



KWS 600 Model 3040/4040

Wireless Handset User Guide






Quick Reference Guide for Frequently Used Features


This guide provides basic instructions for frequently used system features. Refer to the user guide for more information about these and other features.

Powering the Handset on or off

To power on the handset:

Press . When the handset is powered on, the  symbol appears in the lower-left corner of the display indicating that the handset is connected to the server. Contact your system administrator if the  symbol does not appear after powering on the handset.

To power off the handset:

Press  for 3 seconds.

Charging the Battery

You must recharge the battery when the display shows **BATTERY LOW**, or if the handset cannot be powered on.

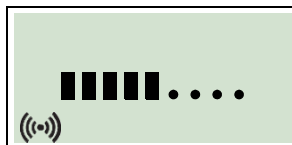
During normal operation, it takes approximately 3½ hours to charge the handset from fully discharged to full capacity. The LED flashes while charging and is constantly lit when fully charged. The display returns to normal mode when fully charged.

NOTE

For proper charging, make sure the room temperature is between 32°F and 77°F. Do not place the handset in direct sunlight. The battery has a built-in heat sensor which stops charging if the battery temperature is too high.

To charge the battery:

Place the handset in the charger. When the handset is powered on, the display shows the charging status in the third line, as shown below.



Replacing the Battery

To replace the battery:

1. Use a small Phillips screwdriver to unscrew the plate on the rear of the handset to access the battery compartment (Model 4040 only—the Model 3040 clips on and does not have a screw holding the plate in place).
2. Remove the battery cover as shown below, and then pry the cover away from the handset.



Model 4040



Model 3040

3. Replace the battery, and then replace the battery cover.

Placing Calls

IMPORTANT



Before using your handset, contact your system administrator to make sure your system is correctly configured for emergency service.


To place an emergency call:

Dial the appropriate emergency service number (9 1 1 United States or 9 9 9 / 1 1 2 Europe).






To place a call:

Do one of the following:

- Press , and then dial the number to immediately place the call.
- Predial the number, and then press  when you are ready to place the call.

The  icon is displayed while the connection is made and during the call.

To place a call from the phone book:

1. Press  (BOOK).
2. To search for the contact, press  or  or enter the first letter of the name using the dialpad buttons.
3. Press . The  icon is displayed while the connection is made and during the call.

Answering Calls

To answer a call:

Press .

To answer a waiting call and place the first call on hold:

Press **R**, and then press **2**.


To toggle between an active and held call:

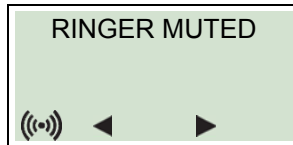
Press **R**, and then press **2**. This places the active call on hold and connects you to the held call.

To reject a waiting call:

Press **R**, and then press **0**. The caller receives a busy signal.

To mute the ringer without answering the call:

Press **MUTE** . The ringer is muted and is indicated on the display.







Transferring Calls

To transfer a call:








1. While on the call, press **R**, and then dial the extension number.
2. After the call is answered, press **R**, and then press **4** to complete the transfer.

Redialing a Number

To redial the last number called:

1. Press  (**REDIAL**) to display the redial/CLIP stack.
2. Press  or  to search for the number (newest to oldest).
3. Press .

To delete a call from the redial/CLIP stack:

1. Press  (**REDIAL**) to display the redial/CLIP stack.
2. Press  or  to search for the number (newest to oldest).
3. Press . **DELETE** appears on the display.
4. Do one of the following:
 - Press  again to delete the entry.
 - Press  or  to view **DELETE ALL** or **STORE NO. ?** options.

Placing a Call on Hold

To place a call on hold:


While on the call, press **R**. You hear dial tone while the call is on hold.
Press **R** again to return to the caller.

To toggle between an active and held call:


Press **R**, and then press **2**. This places the active call on hold and connects you to the held call.

Muting the Microphone

To mute the microphone:








1. Press **MUTE** . The display indicates the microphone is muted.










2. Press **MUTE**  to enable the microphone again.

Using Speed Dial

To store a number in the speed dial list:

1. Press **MENU**.
2. Press  or  to go to **MENU SPEED DIAL**, and then press .
3. Press  or  to scroll through the list numbers ("A" or 1 to 9), and then press  to select the number that will be assigned to the extension or phone number (the top number displayed is the one that is selected).
4. Enter the number, and then press  to confirm the entry. After storing the number, the handset returns to idle mode.

To delete or edit a speed dial list entry:









1. Press **MENU**.
2. Press  or  to go to **MENU SPEED DIAL**, and then press .
3. Press  or  to scroll through the list numbers (the top number displayed is the one that is selected).
4. Press  to select the number.
5. Edit or delete the number (press  to delete digits one at a time).

Storing Phone Book Entries



To store an entry, you must enter the number and name, and then save the entry. After storing the entry, the handset returns to idle mode.

If **MEMORY FULL** is displayed, you must delete one or more numbers from the phone book to add an entry.













To store a number in the phone book:

1. Do one of the following:
 - Enter the phone number, press , and then go to [step 2](#).
 - While the handset is idle, press **REDIAL**.
 - a. Press  or  to view entries, and then press  to select an entry.
 - b. Press  to go to **STORE NO. ?** (press  while **DELETE<entry>** is displayed to delete the entry).
2. While **STORE NO. ?** is displayed, press .
3. While **NAME:** is displayed, enter the name using the dialpad buttons. See the following table for dialpad button descriptions.
4. Press  to save the entry.

NOTES

To delete a character, press and hold  on the space or character to the right of the character you are deleting. (The cursor moves backward one space when the character is deleted.) Press  to move the cursor forward. Digits display on the fourth line.

Some characters are not available on the Model 3040.

Button	Uppercase Letters	Lowercase Letters
	? ! 1 - + * / = & () % ¿ ¡	? ! 1 - + * / = & () % ¿ ¡
	A B C 2 Ä Å Á À Æ Ç	a b c 2 ä å á à ã æ ç
	D E F 3 É Ê Ë Ì	d e f 3 è é ê ë
	G H I 4 Í Î Ï	g h i 4 ï ï ï
	J K L 5	j k l 5
	M N O 6 Ñ Ö Ó Ô Õ Ø	m n o 6 ñ ö ó ô õ ø
	P Q R S 7 ß	p q r s 7 ß
	T U V 8 Ú Û Ü	t u v 8 ú û ü
	W X Y Z 9	w x y z 9
	[Space], . 0 ; ; _ “ ^ ~	[Space], . 0 ; ; _ “ ^ ~
	Switch to lowercase	Switch to uppercase
	# @ E \$ £ ¥ § < > { } [\]	# @ E \$ £ ¥ § < > { } [\]

Accessing Your Mailbox

The following instructions include Automatic Speech Recognition (ASR) spoken commands, which can be used instead of pressing the dialpad buttons if ASR is enabled for your system.

Contact your system administrator for the voice mail number and password.

To access your mailbox:

Dial the system voice mail number, and then enter your password when prompted. If you are not prompted for your password, press *****, enter your mailbox number and password, and then press **#** to accept the entry.

Listening to Voice Mail Messages

To listen to voice mail messages:

1. Access your mailbox as described above.
 - If E-Mail Reader is enabled for your mailbox, press **1** or say "Voice Mail."
 - If E-Mail Reader is not enabled for your mailbox, skip this step.
2. Select one of the following:
 - Press **1** or say "New" to listen to new messages.
 - Press **3** or say "Saved" to listen to saved messages.

