press TALK, you will see: ACQUIRING LINK. You then see one of the following:

- After the connection has been made between the Handset and Base Unit “TALK” will appear on the display. Then the screen will go into standby mode and the phone is ready to use.
- If there is no connection to the Base Unit, you hear an error tone and NO SERVICE appears on the display.
- If the channel is busy, you hear an error tone and the display shows SYSTEM BUSY.

You must have a connection between the Handset and the Base Unit to perform any operation. If the Handset does not respond when you attempt to place a call or enter a feature code, press the TALK button to acquire a link.

CHAN Button

If you have more than one cordless telephone in your office, they must operate on different channels. Press the CHANNEL button to select a channel that provides the clearest communication.

VOL Button

- *During a Call:* Press VOL on the front of the Handset to select a high or low volume level.
- *Standby Mode:* Press VOL on the front of the Handset to select from Ring Type A high, Ring Type A Low, Ring Type B High, Ring Type B Low, or Ring Off (vibrate mode).

Range Limits

If the Handset is at (or beyond) the range limit of the INT2000, you may see a NO SERVICE message.

- If you are in standby mode, you cannot make or answer calls (the phone may ring intermittently) until you are back within range of the Base Unit.
- If you are on a call, you hear a warning tone. Move back into range within 20 seconds.

Feature Buttons

- The buttons on your INT2000 are arranged according to a programmed “keymap.” Your customer service representative, trainer, or system administrator can tell you if your keymap is different from the layout described in this guide. You can use the diagrams on the following two pages to note any differences. Some optional feature keys that you may want to request include:
 - **Scrolling Buttons:** If you want to be able to scroll through displays, you need PREVIOUS and NEXT buttons.
 - **Message Button:** If you want to leave messages while on a call, scroll through waiting messages, and switch between numeric and alpha characters when entering a do-not-disturb message or using the directories, you need a MSG button.
 - **Forward Button:** If you use custom do-not-disturb messages or directories, you will want a FWD button for leaving spaces and for entering two consecutive letters that appear on the same dialpad key. The FWD button is also used for forwarding calls.
 - **Switch Keymaps Button:** You can have two different keymaps. If you want to be able to switch between two keymaps quickly, you may want a button programmed with the “Switch Keymaps” code on both keymaps. (See page 33 for information about switching keymaps.)
 - **User-Programmable Buttons:** You may want most of the buttons to be user programmable to allow you to choose the feature codes or extension numbers you dial.
- If your INT2000 has been reprogrammed by the installer so that its feature buttons do not match the feature buttons described in this user guide, refer to the owner’s guide for your phone system for procedures on using feature codes. Default feature codes are listed on the back of this user guide.
- The feature buttons on your INT2000 are equipped with lamps. The flash rates of the lamps indicate the status of the lines, phones, and features assigned to the buttons. The flash rates and their meanings are explained throughout this user guide. For more detailed flash rate information, refer to your telephone system owner’s guide.

The SPCL Button

- Depending on how the installer programmed your INT2000, you may have a SPCL button. This button allows you to use feature codes while on a call. Instructions are provided in this guide for using the SPCL button. If your INT2000 does not have a SPCL button and you would like to use these features, contact your service representative and request a keymap for your INT2000 that includes a SPCL button.
- There is a system-wide option called “SPCL Key Required For Feature Code Entry.” If your customer service representative, trainer, or system administrator tells you that it is enabled in your telephone system, you must always press the SPCL button before dialing a feature code.

