

# Encore

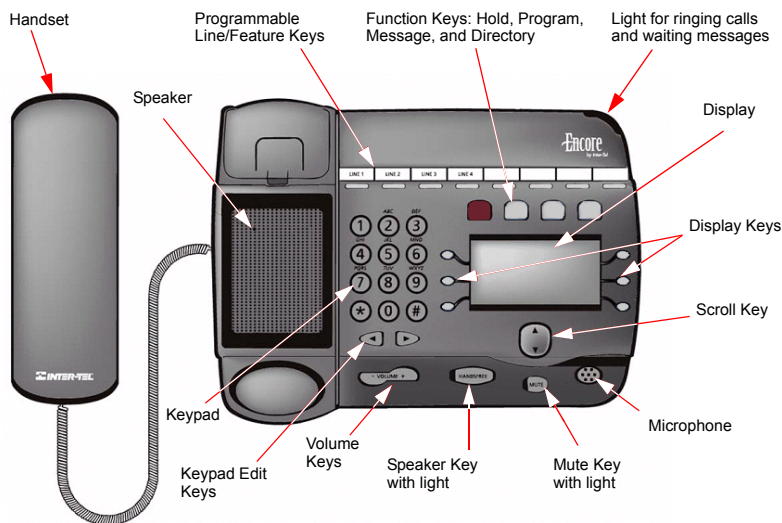
by Inter-Tel

## USER GUIDE

These are the **basic** instructions for the most frequently used telephone system features. For detailed information on these and other features, refer to the *Encore Installation, Programming, and Maintenance Manual* supplied with your telephone system, or consult your system administrator. Manuals are also provided in PDF format on the software CD-ROM. An Adobe Acrobat Reader is needed to view the files ([www.adobe.com](http://www.adobe.com)). For technical support, please contact the company that sold and now services your system.

Instructions in this guide are given for both phones and single-line sets. When the single-line set instructions tell you to “perform a hookflash,” quickly press and release the handset hookswitch.

### Phone Features



The instructions in this guide assume that the phone starting display is the Idle Menu, unless stated otherwise. If you want to return to the Idle Menu at any time from within other menus, press the **Speaker** key.

“Select <Option>” means to press the Display key opposite the indicated menu on the display. Please note that all menu options may not be displayed at one time on the phone display. In this case, to display the desired menu option, press the Scroll Down (▼) key, or the Scroll Up (▲) key, until the menu option appears.

### Receiving Calls

#### PHONE:

- When the phone rings, you can do one of the following:
  - Select **Answer The Call** on the display to speak handsfree.
  - Press the **Speaker** key to speak handsfree.
  - Lift the handset.

#### SINGLE-LINE SET:

- When you hear ringing tones, lift the handset.

### Placing Internal Calls

#### PHONE:

- You can place an internal call in one of the following ways:
  - Select **Internal Call** and select an extension from the list.
  - Dial the extension number (20 - 37) and select **Send Digits**.
  - Lift the handset and dial the extension number.

#### SINGLE-LINE SET:

- Lift the handset and dial the extension number.

### Placing Outgoing Calls

#### PHONE:

- Lift the handset and select an available line in one of these ways:
  - Select **External Call** and select an available line.
  - Press a **Line** key.
  - Dial either **9, 81, 82, or 83** to select an Outgoing Group.
- Dial the telephone number you require.

#### SINGLE-LINE SET:

- Lift the handset and select an available line in one of these ways:
  - Dial either **9, 81, 82, or 83** to select an Outgoing Group.
  - Dial either **51, 52, 53, 54, 55, 56, 57, or 58** to seize a line.
- Dial the telephone number you require.

### Putting Calls on Hold

#### PHONE:

- While on the call, do one of the following:
  - Press the **Hold** key.
  - Select **System Hold** on the display.
- To retrieve the call, select **Return To Line** or press flashing **Line** key.

#### SINGLE-LINE SET:

- While on the call, perform a hookflash then hang up.
- You can leave the handset on hook or use your telephone. (The call will recall after 30 seconds. If your phone is busy, the call will ring when you hang up.)
- to retrieve the call before the timer expires, press **5** and the line number.