During the Message		After the Message	
Back up	1	Replay	1
Pause	2	Forward	3
Move forward	3	Go to previous	4
Save	7	Go to next	6
Delete	9	Save	7
Skip to end	#	Delete	9

Changing Your Voice Mail Password

To change your mailbox password:

1. Access your mailbox.
2. Press **4** to select the Personal Options menu.
3. Press **3** to select the Password menu.
4. Enter the new password (4 to 12 numeric digits), and then press **#**.
5. Press **#** to accept the password, or press **3** to erase and re-enter the password.

Notice

This user guide is released by Inter-Tel, Inc. and provides information necessary to use KIRK Wireless Server 600 Model 3040/4040 wireless handsets. The guide contents, which reflect current Inter-Tel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware, software, or system administrator assistance.

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Enter provider information above

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Regulatory Information

Product Disposal Instructions



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

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

FCC Regulations

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

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Getting Started

Welcome

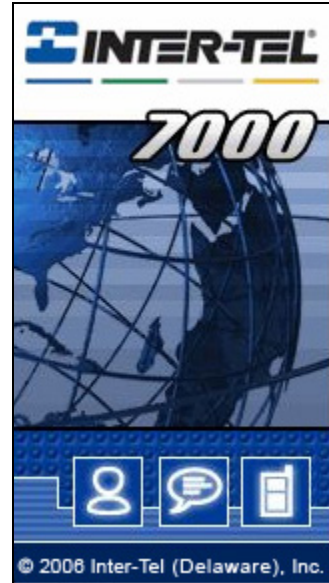
The instructions in this user guide are for using the KWS 600 Model 3040/4040 wireless handset on the Inter-Tel® 7000 Network Communications Solution.

For handset specification, subscription, and registration information, refer to the *KIRK Wireless Server 600 Installation Manual* (part number 935.4526).

The removable *Quick Reference Guide* is an overview of frequently used features.

This guide includes the following sections:

- **Getting Started:** An overview of the handset, how to replace or charge the handset battery, and how to initialize your voice mail account.
- **Call and System Features:** How to use handset features, such as answering and placing calls and using features while on a call.
- **Menu Options:** How to change menu settings.
- **Voice Mail Features:** How to use voice mail features, including advanced voice mail tools such as Automatic Speech Recognition (ASR) and E-Mail Reader.
- **Troubleshooting Tips:** Tips to help troubleshoot possible problems.



About the Handsets

The Model 3040 is shown below—the Model 4040 is shown on [page 3](#). See “Feature and Dialpad Button Descriptions” on [page 4](#) for information about the handset buttons.










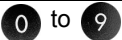
Model 3040



Model 4040




Feature and Dialpad Button Descriptions

Feature and dialpad buttons for both models are described in the following table.

Button	Action	Page
MENU	Enter or exit the menu	17
REDIAL 	<ul style="list-style-type: none"> In the menu: Moves the cursor to the left. After entering a digit: Deletes the last digit. Long press: Deletes all digits. In idle mode: Enters the Redial menu. 	16
BOOK 	<ul style="list-style-type: none"> In the menu: Moves the cursor to the right. After entering a digit: Stores the number in the phone book. In idle mode: Accesses the phone book. 	24
MUTE 	<ul style="list-style-type: none"> In the menu: Selects a menu option. Off-hook: Mutes the microphone. On-hook: Mutes the ringer. Long press: Turns the handset off. 	13
INT (Model 4040 only)	Turns loudspeaker on and off in handsfree mode.	24
	Recalls a number (if on-hook).	16
	Enables on-/off-hook and powers on the handset.	9
	<ul style="list-style-type: none"> Switches between uppercase or lowercase letters in alphanumeric mode—press before entering feature codes to access system features. Long press: Pauses when entering digits (-). Extra long press: Changes from pulse to dual tone multi-frequency (DTMF)—a T appears on the display when changed to DTMF. 	16
	Enters #.	11
	Enter digits (or letters in alphanumeric mode)	16
Alarm Button (Model 4040 only)	Used for system alarms or speed dialing	14

Powering the Handset On or Off


To power on the handset:

Press . When the handset is powered on, the  symbol appears in the lower-left corner of the display, indicating that the handset is connected to the server. Contact your system administrator if the  symbol does not appear.

NOTE

When the handset has been outside the coverage area, it can take up to 30 seconds for the handset to reconnect to the system after re-entering the coverage area.

To power off the handset:

Press  for 3 seconds.

Charging the Battery

You must recharge the battery when the display shows **BATTERY LOW**, or if the handset cannot be powered on.

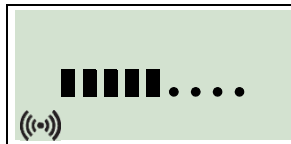
During normal operation, it takes approximately 3½ hours to charge the handset from fully discharged to full capacity. The LED flashes while charging and is constantly lit when fully charged. The display returns to normal mode when fully charged.

NOTE

For correct charging make sure the room temperature is between 32°F and 77°F. Do not place the handset in direct sunlight. The battery has a built-in heat sensor which stops charging if the battery temperature is too high.

To charge the battery:

Place the handset in the charger. When the handset is powered on, the display shows the charging status in the third line, as shown below.



Replacing the Battery

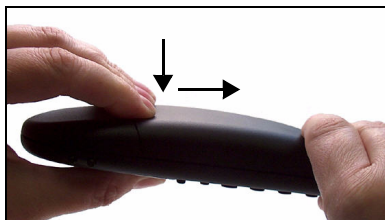
The battery is preinstalled in the handset, but you may need to replace it when it can no longer be charged. Contact your system administrator for a replacement battery.

To replace the battery:

1. Use a small Phillips screwdriver to unscrew the plate on the rear of the handset to access the battery compartment (Model 4040 only—the Model 3040 clips on and does not have a screw holding the plate in place).
2. Remove the battery cover as shown below, and then pry the cover away from the handset.



Model 4040



Model 3040

3. Replace the battery, and then replace the battery cover.

Voice Mail Setup

See Voice Mail Features on [page 27](#) for more information about using system voice mail features.

The following voice mail instructions include Automatic Speech Recognition (ASR) voice commands, which can be used instead of pressing the dialpad buttons if ASR is enabled for your system (see [page 27](#)).

Initializing Voice Mail

If necessary, contact your voice mail administrator for the voice mail extension number and your voice mail password.

To initialize your voice mail account:

NOTE

Press **#** during any voice mail operation to advance to the next step. Press ***** to return to the previous menu.

1. Dial the voice mail extension number, and then press *****.
2. Enter your system-generated voice mail password, and then press **#**.
3. Enter your new password using dialpad buttons 0 through 9 (4 to 12 digits), and then press **#**.
4. Press **#** or say “Accept” to accept the entry, or press **3** or say “Erase” to erase and re-enter your password. After accepting the new password, the system prompts you to record your directory name.
5. After the tone, record your first and last name for the directory. When prompted, select one of the following options:
 - Press **#** or say “Accept” to accept the name.
 - Press **1** or say “Replay” to replay the recorded name.
 - Press **2** or say “Append” to add to your name.
 - Press **3** or say “Re-record” to erase and re-record your name.

See [page 29](#) to re-record or change your directory name.

After recording your name, the system plays a message that introduces you to voice mail system features. To skip the introduction, press **#** or say “Skip.”

Recording Personal Greetings

Your personal greeting informs callers why they have reached your voice mailbox, so you may include some or all of the following information:

- Whether you are in the office and where you can be reached.
- When you will be returning calls.
- How to exit voice mail (for callers who do not want to leave a message). For example, “Press **0** to return to the operator.”