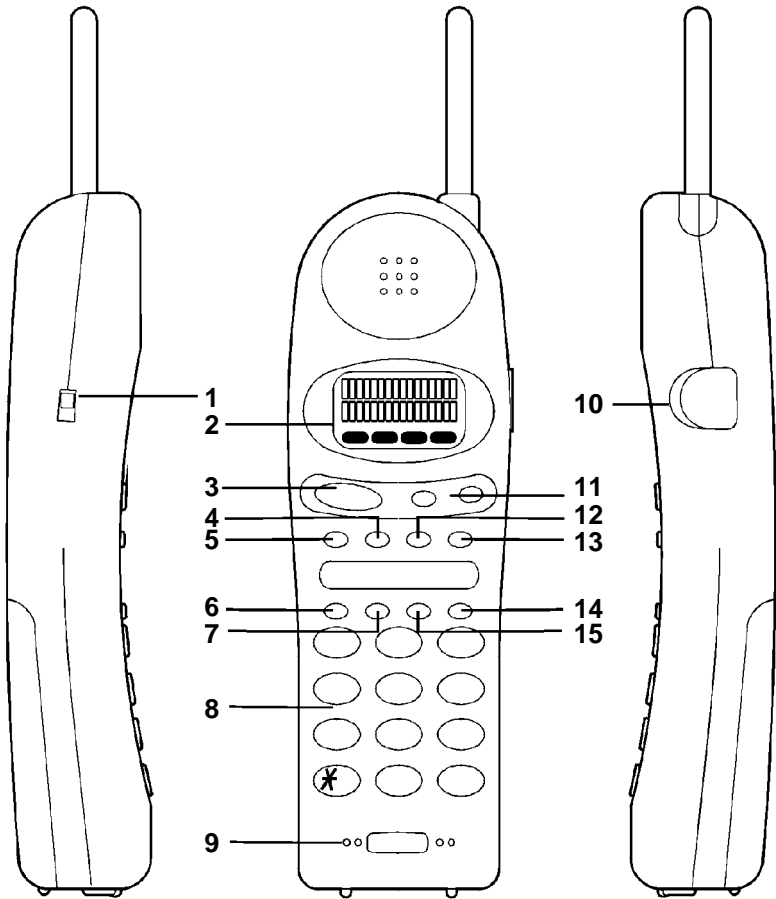
CALL Buttons

- Your INT2000 may have CALL buttons like those shown in the diagram on page 12. These buttons are used for call access. They are not associated with specific lines. Instead, they are assigned to calls in the order that the calls are placed or received. If there are more calls in progress than there are CALL buttons, new calls wait until a CALL button becomes available. Pressing an unlit CALL button will enter the programmed Outgoing Call feature code for your phone.

Interaction With The Telephone System

- Your telephone system may have one dial tone for both intercom calls and outside calls. Or, it may have two dial tones: (1) When you lift the Handset or press TALK, you hear intercom dial tone. (2) When you select an outgoing line, you hear standard outside dial tone.
- Many features are controlled by timers and “time out” if you wait too long before performing the next step. If this happens, you must start over.
- Four fast tones or repeating fast tones signal that you made a mistake, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. If you hear this signal, hang up and try again.
- Your telephone system may be equipped with an optional Inter-Tel voice processing system. If so, you will be provided with a separate Voice Mail user guide that explains the Voice Mail features.

- The INT2000 has a two-line display with 16-characters per line. The default display shows the extension number, user name, time of day, and date. Other displays include: reminder messages, do-not-disturb messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.
- In this user guide, phone locations are often referred to as “stations.” Each station in your telephone system has an extension number that allows you to place intercom calls to it. Some stations belong to “hunt groups” that have special extension numbers which route your call through the stations in the group. Your customer service representative, trainer, or system administrator can provide you with a list of extension numbers for your telephone system.



- | | | | |
|---|----------------------|----|----------------------------|
| 1 | Ringer On/Off Switch | 9 | Microphone |
| 2 | Display | 10 | Headset Jack |
| 3 | TALK Button | 11 | CHANNEL and VOLUME Buttons |
| 4 | CALL Button #2 | 12 | CALL Button #3 |
| 5 | CALL Button #1 | 13 | SPCL or CALL Button #4 |
| 6 | HOLD Button | 14 | MUTE Button |
| 7 | TRANSFER Button | 15 | REDIAL Button |
| 8 | Dialing Keypad | | |

User-Programmable Feature Buttons

Depending on how your system is programmed, some of your feature buttons may be designated as “user-programmable.” If so, you can program them with any of the feature codes listed on the back of this user guide. (Station Speed-Dial buttons require special programming, as described in the last section below.)

To program a user-programmable feature button:

1. Dial **3 9 7**.
2. Press the feature button you want to program.
3. Dial the feature code you want to store under that button. (Refer to the back of this guide for default feature codes.)

To return all feature buttons to their original default values:

Dial **3 9 5**.

To display the current feature button values:

1. Dial **3 9 6**.
2. Press the feature button(s) you want displayed.
3. Press TALK to hang up.

To change a user-programmable feature button into a Station Speed-Dial button:

1. Dial **3 9 7**.
2. Press the feature button you want to change into a Station Speed-Dial button.
3. Dial **3 8 2**.
4. When the display asks for a number, dial a digit 0–9. This is the station speed-dial number “location.”
5. Label the corresponding button on your INT2000 with the station speed-dial location number (0–9) and the extension number or outside telephone number that will be stored there. You can now use the procedure outlined on page 24 to program and use the Station Speed-Dial button.

