

# Inter-Tel® EncoreCX®

## Administrator's Manual



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## FCC Information

### FCC Part 68 Exhibit J

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior of the cabinet of this equipment is a label that contains, among other information, a product identifier in the format US: LKCPF09BENCORECX. If requested, this number must be provided to the telephone company.

- FCC Registration Number: US: LKCPF09BENCORECX
- Ringer Equivalence Number (REN): 0.9
- Facility Interface Code (FIC): 9.0Y
- Service Order Code (SOC): 02LS2
- USOC Jack Type: RJ11

A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local telephone company.

If this equipment EncoreCX causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes to its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment EncoreCX, for repair or warranty information, please contact Inter-Tel Technical Support Tel 1-888-777-EASY(3279). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

#### **CAUTION**

*THE TELEPHONE INSTRUMENTS SPECIFICALLY DESIGNED FOR THIS SYSTEM  
HAVE HEARING-AID COMPATIBLE HANDSETS THAT ARE IN COMPLIANCE WITH  
SECTION 68.316 OF THE FCC RULES.*



## **WARNING**

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class A computing device in accordance with the specifications in Subpart J of Part 15 of the FCC Rules. Operation of this equipment in a residential area may cause unacceptable interference to radio and TV reception requiring the operator to take whatever steps are necessary to correct the interference. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna
- Relocate the CCU with respect to the receiver
- Check that the CCU and receiver are not on the same circuit; the CCU must be powered from an isolated, dedicated AC outlet

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet prepared by the FCC helpful: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00398-5. If RFI problems persist, contact Inter-Tel Customer Support.

## Safety Regulations

### Important Safety Instructions

The following safety information is reprinted from UL 60950:2000. When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, in a wet basement).
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local power company.
8. This product is equipped with a three-wire grounding type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding type plug.
9. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
10. Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
11. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

- If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
14. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
  15. Do not use the telephone to report a gas leak in the vicinity of the leak.

**CAUTION**

**Use only 26 AWG line cord or larger for Central Office line connections.**

Save These Instructions

## Limited Warranty

For a period of 18 months from the date of purchase, INTER-TEL warrants the Equipment (except for fuses and lamps) to be free from defects in material, workmanship, or both, and to comply with specifications for the Equipment, as set forth in the *Installation Manual*. Buyer's sole and exclusive remedy for breach of this Limited Warranty shall be to have the defective Equipment (or parts) repaired or replaced at INTER-TEL's option. Shipping costs incurred returning warranty work to INTER-TEL shall be paid for by the Buyer. *This Limited Warranty extends only to the Buyer, not to any customer, user, or third party.* This Limited Warranty does not apply to Equipment (or parts) damaged by improper handling, normal wear and tear, accidents, lightning damage, negligence, or improper use or maintenance, and does not apply to Equipment altered without authorization by INTER-TEL. This Limited Warranty does not extend to any claims, suits, damages, liabilities, costs, and expenses arising from any act, action, or inaction of Buyer. Although the Moss-Magnuson Act should not apply, in the event that it is held to apply by a court of competent jurisdiction, the implied warranty of fitness for a particular purpose shall extend for the 18-month period from the date that the Equipment was purchased.

***NOTE: THIS WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THIS LIMITED WARRANTY. IN NO EVENT SHALL INTER-TEL BE LIABLE FOR LOSS OF ANTICIPATED PROFITS, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF TIME OR OTHER LOSSES INCURRED BY BUYER IN CONNECTION WITH THE PURPOSE, POSSESSION, OPERATION, OR USE OF THE EQUIPMENT, SUCH CLAIMS BEING EXPRESSLY WAIVED BY THE INSTALLING COMPANY.***

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## Definitions:

“You” means, and “Yours” refers to the original end user purchaser of the Inter-Tel Software Programs. “Computer” means a computer consisting of a single central processing unit, one keyboard and one video display terminal. “Inter-Tel Hardware System” means any proprietary system distributed by Inter-Tel Integrated Systems (hereinafter “Company” or “Inter-Tel”) that operates by means of the Software. “Authorized Dealer” means an individual or entity currently authorized in writing by agreement and in good standing with Inter-Tel entitling the dealer to sell or license the specific Software covered by this license. “Software” means: the computer programs accompanying this License (including, but not limited to, codes, techniques, software tools, formats, designs, methods, processes, know-how and ideas) and any and all copies, modifications, upgrades, enhancements and new releases thereof made or acquired by You and any and all manuals and other printed materials accompanying this License or the Software.