The following are sample greetings to help you plan your message:

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

If you do not record a greeting, a default system greeting is used.

To record or change your personal greeting:

1. Access your mailbox (see [page 28](#)).
2. Press **4** or say “Personal” to select the Personal Options menu.
3. Press **1** or say “Greeting” to record or change your personal greeting.
4. Select one of the following:
 - Press **1** or say “Primary” to record and/or enable your primary greeting.
 - Press **2** or say “Alternate” to record and/or enable your alternate greeting.
 - Press **3** or say “System” to enable the system default mailbox greeting.

If you selected the system greeting option, hang up.

If you already have a primary or alternate greeting, it is played when you select primary or alternate.

*If you selected the primary or alternate greeting option, record your greeting when prompted and press **#** to end the recording.*

5. Select one of the following:
 - Press **#** or say “Accept” to accept the greeting.
 - Press **1** or say “Replay” to replay the greeting.
 - Press **2** or say “Append” to add to the greeting.
 - Press **3** or say “Erase” to erase and re-record the greeting.
 - Press ***** or say “Cancel” to exit without changing your greeting.

Call and System Features

Call and system features include answering and placing calls, using features while on a call, and using the phone book.


Answering and Placing Calls

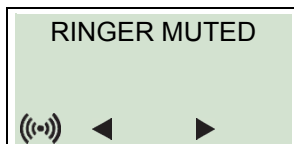
When an incoming call is ringing, the LED flashes quickly, and the display shows the Caller ID information (if available).

To answer a call:

Press .

To mute the ringer without answering the call:

Press **MUTE** . The ringer is muted and is indicated on the display.



Answering Waiting Calls

If you receive a call while on another call, you hear a call-waiting tone through your handset, and the Caller ID (CLIP) information is displayed (if available).



NOTE

Call Waiting must be activated for the system from a registered handset before it can be used. The feature code must be entered one time by one handset only to activate the feature for all handsets.



To activate Call Waiting for all system handsets:

From a registered handset, dial access code ***43#**, and then hang up to activate **Call Waiting On**.



To answer a waiting call and place the first call on hold:

Press , and then press .

To toggle between the active and held call:

Press , and then press . This places the active call on hold and connects you to the held call.

To reject a waiting call:

Press , and then press . The caller receives a busy signal.

Viewing Missed Calls

If you miss a call, the LED flashes slowly, and **MISSED CALL** and the number (if available) appear on the display. If the number is unknown, the LED flashes only.



To view a missed call:

Press **◀** while **MISSED CALL <number>** is displayed. The last call received is the first displayed. See “Storing Phone Book Entries” on [page 16](#) for information about placing calls from the received call list.

Placing Calls

The following instructions are for placing emergency, internal, and external calls.

Placing Emergency Calls

IMPORTANT

Contact your system administrator to make sure your system is correctly configured for emergency service before using your handset. If an emergency call phone number is dialed from a Session Initiation Protocol (SIP) handset located at a remote site that is not correctly configured, the call will be placed from the location where the system is installed instead of the location where the emergency call was placed.


To place an emergency call:

Dial the appropriate emergency service number (**9 1 1** United States or **9 9 9 / 1 1 2** Europe).

Placing Calls



You have the following options when placing calls:

- Dial the number and immediately place the call.
- Predial the number and place the call later.
- Use the phone book to dial the number. See “Storing Phone Book Entries” on [page 16](#).
- Use speed dial to place the call. See “Using Speed Dial” on [page 14](#).

NOTE Press  for approximately 3 seconds to pause while entering digits.






To place a call:

Do one of the following:

- Press , and then dial the number to immediately place the call.
- Predial the number, and then press  when you are ready to place the call.

The  icon is displayed while the connection is made and during the call.

To place a call from the phone book:

1. Press  (**BOOK**).
2. To search for the contact, press  or  or enter the first letter of the name using the dialpad buttons.
3. Press . The  icon is displayed while the connection is made and during the call.

Using Last Call Return

You can automatically dial the last call received on your handset.

To use Last Call Return:

Press   .

Using Features While on a Call

You can use the following features while you are on a call.

Placing Calls on Hold

You can place active calls on hold.

To place a call on hold:

While on the call, press **R**. You hear dial tone while the call is on hold.

Press **R** again to return to the caller.

Transferring Calls

You can transfer calls to other subscribers.

To transfer a call:

1. While on the call, press **R**, and then dial the extension number.
2. After the call is answered, press **R**, and then press **4** to complete the transfer.

Using Directed Call Pickup

You can use Directed Call Pickup to answer a call that is ringing or holding on another handset or handset (reverse transfer). For example, if you receive a call, but you are away from your desk, you can answer the call from your handset.

To use Directed Call Pickup:

1. While the call is ringing or holding, press *** 5 3**.
2. Enter the extension (or hunt group extension) where the call is ringing or holding. You are connected to the caller.

Using Group Call Pickup

A call group is a group of subscribers who have their own extensions. Unlike hunt groups (see [page 15](#)), call group members do not share an extension. Call group members can answer ringing or holding calls for any other member of the call group. Calls are answered based on the order they are received (first in, first answered).


To use Group Call Pickup:

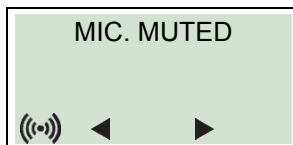
Press *** 5 4**. The first call received is answered.

Muting the Microphone

You can mute your microphone to prevent other parties from hearing you.

To mute your microphone:

1. Press **MUTE** . The display indicates the microphone is muted.



2. Press **MUTE**  to enable the microphone again.

Redialing a Phone Number






You can redial numbers from the following storage methods:

- **Redial:** Calls which you have dialed (up to last 10 calls placed)
- **Calling Line Identification Presentation (CLIP):** Missed/Caller ID calls (up to the last 10 calls received)





Redial and CLIP entries are stored as a “stack” of entries and can be combined in the stack (each number is represented only once in the stack). When you use the Redial feature, you are viewing both call types in the stack.

When viewing recent calls in the stack, redial numbers are marked with **REDIAL** or the person’s name. CLIP numbers are marked either with **CLIP** or the caller’s name, and the LED is lit to indicate the entry is a received call.



To redial the last number called:

1. Press  (**REDIAL**) to display the redial/CLIP stack.
2. Press  or  to search for the number (newest to oldest).
3. Press . The  icon is displayed while the connection is made and during the call.

To delete a call from the redial/CLIP stack:

1. Press  (**REDIAL**) to display the redial/CLIP stack.
2. Press  or  to search for the number (newest to oldest).
3. Press . **DELETE** appears on the display.

NOTE

Press  or  to view the **DELETE ALL** or **STORE NO. ?** options. See “Storing Phone Book Entries” on [page 16](#) for instructions to save redial/CLIP stack entries in the phone book.

4. Press  again to delete the entry.

Using Speed Dial



You can store and dial speed dial numbers from handset.

NOTE

To use speed dial, you must set the long key setting to **SPEED DIAL** (see "Using Advanced Settings" on [page 24](#)).

To place a call from the speed dial list:

Do one of the following:

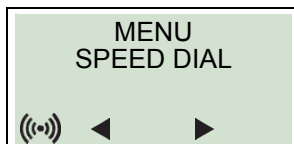
- Press and hold the speed dial number ("A" or 1 to 9) for approximately 3 seconds. The  icon is displayed while the connection is made and during the call.
- Press the Alarm button (Model 4040 only). The  icon is displayed while the connection is made and during the call.