INTERCOM CALLS

Placing Intercom Calls

To place an intercom call:

1. If necessary, press TALK. You will see ACQUIRING LINK.
2. Dial an extension number.
3. *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.*
4. When you finish the call, press the TALK button again. This will hang up the phone and put it in standby mode.

Options

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

- Press **#** before dialing the extension number. (This step is not necessary if you programmed your INT2000 for the Ring Intercom Always feature described on page 34.)

If there is no answer, you can do any of the following:

- *You can leave a message:* Press SPCL and dial **3****6****5** (or press your MSG button, if you have one). Then hang up *OR* wait for the message center to answer. (See page 20 for more Message options.)
- *If the party you called is busy, you can stay on the line and wait for the phone to become available:* When you hear busy signals, do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in do-not-disturb mode.)

Receiving Intercom Calls

To receive an intercom call:

1. Press TALK or lift the Handset out of the Battery Charger.
2. When you finish the call, press TALK or place the Handset back on the Battery Charger.

OUTSIDE CALLS

Placing Outside Calls

To place an outside call:

1. If necessary, lift the Handset from its Battery Charger.
2. Press a CALL button.
3. 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.)*
4. When finished with the call, press TALK to hang up.

To make an emergency call:

Press a CALL button and dial to automatically place a call to the preset emergency number.

Options

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

- *Outside Directory:* To use the speed-dial directory, see page 26.
- *Station Speed Dial:* To use the station speed-dial feature, see page 24.
- *System Speed Dial:* To use the system speed-dial feature, see page 25.
- *Redial:* To redial the last outside number you dialed, see page 27.

Receiving Outside Calls

To receive a call:

1. Press the TALK button, a CALL button, or any dialing keypad button. Or, lift the Handset out of the Battery Charger.
2. When you finish the call, press TALK or place the Handset back on the Battery Charger.

Call Screening

This feature is available only if your telephone system is equipped with an optional Inter-Tel Voice Mail system. The Transfer Method options can be programmed in the database or by the mailbox user (see your Voice Mail user guide for programming instructions). Depending on the Transfer Method programmed for your phone, transferred calls from Voice Mail may be unannounced (as usual), or one of the following may occur:

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

PLACING CALLS ON HOLD

The first procedure places a call on *individual* hold, the second places it on *system* hold. Individual hold places the call on hold at one phone. It can then be directly picked up at that phone or it can be picked up at another phone using the reverse transfer (call pick-up) feature. An outside call on system hold can be picked up directly at any phone that shows a fluttering button for the call, including the phone that placed it on hold. (Intercom calls cannot be placed on system hold.)

To place a call on Individual Hold:

1. Press the HOLD button.
2. Hang up *OR* place another call.
3. To return to the call, press the HOLD button again.

To place an outside call on System Hold:

1. Press the SPCL button and dial .
2. Hang up *OR* place another call.
3. To return to a call on system hold at any phone with a fluttering button, lift the Handset and press the fluttering button.

MUTING THE MICROPHONE

To mute the microphone so that you can hear the other party but they cannot hear you (this does not put them on hold):

Press the MUTE button. Your phone will remain muted until you press the button again, even if you hang up and place another call. While the phone is muted, the TALK icon in the display flashes.

REQUESTING A CALLBACK

When you call a phone that is busy, or try to select an outgoing line that is busy, you can stay on the line and wait for it to become available (this is called “camping on”) or you can request a callback (“queue” on the phone or line). If you request a callback, your phone will ring when the phone or line you are waiting for is available.

To camp on to a busy phone or line:

When you hear busy signals, do not hang up. You hear music, if available, until the line or phone is available.

To request a callback (queue on to the phone or line):

1. When you hear busy signals, press the SPCL button, dial **[6]**, and then hang up. (You can do this even if your call has “camped on” and you hear music.)
2. When your phone rings, lift the Handset and wait for the other party to answer.

To cancel a queue before the callback:

Dial **[6]**.

CALL WAITING

If you receive a call while you are already on another call, you will hear a “call waiting” tone through your Handset and/or you see a display.

To respond to a waiting call:

1. *If you wish to end the current call*, press TALK to hang up. The waiting call rings in. Answer it by pressing TALK again.
2. *If you wish to place the current call on hold*, press the HOLD button and then press TALK. When the waiting call rings, answer it by pressing TALK again. You can switch between calls by pressing the HOLD button.