### Busy Line Call Back

#### TO REQUEST A BUSY LINE CALL BACK:

- When you have tried to access a busy line:
  - **Phone:** Select **Ring Back**.
  - **Single-Line:** Perform a hookflash and dial **5**.
- When the line becomes free, your extension will ring.

### Redialing

#### TO REDIAL THE LAST EXTERNAL NUMBER DIALED:

- **Phone:** Select **Redial Last Number**.
- **Single-Line:** Lift the handset and dial **60**.

### Call Waiting

#### TO SEND A CALL WAITING TONE:

- **Phone:** Select **Waiting Tone** when you hear busy tone.
- **Single-Line:** Perform a hookflash and dial **8** when you hear busy tone.

#### TO ANSWER A WAITING CALL:

- **Phone:** Either end or hold the current call and select **Answer Call**.
- **Single-Line:** Hang up or place your call on hold. The waiting call rings.

#### TO PROTECT AN INDIVIDUAL CALL FROM CALL WAITING TONES:

- **Phone:** When you are on a call, select **Tone Protect** on the display.
- **Single-Line:** While on a call, perform a hookflash and dial **66**.

### Paging

#### TO MAKE AN EXTERNAL PAGE FROM A PHONE:

- Scroll down and select **Paging**.
- Select **Public Address** and make your announcement (up to 15 seconds). Do not hang up if you want the paged party to answer your page.

#### TO MAKE AN EXTERNAL PAGE FROM A SINGLE-LINE SET:

- Lift the handset and dial **47**.
- Make your announcement (up to 15 seconds). Do not hang up if you want the paged party to answer your page.

#### TO RESPOND TO A PAGE:

When you are paged, go to the nearest station:

- **At a Phone:** Select **Answer Page**.
- **At a Single-Line Set:** Dial **45**.

#### TO MAKE AN ALL-PHONE PAGE FROM A PHONE:

- Scroll down and select **Paging**.
- Select **Page All System Phones** and make your announcement.

#### TO MAKE AN ALL-PHONE PAGE FROM A SINGLE-LINE SET:

- Lift the handset and dial **44**.
- Make your announcement.

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## Transferring Calls

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### *PHONE (INTERNAL CALL):*

- While on the call, select **Internal Transfer**.
- Select or dial the desired extension. Then select **Transfer** or hang up.

### *PHONE (EXTERNAL CALL):*

- While on the call, select **External Transfer**.
- Select a free line and dial the number. Then press **Transfer**.

### *SINGLE-LINE SET:*

- Perform a hookflash.
- Dial the extension number or a line code and an outside number.
- Hang up.

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## Speed Dial Programming

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### *PHONE:*

- Press the **PROGRAM** key, then select **Personal Speed-Dial**.
- Select the location you want to program. Use the Scroll Down (▼) key to scroll to the locations as required.
- Select **New Entry** and enter the number. If necessary, you may use **Pause** as one of the ten digits.
- Select **Confirm**.
- Enter a name, if desired, using the keypad keys. (If you want the number only, press **Cancel**.)
- Press the **Speaker** key to finish programming.

### *SINGLE-LINE SET:*

- Lift the handset and dial **62**.
- Enter the location (0 - 9) where you want to store the number.
- Dial the number you want to store, up to ten digits. Then hang up.

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## System Speed Dialing

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### *PHONE (PERSONAL NUMBERS):*

- Press the **DIRECTORY** key.
- Select **Personal Speed Dial**.
- Select the number you wish to dial.

### *PHONE (SYSTEM NUMBERS):*

- Press the **DIRECTORY** key.
- Select **System Speed-Dial**.
- Press **Select By Name** or **Select By Location**. Then use the Scroll keys to locate the name you want and select it.

### *SINGLE-LINE SET:*

- Lift the handset.
- Do one of the following:
  - Dial **61** and then enter the desired personal speed-dial number (0-9).
  - Dial the desired System Speed-Dial location code (7001 – 7200).