NOTE

The Alarm button is available on the Model 4040 only. Pressing the Alarm buttons dials the number assigned to the letter "A" in the speed dial directory.

To store a number in the speed dial list:

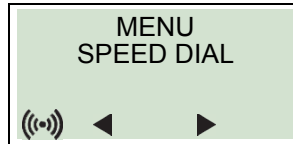
1. Press **MENU**.
2. Press  or  to go to **MENU SPEED DIAL**, and then press .



3. Press  or  to scroll through the list numbers, and then press  to select the number that will be assigned to the extension or phone number (the top number displayed is the one that is selected).
4. Enter the number, and then press  to confirm the entry. After storing the number, the handset returns to idle mode.

To delete or edit a speed dial list entry:

1. Press **MENU**.
2. Press ◀ or ▶ to go to **MENU SPEED DIAL**, and then press ✓.



3. Press ◀ or ▶ to scroll through the list numbers (the top number displayed is the one that is selected).
4. Press ✓ to select the number.
5. Edit or delete the number (press ◀ to delete one digit at a time).

Using Hunt Groups

Your system may be programmed for hunt groups. A hunt group is a group of subscribers who share a common extension in addition to having individual extensions. This allows calls to be directed to anyone in the hunt group (using the hunt group extension number) or to a subscriber in the hunt group (using the subscriber's extension number).

There are two types of hunt groups:¹

- **Basic:** You are automatically logged in to the hunt group. You cannot log out of a basic hunt group.
- **Advanced:** You must log in and out of any hunt group in which you are a member, allowing you to enable or disable hunt group calls to your extension.

To log into an Advanced hunt group:

1. Press * 8 8 1 (Hunt Group log in).
2. Enter the hunt group extension.

To log out of an Advanced hunt group:

1. Press * 8 8 0 (Hunt Group log out).
2. Enter the hunt group extension.

NOTE

You do not receive confirmation on the handset when you log in or log out of hunt groups.









1. Hunt groups may or may not be enabled for your system. Contact your system administrator for more information.

Storing Phone Book Entries



You can store numbers as phone book entries for easy access and dialing. See “Placing Calls” on [page 11](#) for instructions to place calls from the phone book.

To store an entry, you must enter the number and name, and then save the entry. After storing the entry, the handset returns to idle mode. If **MEMORY FULL** is displayed, you must delete one or more numbers from the phone book before you can add an entry.













To store a number in the phone book:

1. Do one of the following:
 - Enter the phone number, press , and then go to [step 2](#).
 - While the handset is idle, press **REDIAL**.
 - a. Press  or  to view entries, and then press  to select an entry.
 - b. Press  to go to **STORE NO. ?** (press  while **DELETE<entry>** is displayed to delete the entry).
2. While **STORE NO. ?** is displayed, press .
3. While **NAME:** is displayed, enter the name using the dialpad buttons. See the following table for dialpad button descriptions.
4. Press  to save the entry.

NOTES

To delete a character, press and hold  on the space or character to the right of the character you are deleting. (The cursor moves backward one space when the character is deleted.) Press  to move the cursor forward. Digits display on the fourth line.

Some characters are not available on the Model 3040.

Button	Uppercase Letters	Lowercase Letters
	? ! 1 - + * / = & () % ¿ ¡	? ! 1 - + * / = & () % ¿ ¡
	A B C 2 Ä Å Á À Æ Ç	a b c 2 ä å á à æ ç
	D E F 3 È É Ê Ë	d e f 3 è é ê ë
	G H I 4 Í Î Ï	g h i 4 í î ï
	J K L 5	j k l 5
	M N O 6 Ñ Ò Ó Ô Õ Ö Ø	m n o 6 ñ ò ó ô õ ö ø
	P Q R S 7 ß	p q r s 7 ß
	T U V 8 Ü Ú Û Ü	t u v 8 ü ú û ü
	W X Y Z 9	w x y z 9
	[Space], . 0 : ; _ “ ’ ^ ~	[Space], . 0 : ; _ “ ’ ^ ~
	Switch to lowercase	Switch to uppercase
	# @ E \$ £ ¥ § < > { } [\]	# @ E \$ £ ¥ § < > { } [\]

Menu Options

This section describes how to modify menu feature options. While in the menu, you may see settings that are not covered in this guide (for example, subscription and registration settings). These settings are used by the system administrator when provisioning the handset on the system and are not described in this guide. For more information about these settings, contact your system administrator or refer to the *Polycom Wireless 600v3 Installation Manual* (part number 935.4526).

To enter or exit the menu:

1. Press the **MENU** button.
2. Do the following to select or clear menu options:
 - Press **▼** to select a menu option or to go to the next option level. After reaching the last option level, pressing **▼** returns you to the previous option level.
 - Press **MENU** to clear the current entry and exit the menu.

Profile Setup

Profile Setup options include:

- **Ringer tone:** Select from nine available ring tones (see [page 18](#)).
- **Ringer volume:** Adjust the handset speaker volume setting (see [page 18](#)).
- **Key click:** Adjust key click volume settings (see [page 19](#)).
- **Vibrator** (Model 4040 only): Enable silent mode (see [page 19](#)).
- **B-Answer:** Enable handsfree mode (see [page 20](#)).
- **Start volume:** Start volume control (see [page 21](#)).
- **Out of range:** Indicates when you are moving out of range of the base station (see [page 21](#)).
- **Auto keylock:** When enabled, auto keylock automatically locks the buttons after 30 seconds (see [page 22](#)).
- **Language:** Select a language for displaying text (see [page 23](#)).
- **Backlight:** Adjust backlight settings (see [page 23](#)).
- **Advanced:** Adjust advanced settings (see [page 24](#)).

Selecting a Ringer Tone

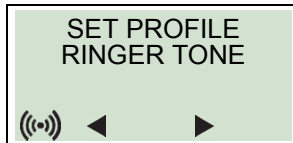
You can select a ringer tone from the nine available on the handset.




To select a ringer tone:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE RINGER TONE**, and then press .



3. Press  or  to scroll through the ringer tones.
4. Press  to save the setting.

Adjusting the Ringer Volume

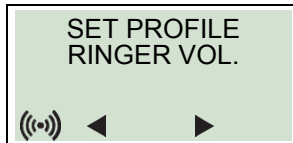
You can adjust the ringer volume on the handset.




To adjust the ringer volume:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE RINGER VOL.**, and then press .



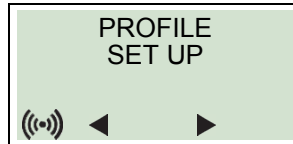
3. Press  or  to adjust the volume.
4. Press  to save the setting.

Adjusting the Key Click Volume

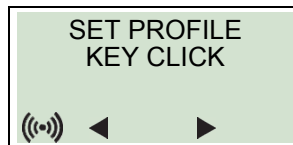
The key click is the “click” sound made when pressing buttons on the handset.




To adjust the key click volume:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE KEY CLICK**, and then press .



3. Press  or  to adjust the volume.
4. Press  to save the setting.

Enabling Vibrator Mode (Model 4040 only)

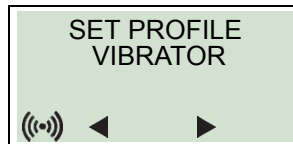
You can set the handset to vibrate instead of ringing when you receive a call.