PICKING UP A CALL FROM ANOTHER PHONE (REVERSE TRANSFER)

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

1. Lift the Handset and dial **[4]**.
2. Dial the extension or hunt group number where the call is ringing.

ACCOUNT CODES

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

There are three types of account codes:

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

Your customer service representative, trainer, or system administrator can tell you which types of account codes are used on your telephone system. The account code is recorded in the report as soon as the call is completed. If more than one account code is entered during a call, only the last account code that was entered is recorded.

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

Press the SPCL button, dial **390**, and then dial the optional account code. *If the account code has fewer than the programmed maximum number of digits and is not immediately accepted, press **#**.*

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

Dial **391** and then the account code. *If the account code has fewer than the programmed maximum number of digits and is not immediately accepted, press **#**.* This code will be used for all calls made from your phone until it is disabled.

To disable the code:

Dial **391** again and then press **#**.

STATION-TO-STATION MESSAGES

Leaving Messages

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

To signal that a message is waiting, a called phone's MSG button flashes and the display shows the number of waiting messages.

If You Do Not Have A MSG Button

To leave a message:

1. If you call a phone that is busy, does not answer, or is in do-not-disturb, and want to leave a message, hang up.
2. Then enter **3** **6** **7** and dial the desired extension number.

To cancel a message that you left at another phone:

1. Dial **3** **6** **6**.
2. Dial the extension number of the phone where you left the message.

If You Have A MSG Button

If you have a MSG button, there are two messaging options:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your phone.
- **Leave a message with the called party's message center.** When the party you called responds to the message indication, a call is automatically placed to his or her message center instead of your phone. Sometimes the Voice Mail system is programmed as the message center.

To leave a message while on an intercom call:

1. After calling the extension where you want to leave the message, press your MSG button.
2. Hang up or wait for the message center to answer.

To cancel a message that you left at another phone:

1. Dial **3 6 6**.
2. Dial the extension number of the phone where you left the message.

Receiving Messages

If You Do Not Have A MSG Button

When you see MSG on your display:

Dial **3 6 5** to view the message, then press **#**. A call is automatically placed to the phone or message center that left the first waiting message.

To cancel a waiting message:

Dial **3 6 5** to view the message, then press *****. The message is canceled.

If You Have A MSG Button

When you see MSG on your display:

Lift the Handset and press your MSG button. A call is automatically placed to the phone or message center that left the first waiting message.

If you have more than one message, you can select the message you want to answer or cancel:

1. Press the MSG button repeatedly to view your waiting messages. The display shows MESSAGE RECEIVED FROM (*source*).
2. When the desired message is displayed, press **#** to respond or press ***** to cancel the message without responding.

CALL TRANSFER

Transferring To Another Extension

To transfer a call to another extension:

1. **To transfer so that the call rings at the other phone:** Press the TRANSFER button.
To transfer so that the call is on hold at the other phone: Press the SPCL button and dial
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up to complete the transfer.
4. *If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing the fluttering button.*

Transferring To Voice Mail

To transfer a call to Voice Mail:

1. Press the TRANSFER button.
2. Dial the Voice Mail extension number.
3. *If you want to send the call to a specific Voice Mail mailbox, dial the desired mailbox number and then hang up to complete the transfer.*

If you want to send the call to the Voice Mail main menu (so that the caller can select the mailbox number), hang up to complete the transfer.

Transferring To An Outside Number

To transfer a call to an outside number:

1. Press the TRANSFER button.
2. Select an outgoing line.
3. Dial the desired telephone number.
4. Wait for an answer, announce the call, and then hang up to complete the transfer.
5. *If the number is busy, there is no answer, or the transfer is refused, return to the caller being transferred by pressing the fluttering button.*

CALL FORWARDING

Manual Call Forwarding

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

To forward calls:

1. Dial one of the following feature codes:
 - **3 5 5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
 - **3 5 6** (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires. (This timer is adjusted by the installer; it cannot be changed at your phone.)
 - **3 5 7** (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
 - **3 5 8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
2. Then do one of the following:
 - *To forward to an outside telephone number:* Dial an outgoing line code and dial a telephone number.
 - *To forward to an extension number:* Dial the extension number.
 - *To forward to your message center:* Press your MSG button, if you have one.