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## Conference Calls

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### *PHONE:*

- Scroll down to and select **Internal Conference** and then select the extension **OR** Select **External Conference** and then select a free line and dial the external number.
- When the party answers, select **Conference** on the display.
- Repeat to add the third party.

### *SINGLE-LINE SET:*

- Place the first call and then perform a hookflash.
- Place the second call, perform a hookflash and dial **3**.

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## Call Forwarding

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### *PHONE:*

- Scroll to and select **Forward**, then select one of the following:
  - **Forward All Calls**
  - **Forward When Busy**
  - **Forward On No Answer**
- Enter an extension number **OR** enter **9** followed by an external number **OR** enter **38** to send your calls to your voice message box.
- Select **Confirm**.

### *SINGLE-LINE SET:*

- Lift the handset and enter one of the following:
  - Dial **151** for Forward All Calls
  - Dial **152** for Forward When Busy
  - Dial **153** for Forward On No Answer
- Enter an extension number **OR** enter **9** followed by an external number **OR** enter **38** to send your calls to your voice message box.

### *TO CANCEL CALL FORWARD:*

- **Phone:** Select **Cancel Forwarding** **OR** select **Forward** and then **Forward When Busy** or **Forward On No Answer**
- **Single-Line:** Lift the handset, dial the code you used for setting call forwarding, and hang up.

### *TO FORWARD RINGING CALLS (PHONE ONLY):*

- While you phone is ringing, select **Forward The Call**.
- Select an extension number or select **Forward To Voice Messaging**.

### *TO USE FOLLOW ME FORWARDING:*

- From the extension that is to answer your calls:
  - **Phone:** Select **Forward**. Then select **Follow Me**.
  - **Single-Line:** Dial **154**.
- Enter your extension number and Ext. Lock password (default is 123).

### *TO CANCEL FOLLOW ME FORWARDING:*

- Return to your extension and do the following:
  - **Phone:** Select **Cancel Forwarding**.
  - **Single-Line:** Lift the handset, dial **154**, and hang up.
- Enter your extension number and Ext. Lock password (default is 123).

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## Voice Messaging

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### *PHONE:*

- Select **New Voice Messages** **OR** press the **MESSAGE** key and select **Voice Messaging**.
- Enter your voice message box number (which is your extension number).
- Enter your voice messaging password (1111 by default), followed by **#**. You have the following options:
  - **Play:** Plays any messages waiting in your message box. While replaying your messages the following options are available:
    - **Forward Message:** Allows you to enter another box number.
    - **Next Message:** Skips to the next message.
    - **Return Call:** Places a call to the extension or outside caller (if Caller ID was received).
  - **Delete All Messages:** Erases all messages in your message box.
  - **Greeting:** Allows you to listen to or record your personal greeting:
    - **Record Greeting:** Allows you to record your greeting. Press **Confirm** and then **Speaker**.
    - **Replay Greeting:** Plays your greeting.
  - **Change Password:** Allows you to enter a new voice messaging password, up to 8 digits. Press **Confirm** and then **Speaker**.
  - **Monitor:** Allows you to screen calls that are sent to your voice message box. If you lift your handset, you can intercept the call and speak to the caller. Select **Monitor On** or **Monitor Off** then press **Speaker**.
  - **Cancel:** Exits from your voice message box.

### *SINGLE-LINE SET:*

- Dial **88**, your extension number, your voice messaging password, and **#**.
- When you hear your message box greeting, do one of the following:
  - To play your messages, dial **1**. You have the following options:
    - Dial **#** to pause playback
    - Dial **2** to save this message and move to the next message
    - Dial **3** to delete this message and move to the next message
    - Dial **4** to go back to the start of the message
    - Dial **5** to go back to the previous message
    - Dial **6** to delete all messages
    - Dial **7** to go back ten seconds
    - Dial **8** to go forward ten seconds/Skip the time stamp
    - Dial **9 + extension number** to forward the message
    - Dial **0** to return the call
  - To program your greeting or password:
    - Dial **91** to change the outgoing greeting
    - Dial **92** to hear the current outgoing greeting
    - Dial **93** to delete the outgoing greeting
    - Dial **0** and enter a new password