To change the vibrator setting:

1. Press **MENU**, and then press  on **PROFILE SETUP**.



2. Press  or  to go to **SET PROFILE VIBRATOR**, and then press .



3. Press  or  to toggle between **VIBRATOR ON/OFF**.
4. Press  to save the setting.

Enabling B-Answer

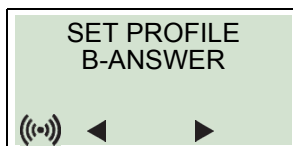
When B-Answer is enabled, the handset automatically goes off-hook (is answered) when ringing. The handset automatically goes on-hook when a call is terminated. B-Answer is inactive when the handset is placed in the charger.




To change the B-Answer setting:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE B-ANSWER**, and then press .



3. Press  or  to toggle between **B-ANSWER OFF/ON**.
4. Press  to save the setting.

Adjusting the Start Volume

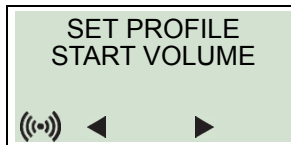
The start volume adjusts the default handset volume.




To adjust the start volume:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE START VOLUME**, and then press .



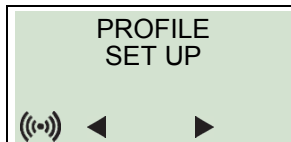
3. Press  or  to adjust the volume.
4. Press  to save the setting.

Enabling Out of Range Notification

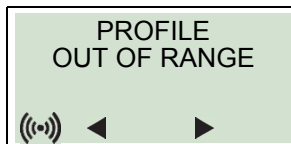
When enabled, the handset notifies you by rapidly beeping and **OUT OF RANGE** appears on the display if you are moving out of range of the base station.




To change the out of range setting:

1. Press **MENU**, and then press  on **PROFILE SET UP**.



2. Press  or  to go to **SET PROFILE OUT OF RANGE**, and then press .



3. Press  or  to toggle between **OUT OF RANGE TONE ON/OFF**.
4. Press  to save the setting.

Using Auto Keylock

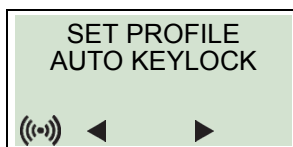
When enabled, auto keylock automatically locks the handset buttons after 30 seconds. You can also manually lock the buttons by pressing ***#**.

To change the auto keylock setting:

1. Press **MENU**, and then press **✓** on **PROFILE SET UP**.



2. Press **◀** or **▶** to go to **SET PROFILE AUTO KEYLOCK**, and then press **✓**.



3. Press **◀** or **▶** to toggle between **AUTO KEYLOCK ON/OFF**.
4. Press **✓** to save the setting.

To unlock the handset buttons:

Press **MENU**, and then press ***#**.

Selecting a Language

You can select display text from 10 languages (the Model 3040 includes six languages).




To change the language:

1. Press **MENU**, and then press  on **PROFILE SETUP**.



2. Press  or  to go to **SET PROFILE LANGUAGE**, and then press .



3. Press  or  to scroll through the languages.
4. Press  to save the setting.

Adjusting Backlight Settings

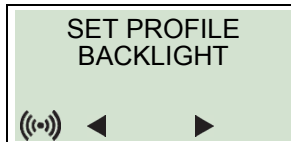
You can enable/disable the display backlight.




To change the backlight setting:

1. Press **MENU**, and then press  on **PROFILE SETUP**.



2. Press  or  to go to **SET PROFILE BACKLIGHT**, and then press .



3. Press  or  to toggle between **BACKLIGHT ON/OFF**.
4. Press  to save the setting.

Using Advanced Settings

Advanced settings allow you to modify the following handset features:

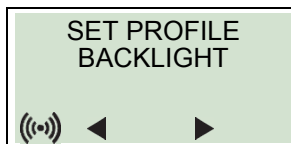
- **Advanced auto hook:** When enabled, the handset automatically goes off-hook when removed from the charger for an incoming call. The handset automatically goes on-hook when the handset is placed in the charger.
- **Any key answer:** When enabled, all buttons work as a Hook button when receiving an incoming call (connects to call waiting call).
- **Long key:** When enabled, allows you to make a speed-dial call by pressing and holding one of the dialpad buttons (0 to 9) or the Alarm button. If no number is assigned to the Alarm button, you can enter a new number. This number is automatically added to the speed dial list.
- **Long key timer:** Defines the length of time a dialpad button (0 to 9) is pressed before it is detected as a long key press.
- **Auto key delay:** Defines the length of time the Alarm button is pressed before the alarm key function is executed.
- **LS on B-Answer** (Model 4040 only): When enabled and **B-ANSWER ON** (handsfree) is enabled, the loudspeaker is on automatically when on a call.
- **Standby text:** When standby text is set to **ON**, the SIP alias extension shows on the display in idle mode. When standby text is set to **OFF**, the default standby text shows on the display in idle mode (for example, **POLYCOM**).
- **Headset alert** (Model 4040 only): Adjusts the headset ringer volume.
- **Headset volume** (Model 4040 only): Adjusts the headset audio volume.
- **Off Hook MSF:** Not available at this time.





To modify advanced settings:

1. Press **MENU**, and then press  on **PROFILE SETUP**.



2. Press  or  to go to **SET PROFILE ADVANCED**, and then press .



3. Press  or  to go to the setting, and then press .
4. Select the setting option, and then press  to save the setting.

Other Menu Options

The following options are also accessible from the menu. Some options may not be enabled for your system.

- **External service:** Not available at this time.
- **Battery:** View battery charge status.
- **Phone book:** Use the phone book (see “Storing Phone Book Entries” on [page 16](#)).
- **Redial:** Use the Redial feature (see “Storing Phone Book Entries” on [page 16](#)).
- **Mail:** Not available at this time.
- **Speed dial:** Save speed dial numbers (see “Using Speed Dial” on [page 14](#)).
- **Login:** Use to install the handset on the system. Contact your system administrator or refer to the *Polycom Wireless 600v3 Installation Manual* (part number 935.4526) for more information.
- **MSF function:** Not available at this time.

Voice Mail Features

About Voice Mail


NOTE

See [page 7](#) in the Getting Started section to set up your voice mail account and to select and record personal greetings.


Voice mail is an electronic mailbox that usually corresponds to your extension number. However, you can have a mailbox that does not correspond to an extension (for agents or other personnel who do not have a permanent office).

Your mailbox may also include E-Mail Reader* and Automatic Speech Recognition (ASR), which are advanced voice mail features. E-Mail Reader accesses your e-mail through your voice mail account, allowing you to “hear” your e-mail (see [page 35](#)). You can also save, delete, or forward fax messages using E-Mail Reader.


ASR allows you to issue voice commands instead of pressing dialpad buttons when accessing voice mail options. When using ASR, follow these guidelines for best results:

- **Use the handset when issuing voice commands.** External microphones pick up background noise, which may cause misinterpreted voice commands.
- **Do not say “Pound” when using ASR.** The silence that follows your voice command replaces the  button.
- **Use the dialpad buttons when recording a message.** Because ASR is disabled while recording a message, your recording will include any voice commands.
- **Use the dialpad buttons when entering mailbox and E-Mail Reader passwords.** To prevent your password from being heard by others, you cannot use ASR.



NOTE

If the system fails to understand an ASR command three times in a row, it will ask if you wish to press  to transfer to the dialpad button menu.

To temporarily disable ASR:

1. Access your mailbox (see [page 28](#)).
2. In the main menu, press  or say “Disable” to disable ASR for the current call.

To enable ASR after disabling it:

1. Press  until you return to the main menu.
2. Press  to enable ASR.

*. ASR and E-Mail Reader may or may not be enabled for your system. Contact your system administrator for more information.



Mailbox Features

Some of the following features may not be enabled for your system. Contact your system administrator for more information.