To cancel any call forward request:

Dial **3 5 5** and press **#**.

Automatic System Forwarding

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

To enable or disable System Forwarding:

Dial **3 5 4** to enable or disable System Forwarding.

STATION SPEED DIALING

Storing Station Speed-Dial Numbers

You can store up to 10 personal speed-dial numbers and associated names in station speed-dial “locations” 0–9. These locations are then dialed using a feature button or code plus one of the numbers 0–9 on your dialpad. Or, if you have programmable feature buttons, you can create Station Speed-Dial buttons (as described on page 13) for one-touch speed dialing.

To program your station speed-dial locations:

1. Dial .
2. Dial the location code 0–9 to be programmed *OR* press a Station Speed-Dial button that you want to program (if you have one).
3. Enter the desired name for the speed-dial number to be programmed, as described below:
 - *Remain in alphanumeric mode:* Press the keypad buttons to enter the desired characters. (Refer to the chart on page 26.) The number of times a button is pressed determines which character is entered. For example, 533266 would enter “JEAN.” You need a FORWARD button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the FORWARD button once to advance to the next character. For example, 66FWD6667776 would enter “NORM.” (Note that letters correspond to the letters printed on keypad buttons 1–9.) Press the FORWARD button twice to leave a space.
 - *Change to numeric mode:* Press the MSG button (if you have one) and then press the keypad buttons to enter the desired numbers. Press for a hyphen (–), or press for a colon (:). If you have a FORWARD button, you can press it to leave a space.
4. Press to save the name.
5. Dial the extension number or telephone number to be stored. *If your number includes an asterisk, pound, a hookflash (a quick hangup and release), or a pause, press the SPCL button once for an asterisk (*), twice for a pound (#), three times for a hookflash, or four times for a pause. (Each pause and/or hookflash counts as one of the 16 digits.)* If you have a FORWARD button, you can enter more than one *, #, pause, or hookflash in a row by pressing FORWARD to move to the next character.

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

6. Press to save the number.

Using Speed-Dial Buttons

If you have programmable feature buttons, you can create Station Speed-Dial buttons (as described on page 13) for one-touch speed dialing.

To view the current programming of Station Speed-Dial buttons:

1. Dial .
2. Press the Station Speed-Dial button to be viewed.
3. Press to exit.

Dialing Station Speed-Dial Numbers

1. *If placing an outgoing call*, select an outgoing line by pressing a CALL button.
2. **To use the Speed Dial button for the number you wish to call:** Press the desired Station Speed-Dial button.

If you do not have a Speed Dial button: Dial and then the desired station speed-dial location number (0–9).

SYSTEM SPEED DIALING

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

To view and/or dial system speed-dial numbers:

1. Dial .
2. Dial the location code (000–999) for the desired number. The number displays.
3. **To dial the number:** Press .

INTERCOM, OUTSIDE, AND FEATURE DIRECTORIES

The optional directories allow you to “look up” extension numbers, system speed-dial numbers, and feature codes, and their associated names. If searching for a name, you do not need to enter the full name. The system will find the closest match and show the number and its associated name on your display. If desired, you can then dial the displayed number.

To perform a directory search:

1. Dial **307**.
2. Press **1** to select the intercom directory, press **2** to select the outside number directory, or press **3** to select the feature code directory.
3. Enter letters or numbers (up to 10 characters) as described below:
 - *Remain in alphanumeric mode:* Press the keypad buttons to enter the desired characters. (Refer to the following chart.) The number of times a button is pressed determines which character is entered. For example, 7776444844 would enter “SMITH.” You need a FORWARD button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the FORWARD button once to advance to the next character. For example, 66FWD6667776 would enter “NORM.” (Note that letters correspond to the letters printed on keypad buttons 1–9.) Press the FORWARD button twice to leave a space.

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	/	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

- *Change to numeric mode:* Press the MSG button (if you have one) and then press the keypad buttons to enter an extension number.

4. Press **#** to begin the search. If you have scrolling buttons, you can press NEXT to scroll forward alphabetically through the directory or press PREVIOUS to scroll backward. The display will time out if the number is not dialed.
5. **To dial a number or feature code while it is displayed:** Press **#**.

REDIALING

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

Your INT2000 can be programmed to store, in redial memory, the last outside telephone number that you dialed or an outside telephone number that you saved. (Your customer service representative, trainer, or system administrator can tell you whether your phone is programmed for “Last Number Dialed” or “Last Number Saved” operation.) Choose the appropriate procedure for your phone:

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

Press the REDIAL button. A line is selected automatically and the number is dialed.

