






# Model 8620/8622 Endpoint Quick Reference Guide

This guide provides information for frequently used features. For more information about these and other features, refer to the user guide. For voice mail information, refer to the voice mail user guide for your system.

## Feature Buttons

Most of the following feature codes work when your endpoint is idle. However, if you are on an active call or if the endpoint is off-hook, you may need to press  (Special) to activate the feature before you enter the feature code.

If you make a mistake when entering numbers or characters, you can press the **MUTE** button to move the cursor to the left and delete the characters entered, or you can press \* to cancel the feature.

Button	Action
	Activates features while on active calls.
	Provides volume control. Scrolls through feature options.
	Activates Handsfree Mode. Turns speaker on and off.
	Places the current call on hold.
CALL	Selects an outside line or answers a call.
IC	Answers an intercom (internal) call.
MUTE	Mutes the microphone. Left/backspace when entering dialpad characters.
DND	Turns DND mode on or off.
PAGE	Selects a page zone to place a page.
STN SPDL	Views or accesses Station Speed-Dial numbers.
SYS SPDL	Views or accesses System Speed-Dial numbers.
REDIAL	Redials a telephone number.
CNF	Places a conference call.
TRANSFER	Transfers the current call.
MSG	Connects to Inter-station and voice messages. Toggles between Alpha Mode and Numeric Mode.
FWD	Forwards the call to the specified number. Right/forward when entering dialpad characters.
ANSWER	Answers calls.
OUTGOING	Selects an outgoing line for external calls.

## Commonly Used Feature Codes

Contact your system administrator for more information about system features.

Feature	Code
ACD Agent – Log In/Out	328
Automatic IC Call Access – On/Off	361
Automatic Trunk Call Access – On/Off	360
Background Music – On/Off	313
Call Forward – All Calls	355
Call Logging	333
Conference	5
Default Station	394
Directory	307
Display Time And Date	300
Do-Not-Disturb – On/Off	372
Handsfree – On/Off	319
Headset – On/Off	317
Hold – Individual	336
Hold – System	335
Hunt Group – Remove/Replace	324
Message – Cancel Left Message	366
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Message – Leave Message	367
Message – Messages Menu	365
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Page Receive – On/Off	325
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## **Voicemail Instructions**

### **Initializing Your Mailbox**

Dial VMS/VOICEMAIL or 2500. Press \* to identify yourself. Enter your mailbox number and default password. (Default is #.) If you want a password, enter new password and press #. Press # to accept entry. The system prompts you to record directory name. After tone, record first and last name. When finished press #. Press # again to accept. The system then makes an announcement at the end of the announcement dial 4 1 1. The system will then prompt you to record your greeting. After the tone record your greeting. Press # to accept.

### **Sample Greeting**

Hello, you have reached \_\_\_\_\_. I am either on the other line or away from my desk. Please leave a message and I will return your call as soon as possible. If you need immediate assistance please press 0. Thank you.

### **Retrieving your voicemail messages**

*When your MSG lite is blinking* – Lift handset or press SPKR, MSG enter password followed by #.

*When your MSG lite is not lit, or you are away from your desk* – Press SPKR (or lift handset), press VMS/VOICEMAIL, press \*. Enter Mailbox number and then password followed by #.

*Outside the office, Live person answers* – Dial main number, ask them to transfer you. Press \* and follow the instructions

*Outside the office, Recording answers* - Press \* and follow the instructions

### **Listening To Messages**

Enter your mailbox. Either, press 1 for new or press 3 for saved. Press # to skip to end of recording.

While listening to your message you can use the following options:

- Press 1 to back-up
- Press 2 to pause
- Press 3 to skip ahead
- Press 4 to lower volume
- Press 5 to play message envelope again
- Press 6 to raise volume
- Press 7 to save message
- Press 9 to delete message

After the message finishes playing you have these options:

- Press 1 to replay message from beginning
- Press 2 to reply to message
- Press 3 to forward a copy of message to another subscriber
- Press 4 to listen to previous message
- Press 5 to play message envelope.
- Press 6 to listen to the next message
- Press 7 to save message in mailbox
- Press 9 to delete message

### **Sending Messages**

Enter mailbox, press 2 to send message. Dial the desired mailbox number. Press # to accept it. When you hear tone, record your message. Press # when completed

### **To Recover Deleted Messages up to 24 hours after deleted**

Enter mailbox as previously described, press 5. Press 2 to recover deleted messages. Press 1 to listen and choose which ones to delete or recover.

- Press 7 to recover the message
- Press 8 to purge the message from your mailbox.