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EncoreCX  
Administrator's Manual

Software clause at DFARS 252.227-7013 (Oct. 1988) and FAR 52.227-14 and 52.227-19 (June 1987).  
Contractor is Inter-Tel Integrated Systems, Inc., Chandler, Arizona 85226.



# Introduction to your EncoreCX system

## System description

- The EncoreCX is an Integrated Communications System. It supports all your voice call needs and also provides an optional "Integrated Data Solution" which allows multiple simultaneous Internet sessions.
- The EncoreCX can accommodate up to 20 Central Office (CO) Lines.
- The EncoreCX is modular in construction. It is upgraded by adding various system modules.
- The EncoreCX has a simple-to-use menu-driven interface.
- The EncoreCX is a hybrid PBX / key-system.
- The EncoreCX has an Optional Internet Module providing seamless multiple Internet sessions.
- The EncoreCX can operate with system digital telephone sets and standard touch-tone telephones,
- Three digital telephone set types are available. The ECX 1000 and ECX 1000W digital telephone sets, which have eight 8 line keys, and the ECX 2000 digital telephone set, which has 16 line keys. A Direct Station Selection (DSS) can be used with the ECX 2000 digital telephone set providing an additional 32 programmable keys.
- The EncoreCX has remote access and maintenance capability.

The EncoreCX's modular design allows it to grow as you grow. No matter what size system you start with, you can expand up to the maximum capacity. The base unit includes connections for either two or four CO lines and allows up to eight extensions to be connected.

The system digital telephone set has a large display area that features an intuitive menu-driven interface. Display keys activate the facilities that are shown on the display. It is not necessary to dial any feature codes when using the digital telephone set. This makes the system easy to use and saves you time.

The EncoreCX is extremely flexible. You have the choice of operating the system as either a key system:

- where all users have direct access to all lines for making and receiving calls.
- as a PBX with all calls being answered by an operator.
- or as a hybrid combination of both.

You can choose to use system digital telephone sets or standard analog telephones at each extension, and you can change the set combination at any time. An optional Door Phone is available that can be programmed to ring any extension, and a Doorstrike relay output is also provided.

The EncoreCX is easy to install and maintain. The system can be remotely programmed and troubleshooting problems can be diagnosed remotely.

## System options

The following table details the various system options available.

<b>Option</b>	<b>Capacity</b>	<b>Notes</b>
CO Lines	20	20 Lines total
DSL Interface	1	Via 10 base T interface on the Internet Module
Internal LAN 10/100 Base T	4 Port switched hub	Supplied on the Internet Module
digital telephone sets	40	40 extensions maximum
Standard telephones	40	
Hybrid extensions - digital telephone set or standard analog telephone	40	
Programming extension (via digital telephone set)	1	Extension 20 (default)
Operator extension	1	Extension 20
Headset operation	Yes	
Door Phone extension	1	Extension 23
Door Open	All extensions	
Public Address	Yes	
Outgoing (Line) Groups	11	
Extension Groups Hunt Groups Incoming Ringing Groups	20	A total of 20 extension groups is available
Courtesy Service	Yes	
Extension Voice Mail Boxes Phantom Voice Mail Boxes Group Voice Mail Boxes Customized Courtesy Service System Voice Box Service Auto-attendant Service	40 10 20 Yes Yes Yes	Optional Voice Module must be equipped
Speed Dial - System Speed Dial - Personal	500 30	
Classes of Service (Call Restriction)	6 classes	4 Tables of codes
Conference Calls	3 simultaneous conferences	Conferences are limited to three participants.
SMDR	Yes	
Internal/External Music-On-Hold sources	Yes	External Music-On-Hold module required
Battery Backup Unit	Yes	
PBX operation	Yes	
Remote maintenance and programming	Yes	
Remote diagnostics	Yes	

## Contact Details

" Sales and Service" numbers can be programmed into the system under "System" programming. When entered these numbers can be dialed using the Directory key on the digital telephone sets.