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

To save a number: While your phone is idle or while you are listening to intercom dial tone, press the REDIAL button. This replaces the current number in redial memory with the last number that you dialed.

To redial the saved number: While on a call or after selecting a line, press the REDIAL button. A line is selected automatically and the number in redial memory is dialed.

CONFERENCE CALLS

You can establish multi-party conference calls without operator assistance. There can be up to four parties in a conference. In addition to you, the conference can include any combination of up to three intercom and/or outside parties.

To set up a conference call:

1. While on the first call, press the SPCL button and then press **5**.
2. Place an intercom or outside call. To place it on “conference wait hold,” press the SPCL button and then **5**. (If necessary, repeat this step to place up to two more calls on conference wait hold.)
3. Press **5** to join all of the calls together in the conference.

Options

During the conference call you can do the following:

1. *Place the conference on hold:* Press the HOLD button. This places the conference on hold (the parties are still connected). To return to the conference, press the fluttering CALL button.
2. *Add additional parties to the conference:* Do the following:
 - Press the SPCL button and then **5**. This leaves the conference parties connected.
 - Place a call to the party to be added to the conference.
 - Press the SPCL button and then **5** twice to put yourself and the new party into the conference.
3. *Transfer the conference to another extension or to Voice Mail:* Press the TRANSFER button and dial the desired extension number. (If you wish, you can wait for an answer.) Then hang up when you are ready to complete the transfer.

PAGING

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

There can be up to 10 paging zones for different areas of your building. Your customer service representative, trainer, or system administrator can tell you how your telephone system is programmed. You can list them here for your convenience:

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

To make a page:

1. Dial **7**.
2. Dial the desired zone number (0–9).
3. After the tone, make your announcement.
4. Press TALK to hang up.

RECORD-A-CALL

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

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

1. Press the SPCL button and dial **3 8 5**.
2. *If required*, dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)
3. You hear a confirmation tone when the Record-A-Call feature is activated.
4. **To turn off Record-A-Call:** Press the SPCL button and dial **3 8 5** *OR* press TALK to hang up.

DO-NOT-DISTURB

Placing your phone in do-not-disturb halts calls (except for queue callbacks, recalls, and direct ring-in calls). Other users calling you hear a repeating signal of four fast tones (if they have a display, it shows the do-not-disturb message you have selected).

There can be up to 20 different Do-Not-Disturb messages in your telephone system. They can be changed by the system administrator, installer, or programmer. Your customer service representative, trainer, or system administrator will give you a list of Do-Not-Disturb Messages for your system. You can list them here for your convenience:

01 _____	11 _____
02 _____	12 _____
03 _____	13 _____
04 _____	14 _____
05 _____	15 _____
06 _____	16 _____
07 _____	17 _____
08 _____	18 _____
09 _____	19 _____
10 _____	20 _____

To enable do-not-disturb:

1. Dial .
2. Dial the desired 2-digit number for the message you wish to use.
3. *If desired*, customize the second display line by entering the desired numbers or letters as described below:
 - *Remain in numeric mode:* Press the keypad buttons to dial the desired numbers. Press for a hyphen (-) or press for a colon (:). If you have a FORWARD button, you can press it to leave a space.

- *Change to alphanumeric mode:* Press MESSAGE button (if you have one) and then press the keypad buttons to enter the desired characters. (Refer to the chart below.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 would enter “FRIDAY.” You need a FORWARD button to enter adjoining characters that are located under the same button or to leave spaces. For adjoining characters, press the FORWARD button once to advance to the next character. For example, 6 FWD 666 FWD 6632999 would enter “MONDAY.” (Note that letters correspond to the letters printed on keypad buttons 1–9.) Press FORWARD twice to leave a space.

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	/	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	.	0

4. Press TALK to hang up.

To cancel do-not-disturb:

Dial **3** **7** **2**.

REMINDER MESSAGES

Reminder Messages are set, like an alarm clock, to signal you at a specified time. You can select the message and time up to 24 hours in advance. At the programmed time, the Reminder Message signals you with a single beep and your display shows the message. If your phone is busy, you still hear the beep and the message displays for 10 seconds during the call, then the display returns after you hang up. (Reminder Message displays interrupt, but do not affect, programming.)