Accessing Your Mailbox

Use the following instructions to access your mailbox.

To access your mailbox using the system voice mail number:

1. Dial the system voice mail number, press , and then enter your password.
2. Press  to accept the entry.

To access your mailbox from another system handset:

1. Dial the system voice mail number.
2. Press  when prompted for your password, and then enter your mailbox number and password.
3. Press  to accept the entry.

Listening to Voice Mail Messages

You can listen to all messages in your mailbox, or you can select a specific message.

To listen to voice mail messages:

Access your mailbox (see above), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Re-recording or Changing Your Directory Name

You can re-record or change your mailbox directory name.

To re-record or change your directory name:

Access your mailbox (see above), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Changing Your Voice Mail Password

You can change your voice mail password.

To change your mailbox password:

1. Access your mailbox (see [page 28](#)).
2. Press **4** to select the Personal Options menu.
3. Press **3** to select the Password menu.
4. Enter the new password (4 to 12 numeric digits), and then press **#**.
5. Press **#** to accept the password, or press **3** to erase and re-enter the password.

Changing the Message Search Order

You can change the order in which you retrieve your new and saved messages based on the date and time in which they are received. When more than one message is left in your mailbox, the search order can be configured as first in/first out or last in/first out. If E-Mail Reader is enabled for your mailbox, changing the message search order applies to your voice mail, e-mail, and fax messages.

To change the message search order:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Changing Your Message Envelope

When you receive a voice mail (or an e-mail or fax message if applicable), an “envelope” is played. The envelope contains the following message information:

- **Time and Date:** The time and date the message was received
- **Source:** The source of the voice mail, e-mail, or fax message
- **Length:** The length of the message (voice mail messages only)
- **Subject:** The text in the subject field (e-mail messages only)
- **Pages:** The number of pages included (faxes only)

By default, all envelope options are enabled for each type of message. However, you can select specific options, or you can disable the message envelope entirely.

To change your message envelope:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Recording and Sending Voice Mail Messages

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

To record and send a voice mail message:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

NOTE

If E-Mail Reader is enabled for your mailbox, you can send a recorded message as a reply to an e-mail. The recorded message is attached to the sent e-mail as an audio file.

Canceling Unheard Voice Mail Messages

You can cancel unretrieved voice mail messages that you have sent to other subscriber's mailboxes. You cannot cancel unheard messages sent to call groups or hunt groups.

To cancel unheard voice mail messages:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Using Special Delivery Options

You can add special delivery options to voice mail messages sent to other subscribers. The following options are available after recording the message:

- **Private:** This prevents the recipient from forwarding it to other subscribers.
- **Certified:** When the recipient listens to the message, you receive a receipt notice.
- **Priority:** This places your message ahead of all other waiting messages in the receiving mailbox.

To use special delivery options:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Recovering Deleted Voice Mail Messages

You can retrieve deleted voice mail messages within a specific time frame before they are erased from the system (the time frame is programmed by your system administrator). Any retrieved messages are then restored as saved messages in your mailbox. If E-Mail Reader is enabled for your mailbox, you can also recover deleted e-mail and fax messages.

To recover deleted voice mail messages:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Searching for a Voice Mail Contact

To search for a voice mail contact:

Access your mailbox (see [page 28](#)) and then follow the voice menu prompts.

Screening Calls

You can screen outside calls that are transferred to you from the system Auto Attendant. Calls can be transferred using the following methods:

- **Unannounced Calls:** Calls are sent directly to your extension.
- **Announce-Only Calls:** Before Auto Attendant transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear “You have a call from (caller’s name).” Then the call is sent to your extension.
- **Screened Calls:** Before Auto Attendant transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear “You have a call from (caller’s name).” You can then choose whether or not to accept the call.

After receiving a screened call, you have the following options:

- Press **Ⓜ** or say “Accept” to accept the call.
- Press **1** or say “Replay” to replay the announcement.
- Press **2** or say “Voice Mail” to send the call to voice mail.
- Press **3** or say “Forward,” and then dial the extension number to forward the call to another extension.
- Press ***** or say “Refuse” to refuse the call.

To change the call screening transfer method:

Access your mailbox (see [page 28](#)), and then follow the voice menu prompts and use the appropriate Voice Mail flowchart on [page 34](#) (without E-Mail Reader) or [page 38](#) (with E-Mail Reader) for the step sequence.

Programming Remote Messaging

NOTE Remote Messaging is supported for voice mail messages only. If E-Mail Reader is enabled for your mailbox, you cannot use Remote Messaging for e-mail and fax messages.

You can use Remote Messaging to have voice mail call you when you receive new voice mail messages.* Using "cascade levels," a series of up to nine phone numbers, the voice mail system will call each number until it successfully connects to a device (for example, a pager or cell phone).

Use primary and alternate cascades to program messages for different time periods. For example, you can use a primary cascade to notify you of new voice mail messages from 5:00 P.M. to 10:00 P.M. on weekdays. You can use an alternate cascade to notify you of new messages on weekends. See [page 33](#) to set up Remote Messaging.

*. Remote messaging may or may not be enabled for your system. Contact your system administrator for more information.

To set up Remote Messaging for voice mail messages:

1. Access your mailbox as described on [page 28](#).
2. Press **4** or say “Personal” to select the Personal Options Menu.
3. Press **5** or say “Remote” to select Remote Messaging.
4. Select one of the following options:
 - Press **1** or say “Primary” to set up a primary cascade.
 - Press **2** or say “Alternate” to set up an alternate cascade.
5. Press **1** or say “Level,” and then enter or say the number (1 to 9) of the level you want to program. Then select one of the following options:
 - **To set up or change an extension or outside number:** Press **2** or say “Number,” and then select one of the following options:
 - Press **1** or say “Internal” for an extension number, and then say or enter the number.
 - Press **2** or say “Outside” for an outside number, and then say or enter the number.
 - **To set up or change pager notification, select one of the following options:**
 - Press **1** or say “Pager.”
 - Press **2** or say “Personal.”
 - Then press **1** or say “Change” to enable or disable the number.
6. Press **3** or say “Days,” and then select one of the following options:
 - Press **1** or say “Weekdays” for Monday through Friday.
 - Press **2** or say “Days” for all days.
 - Press **3** or say “Days” to select individual days. You are prompted to say or press numbers 1 to 7 which correspond to the days Sunday through Saturday.
7. Press **2** or say “Time.” Then say or enter the times you want the message notification to start and stop. Enter or say the times with four digits for the hour and minutes (for example, 0900 = 9:00 A.M.). If entering the time in 12-hour format:
 - Press **1** or say “AM” for A.M.
 - Press **2** or say “PM” for P.M.