This number is pre-programmed and can be accessed under the Directory key on the digital telephone sets.

# Using this Guide

This Administrator's Manual is your guide to using the EncoreCX system and its features, with either a digital telephone set or a standard analog telephone. It also explains how to program system settings using your digital telephone set.

In describing the various system features dialing codes are given which you use with a standard analog telephone to activate the features. (If you wish, you can also use these codes from a digital telephone set).

Read the section **Feature Access Codes List** on page 34.

Read **Introducing the digital telephone sets** on page 20 to understand how to operate the menus and use the other features of your system digital telephone set.

To get up and running, read the section **Getting started – basic call features** on page 27.

If you are using a standard analog telephone, read the section **Using a standard analog telephone** on page 34.

When you are ready to use additional call features, refer to the section **Additional call features** on page 37.

The **Customizing your ECX digital telephone set** subsection under the **Extension set-up options** section on page 53 details information on how to set up your digital telephone set to suit your individual needs. System set-up options that relate to call features are included in the above sections.

Refer to the section **Miscellaneous system configuration options** on page 86 for additional system configuration options, including how to program which extensions ring on incoming calls, how to set Day and Night Service etc.

To control which numbers system users may dial, refer to **Class of Service** on page 66.

Your EncoreCX may be equipped with a Voice Module, in which case a number of powerful Voice Services are available. These services include: Courtesy Service, Voice Mail Boxes, System Voice Box and an Auto-Attendant Service. Details are given in **Using Voice Mail and other voice services** on page 70. (Note: Use of the standard Courtesy Service greeting does not require a Voice Module to be installed.)

**Programming additional system options** on page 82 covers miscellaneous System Programming options. **Programming Reference** on page 98 provides an overview of all extension and System Programming options.

Finally, the **Table of Contents** is the easiest way to find information on a specific topic.

## Introducing the digital telephone sets

There are three digital telephone sets: the ECX 2000 digital telephone set and ECX 1000 series digital telephone sets (ECX 1000 or ECX 1000W).

All of the digital telephone sets are highly featured display telephones for use with your EncoreCX system. All feature a four-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features. All digital telephone sets are equipped with a Data port, positioned on the left-hand side of the phone. This Data port is used primarily for a modem from a PC to directly connected to the extension.

System settings are also programmed via a digital telephone set using the intuitive menu-driven interface, without the need for special codes.