There can be up to 20 different Reminder Messages in your phone system. They can be changed by the system administrator or programmer. Your service representative, trainer, or system administrator will give you a list of the messages for your system. You can list them here for your convenience:

01 _____	11 _____
02 _____	12 _____
03 _____	13 _____
04 _____	14 _____
05 _____	15 _____
06 _____	16 _____
07 _____	17 _____
08 _____	18 _____
09 _____	19 _____
10 _____	20 _____

To request a reminder message:

1. Dial .
2. Dial the desired 2-digit number for the message that you want.
3. While the desired message is displayed, press .
4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. (If you dial three digits, such as 900 for 9:00, press .
5. *If your system is set for 12-hour display format*, press for AM *OR* press for PM. (If it is set for 24-hour format, you do not need this step.)

To cancel all reminder message requests before they signal you:

Dial .

To clear a received reminder message:

While viewing the reminder message, press .

MISCELLANEOUS FEATURES

Standard And Alternate Keymaps

Each phone (including your INT2000) is programmed with a standard keymap that determines where each feature button appears on the phone. They can also have an alternate keymap. If you have an alternate keymap, you can switch between the keymaps by dialing the Switch Keymaps feature code. (If you have a Switch Keymaps button, you can press it at any time, instead of following these procedures, to change keymaps.)

To switch between keymaps when your phone is idle:

Dial **3****9****9**.

To switch between keymaps during a call:

While on a call, press the SPCL button and dial **3****9****9**.

Date, Time, Name, and Extension Number Display

This feature displays the system date and time, user name, and extension number for approximately five seconds during a call or when other displays are shown.

To show the date and time display (while on a call, in do-not-disturb, etc.):

Press the SPCL button and dial **3****0****0**.

Hookflash

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

To generate a hookflash while using a line:

Press the SPCL button and dial **3****3****0**.

SPECIAL PROGRAMMING

Ring Tone Selection and Volume

The tone of your INT2000's ring signals can be changed to create distinctive ringing. If phones are placed close together, changing the tone makes each phone's ring easier to recognize.

To select the type of ring tone for your INT2000:

Press the VOL button. You can choose Ring Type A (high or low volume), Ring Type B (high or low volume), or Ring Off (vibrate mode).

To turn off the ringer:

Move the switch on the side of the Handset to OFF.

Programming for Private Intercom Calls

You can place private (non-handsfree) intercom calls whenever you wish by pressing the pound (#) button before dialing the extension number. Or, your phone can be programmed to always send private calls using the Ring Intercom Always feature described below.

To place only private intercom calls (Ring Intercom Always) or to cancel the Ring Intercom Always feature:

Dial **377**.

Hunt Group Remove/Replace

Your system may be programmed with "hunt groups." These are groups of stations that share a common extension number in addition to having individual extension numbers. (A phone that is part of a hunt group can also be called directly using its individual extension number.) The phone or phones that receive the call when a hunt group extension number is dialed is determined by a list programmed in your telephone system's software. If you are a member of a hunt group, you can use the following procedure to determine when you will receive hunt group calls.

To prevent your phone from receiving hunt group calls or to allow it to receive hunt group calls again:

1. Dial **322** to remove your station from the hunt group and prevent hunt group calls.
2. Dial **323** to replace your station in the hunt group and receive hunt group calls.

ACD HUNT GROUPS

ACD hunt groups use a special feature called “Automatic Call Distribution” (ACD) that distributes the hunt group calls equally among the available members. ACD hunt group members are referred to as “agents.” Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent will receive calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group will bypass the agent. If your phone is in an ACD hunt group, use the following procedures to log in and out.

ACD Hunt Group Login

To log into one or more ACD hunt groups:

To log into one ACD hunt group: Dial **3 2 6** and then dial the extension number of the desired ACD hunt group.

To log in to all of your ACD hunt groups at once: Dial **3 2 8**.

ACD Hunt Group Logout

To log out of one or more ACD hunt group:

To log out of all of your ACD hunt groups at once: Dial **3 2 8**.

To log out of one ACD hunt group: Dial **3 2 7**. One of the following displays will appear:

- *If you were logged in to only one hunt group*, the display shows AGENT LOGGED OUT OF <hunt group>.
- *If you were logged in to more than one hunt group*, the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.
- *If you were not logged in to any hunt group*, the display shows NOT LOGGED INTO ANY ACD GROUP. Start over.

ACD Agent Wrap-Up Terminate

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

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

Dial **3 2 9**. (If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.)