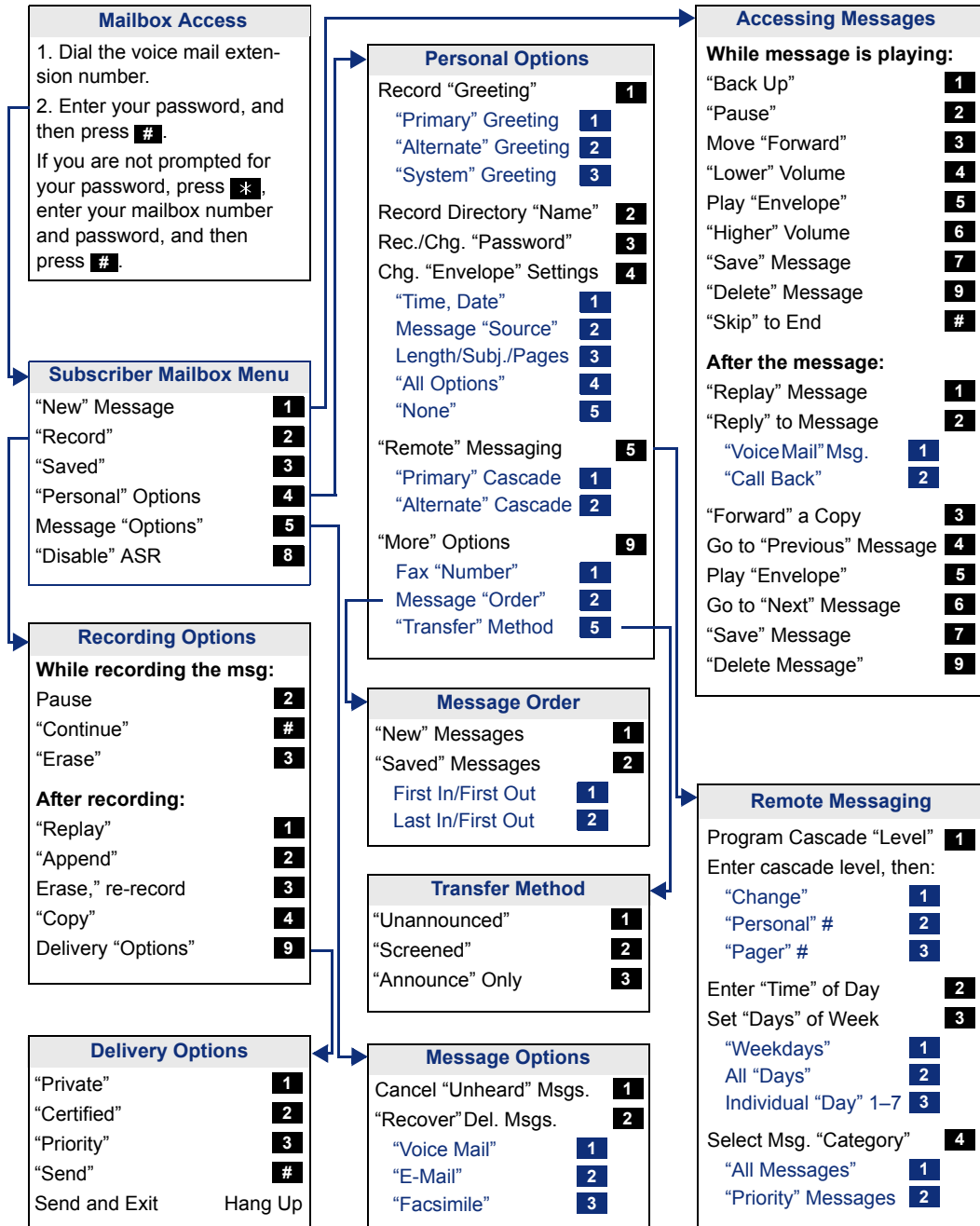
For 24-hour notification, program the starting and ending times to be the same.
8. Press **4** or say “Category.” You have the following options:
 - Press **1** or say “All Messages” for all messages.
 - Press **2** or say “Priority” for priority messages only.
9. Press **#** or hang up to save the settings and exit.

NOTE

If the system is unable to reach you, you will receive a voice mail message informing you that notification could not be completed.

Voice Mail Flowchart (without E-Mail Reader)

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



E-Mail Reader

Using E-Mail Reader, you can access voice mail, e-mail, and fax messages from your mailbox.* E-Mail Reader uses Text-to-Speech (TTS) to convert the text in an e-mail message to an audio file. After you listen to your message, you have the same options for saving, forwarding, deleting, etc. as in voice mail.

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

E-Mail Reader does not distinguish between e-mail messages and meeting invitations and responses. Therefore, e-mail messages and meeting messages (including invitations, cancellations, and responses) can be accessed from your mailbox.

NOTES

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

If an e-mail message includes a hyperlink, E-Mail Reader reads the hyperlink as text.

Entering Your E-Mail Password

You may be prompted to enter your E-Mail Reader account password (usually your network password) whenever you or your voice mail administrator set up your e-mail account mailbox or change your e-mail password.

Use the following tips when entering your e-mail password:

- If enabled, do not use Automatic Speech Recognition (ASR). To prevent others from overhearing your password, use the dialpad buttons on your handset to set up your e-mail password.
- Enter password characters correctly. E-mail passwords are case-sensitive and can contain special characters. Your entry must match the case and characters exactly. If necessary contact your voice mail administrator for assistance.

*. E-Mail Reader may or may not be enabled for your system. Contact your system administrator for more information.

To enter your e-mail password:

NOTES To repeat menu instructions, say “Help” or press **0** at any time.

If you enter an incorrect password, or if you choose to not set a new E-Mail Reader password, the Main Menu E-Mail Reader Count option (see [page 37](#)) is automatically disabled to prevent having to hear the invalid password prompt for each subsequent login and to protect against being locked out of your e-mail account.

1. Access your mailbox as described on [page 28](#). The system announces that it was unable to retrieve your e-mail and fax messages, and then provides the following options:
 - Press **#** or say “Continue” to access voice mail only.
 - Press **1** or say “Password” to enter your new e-mail password.
 - Press **2** or say “Help” for a description of special character locations.

	Number of Times Button Is Pressed (in Alpha Mode)												
Button	1	2	3	4	5	6	7	8	9	10	11	12	13
1	1	!		'	:	;	,	/	\	>	<)	(
2	A	B	C	2	a	b	c						
3	D	E	F	3	d	e	f						
4	G	H	I	4	g	h	i						
5	J	K	L	5	j	k	l						
6	M	N	O	6	m	n	o						
7	P	Q	R	S	7	p	q						
8	T	U	V	8	t	u	v						
9	W	X	Y	Z	9	w	x						
0	0	.	@	#	*	-	_	&	%	=	\$	~	+

2. Your new password is played. You have the following options:
 - Press **#** or say “Accept” to accept the password.
 - Press **3** or say “Re-enter” to erase and re-enter the password.

Using Main Menu E-Mail Reader Count

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

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

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

1. Access your mailbox as described on [page 28](#).
2. Press **4** or say “Personal” to select the Personal Options menu.
3. Press **9** or say “More” to select More Options.
4. Press **4** or say “E-Mail Reader Count” to select the E-Mail Reader Count toggle option.
5. Do one the following:
 - If *E-Mail Reader Count* is **enabled**, press **1** or say “Disable” to disable.
 - If *E-Mail Reader Count* is **disabled**, press **1** or say “Enable” to enable.

Accessing Fax Messages

When you access a fax message, E-Mail Reader announces the fax message according to the envelope option (see [page 29](#)). Because a fax message is received by your e-mail account as an image attachment, E-Mail Reader cannot read the text in a fax. To view the fax and read it, you must access it from your e-mail account. However, you can save, delete, and forward a fax to a fax number that you specify.