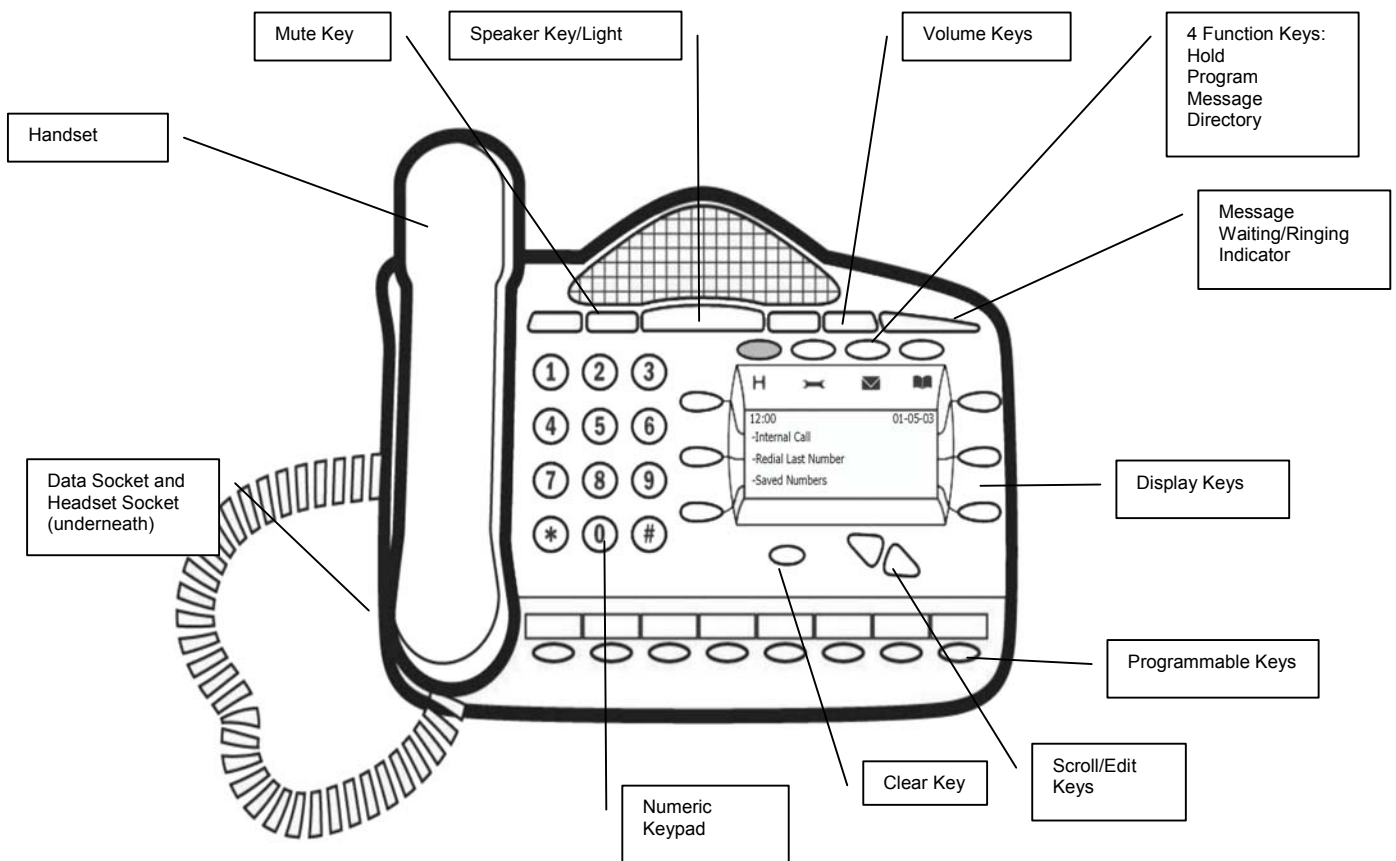
The ECX 1000 series digital telephone sets have eight Programmable Keys, which are pre-programmed to access CO Lines, and four Function Keys that group frequently used features.

The ECX 2000 digital telephone set has 16 Programmable Keys, which are pre-programmed to access CO Lines, and four Function Keys which group frequently used features. The ECX 2000 digital telephone set can also be equipped with a DSS providing an additional 32 Programmable Keys