### **To change your greeting from your primary to your alternate greeting**

Enter your mailbox, press 4 for personal options. To change personal greeting press 1. To use primary greeting press 1. To use your alternate greeting press 2. Follow instructions.

### **To set up message notification**

Enter your mailbox, press 4 for Personal Options. Press 5 for Remote Messaging, press 1 for Primary Set up. Press 1 for Cascade Level. Press 1 for Level 1. Press 2 to set up telephone number. Press 2 for an outside phone number and enter telephone number. Press 1 to turn notification on and then Select 1 for a pager of 2 for a cell phone.

**VOLUME LEVEL** - Press high or low end of volume bar as needed. To save, press both ends of the volume key.

**SPKR (SPEAKER)** - Allows you to put a call on speaker by simply pressing SPKR and hanging up.

**GROUP LISTEN** - While on handset call, press LISTEN. To turn off, repeat.

**MUTE** - This allows the built in microphone to be turned on and off on either speakerphone or handset.

**DIRECTORY** - Dial 307, press 1. Enter letters of first name, press # for matches. Press Vol up or down to scroll. Press # to call. When entering name you can press Mute to clear and Forward to go to next letter.

**TO INTERCOM** - Dial the desired extension number.

**MSG** - *To set* - Dial extension and press MSG. *To cancel MSG sent* - Dial 366 and extension. *To retrieve* - Lift handset and press MSG.

**QUEUE** - When extension is busy, remain on call to queue.

**TO DIAL OUTSIDE** - Press OUTGOING and dial desired phone number.

**REDIAL** - Press REDIAL.

**HOLD** - While on call, press HOLD and hang up. To return to call, press flashing CALL key.

#### **TRANSFERS**

*Screened and Unscreened* - While on call, press TRANSFER and dial extension number (announce call, if necessary) and hang up to complete transfer. If busy, no answer or refused press flashing CALL key. *Transfer calls to hold on another extension* - While on call, press TRANSFER, dial extension number and press HOLD.

*Transfer to Voicemail Directly* - While on call, press TRANSFER, press VOICE MAIL and dial mailbox number. Hang up to complete transfer.

*Transfer calls to an outside number* - While on call, press TRANSFER, press OUTGOING and dial phone number. Wait for answer to announce call then hang up. To return to caller, press flashing CALL key.

**PICKUP** - To pick up a call on hold or ringing at another extension, dial 4 and extension number.

**CONFERENCE CALLS** - While on call, press CONF, dial extension number or press OUTGOING key and then number. Press CONF twice to join calls.

*To put conference on hold* - Press HOLD. To return, press CONF.

*Drop out of conference* - Press CONF and hang up.

*To put back on individual hold* - Press CONF and HOLD. Press flashing CALL key to speak to party.

**OVERHEAD PAGE** - Press OVERHEAD PAGE button and dial the zone and announce page.

- 0 - All Speakers
- 1 - 1<sup>st</sup> Floor Speakers
- 2 - 2<sup>nd</sup> Floor Speakers
- 3 - 3<sup>rd</sup> Floor Speakers
- 4 - 4<sup>th</sup> Floor Speakers

**PHONE PAGE** - Press PHONE PAGE button and dial the zone required and announce page.

- 0 - ALL Phones
- 1 - 1<sup>st</sup> Floor Phones
- 2 - 2<sup>nd</sup> Floor Phones
- 3 - 3<sup>rd</sup> Floor Phones
- 4 - 4<sup>th</sup> Floor Phones

#### **STATION SPEED DIAL**

*To program* - With handset in cradle, dial 383, dial (0-9) and press #. Dial 8 and number followed by #. *To use* - Press STA SPD or dial 382 then dial (0-9).

**SYSTEM SPEED DIALING** - Press SYS SPD, dial (000-999) and press #.

**PROGRAMMABLE BUTTONS** - Dial 397, press button to be programmed and dial feature number or extension number.

- |               |                     |
|---------------|---------------------|
| XXXX - XXXX   | Extension Number    |
| 382 (0-9)     | Station Speed Dials |
| 381 (000-999) | System Speed Dials  |

#### **FORWARDING CALLS**

*To another extension* - Press FWD and dial extension number.

*To outside number* - Press FWD, press CALL Key and then dial phone number.

*To voice mail* - Press FWD and press VMS key.

*To cancel* - Press FWD #.

**DND** - Press DND. Press Vol up and down to select, press # to save. To cancel: Press DND.

**SELECT RING TONE** - Dial 398, press high or low end of volume key to select tone and press #.

**RECORD** - While on call, press RECORD. Press again to stop.