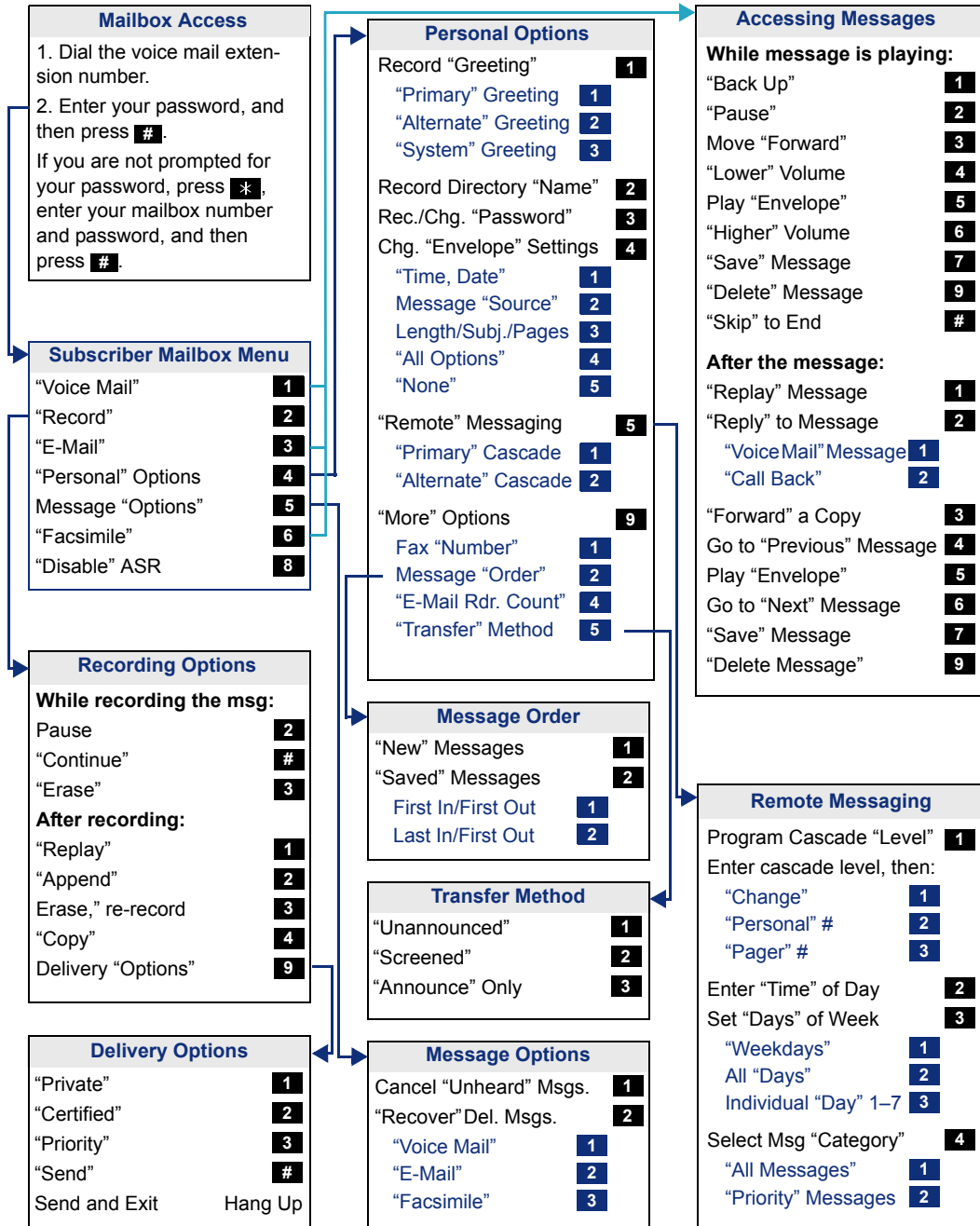
To access fax messages or program a fax number:

Access your mailbox (see [page 28](#)), and then follow the voice commands and use the Voice Mail flowchart on [page 38](#) for the step sequence.

Voice Mail Flowchart (with E-Mail Reader)

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

VOICE MAIL FEATURES



Troubleshooting Tips

This section includes information to help solve problems that you may be experiencing with your handset. Refer to this section before contacting your provider or system administrator. Troubleshooting topics include:

- **Contact information:** Provides information about system administrator contacts.
- **Troubleshooting tables:** Present possible problems and suggest methods to solve them.

Contact Information

Contact the appropriate administrator (system, voice mail, or network) first with questions that are not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel® provider. Providers' contact information can be found on the Inter-Tel Web site at www.inter-tel.com. Inter-Tel sales, service, and support are best supported at the local level.


Your system administrators can help you with many of the questions that you may have regarding using your handset, such as changing your settings or modifying handset features. Types of administrators are as follows:

- **System Administrator:** Performs certain Inter-Tel 7000 system functions, including:
 - Adding new user accounts
 - Setting the date and time
 - Making database changes, such as changing user names and extension numbers
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
 - Adding new voice mail accounts
 - Performing mailbox maintenance
 - Customizing voice mail prompts
- **Network Administrator:** Performs network-related tasks

If you are a system administrator or if you need additional information not covered in this user guide, refer to your system administrator guide (part number 935.4526) or contact your local provider for more information.

Troubleshooting Tips

The following table includes tips for handset features. The table on [page 41](#) includes tips for voice mail features. Refer to the tables before contacting your system administrator or local Inter-Tel provider.

Troubleshooting Tips – Handset Features	
Problem	Possible Solution
The handset is not working properly.	Contact your system administrator.
I cannot use one or more of the features described in this guide.	The feature may not be enabled. Contact your system administrator for more information.
I am experiencing audio problems on my handset such as echo, distorted sound, or choppiness.	Contact your system administrator if you are having audio problems.
The handset freezes.	Remove and replace the battery pack. Press  to power on the handset. See “Replacing the Battery” on page 6 .
The handset does not ring.	Make sure the ringer is not set to silent or that the ringer volume is off. See “Adjusting the Ringer Volume” on page 18 .
The handset will not power on.	Verify the battery is installed properly. See “Replacing the Battery” on page 6 . If the battery is installed properly, try charging the battery. See “Charging the Battery” on page 5 .
The handset powers off when receiving a call and going off-hook.	Charge the battery. If the handset still does not power on, the battery may be defective (replace as necessary). See “Charging the Battery” on page 5 .

Troubleshooting Tips – Voice Mail Features	
Problem	Possible Solution
I cannot use one or more of the voice mail features described in this guide.	Your system may not support the feature, or your voice mail administrator may not have enabled the feature. Contact your voice mail administrator for more information.
I get a “Mailbox almost full or full” message.	No new messages can be received until waiting or saved messages are deleted.
I get a “Mailbox quota grace limit reached” message.	The voice mail system grace limit has reached its capacity. This feature allows a mailbox to “overfill” beyond normal capacity. When the quota grace limit has been reached, this announcement is played. Contact your voice mail administrator for assistance.
My e-mail password has expired for my e-mail client and I have to change it. Do I also have to update it for my mailbox?	If you change your e-mail password, you will be prompted to update it for E-Mail Reader. See page 35 for additional information about entering your e-mail password.
I cannot retrieve deleted messages.	Voice mail may have erased your message. After a programmed amount of time has lapsed, voice mail automatically erases all deleted messages (see page 31). If you attempted to undelete a voice mail within this time frame but you were unsuccessful, your voice mail system may not have sufficient space enabled to store deleted messages.
I do not have e-mail and fax messages in my mailbox.	If your mailbox does not have E-Mail Reader, (see page 35), you will not receive e-mail and fax messages. Contact your voice mail administrator to determine if E-Mail Reader is enabled for your mailbox.
I get the wrong response when I try to complete a task by saying a command.	Several factors affect the system response to voice commands. One reason the system may not be responding to voice commands is that Automatic Speech Recognition (ASR) is not enabled on your system. If your system’s voice prompts do not include the option to “say” a command, then ASR is not enabled. See page 27 for additional ASR guidelines.
I cannot set the number of rings before a call is sent to voice mail.	This feature is set by the voice mail administrator.

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