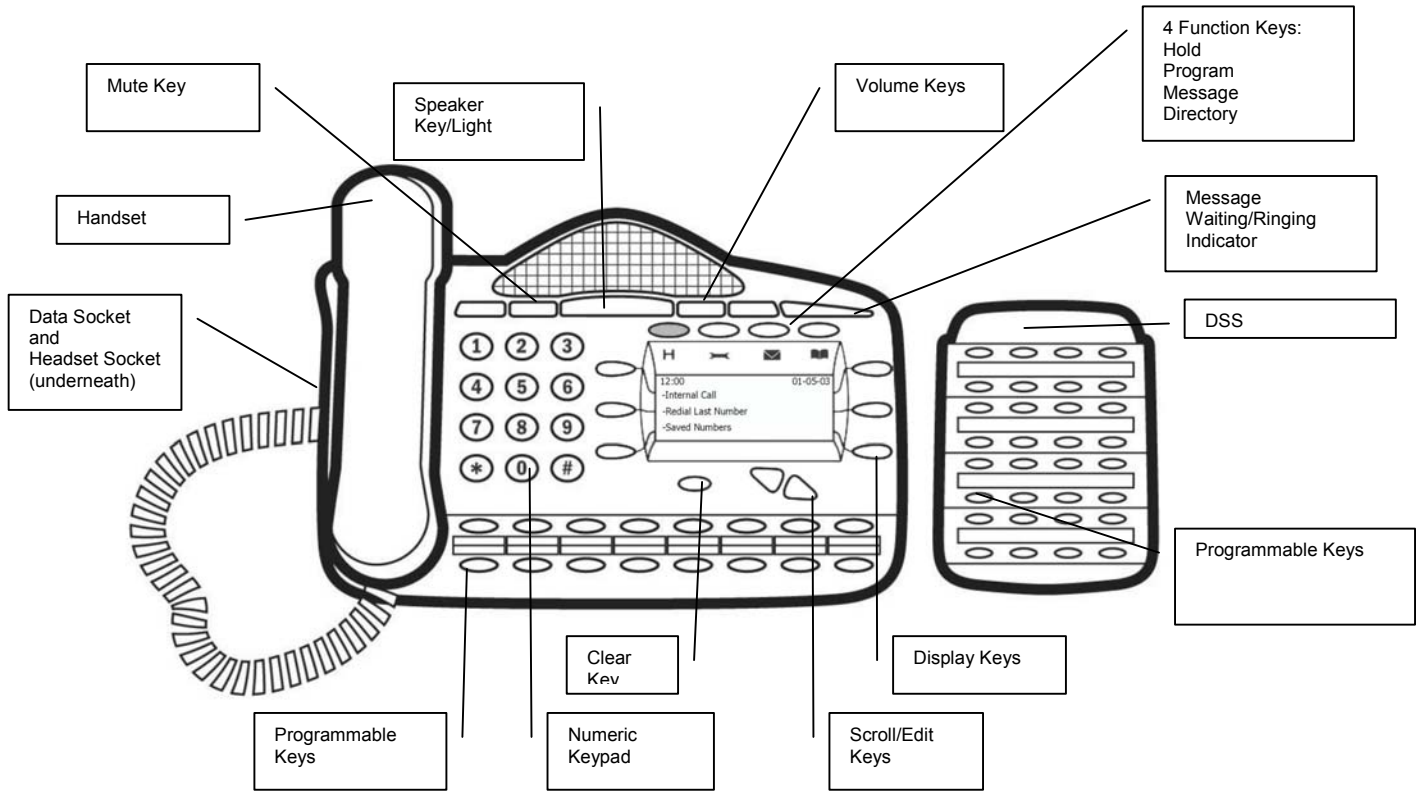
The digital telephone set is equipped with a speaker phone, so you can make calls, receive calls and use its features without lifting the Handset.

The digital telephone sets are illustrated below:

### ECX 1000 and ECX 1000W Digital Telephone Sets

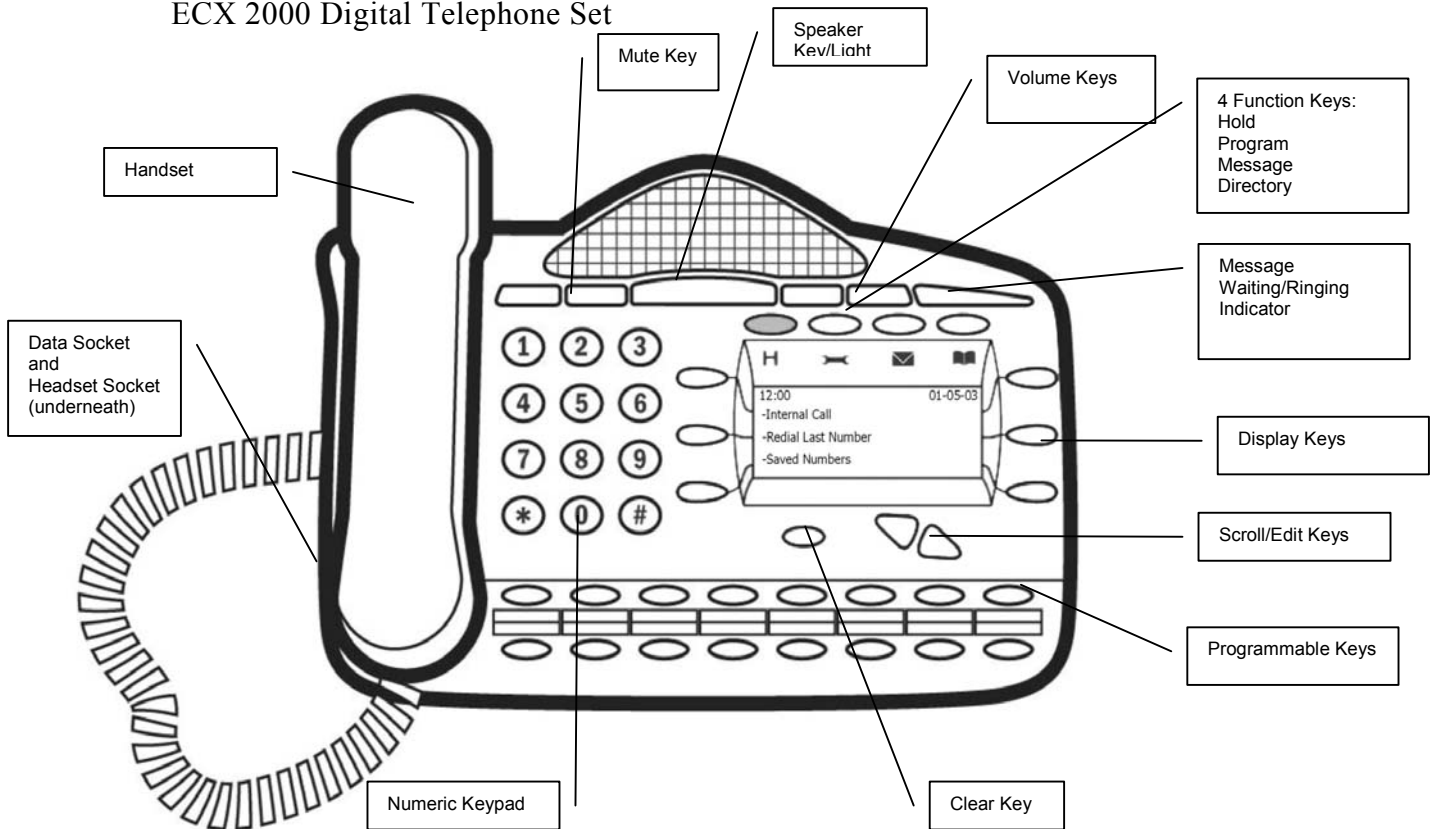


ECX 2000 Digital Telephone Set with DSS



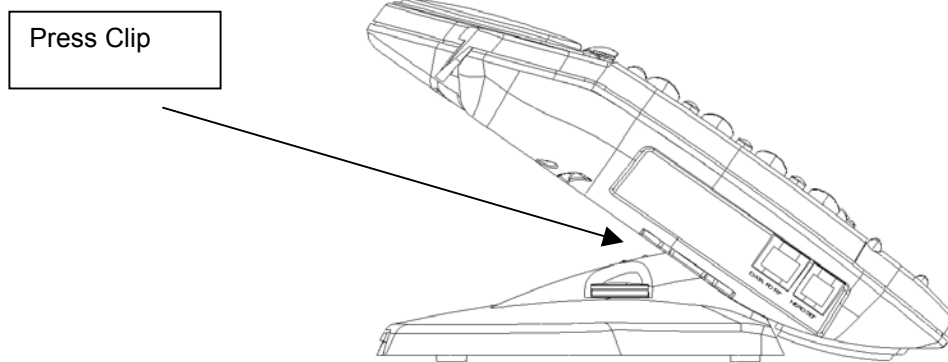
.....