AGENT HELP

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

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

To use the Agent Help feature while on a call:

1. Press the SPCL button and dial **3 7 5**.

NOTE: This feature cannot be used if the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in do-not-disturb.

2. *If required*, dial the Agent Help Extension number. (Your phone may be programmed to automatically dial the number, or you may be required to dial it.)
3. *If the Agent Help Extension accepts the call*, you hear the Agent Help tone (if it is enabled) and the supervisor can monitor or join your call.

If the Agent Help Extension rejects the call, you hear a confirmation tone and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request:

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

- **To accept the call:** Answer as usual.
- **To reject the call:** Dial **3 7 6**. You hear a confirmation tone.

TROUBLESHOOTING

If your INT2000 is not performing to your expectations, please try these simple steps. If you are still unable to resolve the problems, contact your service representative. **NOTE:** Do not attempt to service this unit yourself. All service must be done by qualified service personnel.

Problem: Charge 1 light will not come on when Handset is placed in Battery Charger.

Possible Solutions:

- Make sure the AC Adapter is plugged into the Battery Charger and wall outlet.
- Make sure Handset is properly seated in Battery Charger.
- Make sure the Battery Pack is properly placed in the Handset.
- Make sure that the charging contacts on the Handset and Battery Charger are clean.

Problem: Conversation interrupted frequently.

Possible Solutions:

- Make sure that the Base Unit antenna is fully vertical.
- Move closer to the Base Unit.
- Check for LOW BAT warning.

Problem: Warning tone and NO SERVICE message.

Possible Solution:

- Move closer to the Base Unit.

Problem: Handset does not ring.

Possible Solutions:

- Ringer switch may be set in the OFF position.
- Battery may be weak. Charge the Battery Pack for 8-10 hours.
- Make sure the Base Unit antenna is fully vertical.
- The Handset may be too far away from the Base Unit.

OPTIONAL EQUIPMENT AND REPLACEMENT PARTS

Optional Headset

The optional Headset provides a “handsfree” option for the INT2000. With the Headset installed, you can use the Belt Clip to carry the Handset, and conduct a conversation using the Headset.

To install the optional Headset, open the cover over the HEADSET Jack and plug the Headset in. No other settings are needed.

Operation of the INT2000 using the Headset is exactly the same as using the Handset. However, you will hear through the Headset earphone, and talk through the Headset microphone. The Handset earphone and microphone are disconnected.

Optional Backup AC Adapter

The optional Backup AC Adapter provides protection against losing a call in case of AC Power failure. The Backup Adapter contains a Battery Pack that provides enough power for you to complete the call and hang up.

Other Optional Accessories and Replacement Parts

For the following Optional Accessories and Replacement Parts contact your service representative.

- AC Adapters
- Telephone Cord
- Belt Clip
- Battery Pack
- Battery Charger with AC Adapter
- Wall Mount Adapter
- Headset
- Leather Carrying Case

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NOTES

DEFAULT FEATURE CODES

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

Account Code — All Following Calls	391	_____
Account Code — Optional	390	_____
ACD Agent Log In	326	_____
ACD Agent Log Out	327	_____
ACD Agent Wrap-Up Terminate	329	_____
Agent Help Request	375	_____
Call Forward All Calls	355	_____
Call Forward If Busy	357	_____
Call Forward If No Answer	356	_____
Call Forward If No Answer or Busy	358	_____
Conference	5	_____
Default Station	394	_____
Directory	307	_____
Do-Not-Disturb On	370	_____
Do-Not-Disturb Off	371	_____
Feature Key Default	395	_____
Hold — Individual	336	_____
Hold — System	335	_____
Hookflash	330	_____
Hunt Group Remove	322	_____
Hunt Group Replace	323	_____
Message	365	_____
Cancel Message That You Left	366	_____
Cancel Current Message On Your Phone	368	_____
Silent Message	367	_____
Page	7	_____
Program Keys	397	_____
Queue (Callback) Request	6	_____
Record-A-Call	385	_____
Redial	380	_____
Reminder Message	305	_____
Reminder Message Cancel	306	_____
Reverse Transfer (Call Pick-Up)	4	_____
Review Keys	396	_____
Ring Intercom Always On/Off	377	_____
Station Speed Dial	382	_____
Station Speed Dial Programming	383	_____
System Forward On/Off	354	_____
System Speed Dial	381	_____
Switch Keypad	399	_____
Transfer To Ring	345	_____