ECX 2000 Digital Telephone Set



### To adjust how your ECX digital telephone set is mounted

- The desk pedestal allows you to mount the telephone set at two angles.
- To remove the pedestal press clip down and remove.
- The telephone set can now be adjusted to the 35 or 20 degree positions.
- The telephone set may also be wall-mounted. When wall-mounted, the digital telephone set retaining hook must be reversed to ensure the Handset can be properly retained.



## Using the digital telephone set display

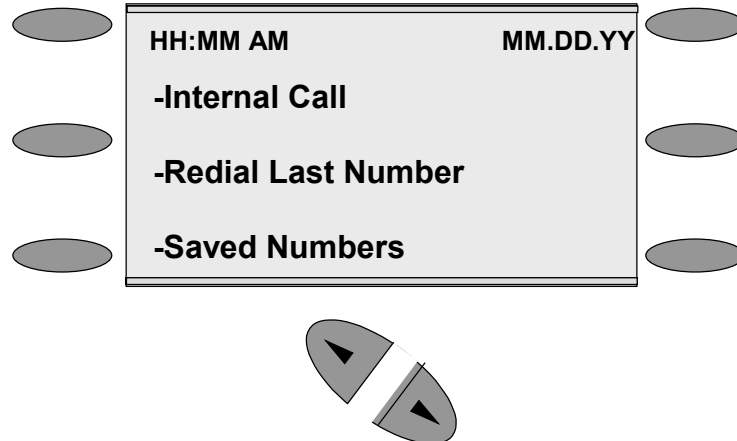
The digital telephone sets' display presents various prompts and information and provides selectable options to the extension user.

### Prompts and information

- Prompts tell you what action to take, or warn of an incorrect action. For example, an attempt to access the System Programming menus from the wrong extension will result in the prompt "Programming refused".
- When your digital telephone set is not in use, its display shows the time and date on the top line. To set the time and date, see page 64.
- When you dial an external number, the display shows the digits as they are dialed.
- When you make an internal call, the extension number you dial is displayed. If the extension has been programmed with a name, the name is displayed. The call duration is also displayed.
- You can leave a message on your digital telephone set display, which will also be seen by other digital telephone set users who call your extension. (See **Display a Message To Internal Callers** on page 41.)
- You can display caller numbers (or names) on your digital telephone set display. (See page 41.)
- The duration of external calls is displayed on the top line of the display.

### Menus

When the digital telephone set is idle, the Idle Menu is presented containing a large number of options displayed in groups of three. This menu, showing the first three options, is shown below. (Use Scroll Keys below display to scroll up and down.)



If you are on a call or operating a feature, the menu changes to offer only those options relevant to what you are doing. Also, when features such as extension Lock are set, the first prompt on the display becomes the option to cancel the activated feature.

When activating certain features it is necessary to select the extensions on which you wish to activate the feature. In this case, the extension Menu lists all the extensions connected to the system. Similarly, a Line Menu may be presented listing all the CO lines connected to the system.

## Using the display Keys to select menu options

The six display keys, located on each side of the display, are pressed to select the menu option shown alongside on the display. This will either activate a feature, cause another menu to be displayed, or select items from a list.

When selecting from a displayed list (e.g., extensions from the extension Menu), selected items will be denoted by a ♦ next to the item. Unselected items will be denoted by a ◇ next to it. Selecting an item with a ◇ alongside causes the item to be selected and the symbol to change to ♦, and vice versa.

### Using the Scroll Keys:

The Scroll Keys are located under the display and are used to scroll up and down through the display options as well as back and forward when text is being entered. When the Scroll Down Key ( ⏴ ) is pressed while scrolling through the display options, the next three available choices are shown. Conversely, pressing the Scroll Up Key ( ⏵ ) will take you back up the display to the previous choice.

### Using the Clear Key “C”:

If you press the Clear Key “C” for 2 seconds when on a call, it will clear the call down.

When you are scrolling through menus, pressing the “C” Key steps back to the previous level menu.

If you are entering digits before lifting the Handset or entering text, pressing the “C” Key deletes the last digit on the display.

### Using the Keypad:

The Keypad can be used to enter digits when dialing or text when programming names or messages.

## How to enter text when programming names or messages

- Press **2** once for A, twice for B, and so on. (Pressing 2 continuously loops through ABCabc2.) Press **3** once for D, twice for E, three times for F, and so on.
- Selecting a different key moves the cursor on automatically to the next location. If the next letter is on the same key you can either wait for two seconds for the cursor to move on or press the right Scroll Key to move to the next location. Pressing 1 or 0 and waiting two seconds gives a blank space.
- Pressing the Clear Key “C” deletes the last letter on the display.
- You can use the scroll Keys to move back and forward through the text.

**A maximum of ten characters per name, including spaces, can be entered.**



## Using the Programmable Keys / Line Keys

There are eight Programmable Keys on the ECX 1000 digital telephone sets, 16 on the ECX 2000 digital telephone set and 32 on the DSS. The keys on the digital telephone sets are pre-programmed as **Line Keys**. Each Line Key is associated with a "Line", the first key with Line 1, etc. (provided the system has lines equipped). Pressing Line Key 1 selects Line 1, returning a dial tone and allowing you to dial an external telephone number. The Line Keys incorporate a light, which is lit on all digital telephone sets when the associated Line is selected. The light is green on the digital telephone set using the Line and red on all other digital telephone sets. When a call on a line is put on hold the associated Line Key light flashes on all digital telephone sets, (unless the System Programming is changed from the default as detailed on page 89). By default, Programmable Keys select available lines on the system. Should you wish to allocate alternative functions to these keys, this can be facilitated using Key Programming. (See page 53.)

### Using the Speaker Phone Key

You can use the Speaker Phone Key to have a conversation without having to lift the Handset. Press the Speaker Phone Key to go off-hook, as if the Handset were lifted with the digital telephone set speaker and microphone replacing the Handset. Pressing the key again goes back on-hook, as if the Handset were replaced.

You may also use the digital telephone set with a headset. (See: **Using your digital telephone set with a headset** on Page 33.)

The Speaker Phone Key has a red light, which is lit whenever the Speaker Phone Key has been pressed to go off-hook or to turn on the speaker.

**Note:** Pressing the Speaker Phone Key at any time during programming exits the programming menus and returns the display to the Idle Menu.

### Using the Volume Key:

- To adjust the speaker volume, press the Volume Key when operating in Speaker Phone Mode
- To adjust the digital telephone set receiver volume, press the Volume Key when operating in Handset Mode.
- To adjust the ringing volume, press the Volume Key when the digital telephone set is ringing.

**Note:** The volume level increases/decreases by one step for every press of the Volume Key.

### Using the Mute Key:

The Mute Key can be pressed when you are using the Handset or in Speaker Phone Mode. When pressed, the other person on the call cannot hear you. The Mute Key has a red light, which is lit when Mute is active.

### The Ringing / Message Waiting Light:

There is a red light on the top right-hand corner of the digital telephone set. This light flashes when there is an incoming call. It also lights up when a voice message has been left in your Voice Mail box.

## Using the Function Keys

There are four Function Keys located directly above the digital telephone set display. Particular features are grouped under these keys, as follows:

### HOLD

**H** This key is used to place calls on hold. When calls are placed on hold using this key, a prompt "Return To Line" is presented on the display.



**Program** This key accesses the options available to customize your digital telephone set settings. It also accesses System Programming from the Programming extension only. (See page 53 for customizing your digital telephone set and page 54 for System Programming access.)



**Message** This key accesses Voice Mail and Display Messaging features. (See page 71 for Voice Mail and page 35 for Display Messaging.) To access Voice Mail, the system requires the Voice Mail Module to be equipped.



**Directory** This key allows you to program and dial numbers in the System and Personal Speed-Dial lists, and also allows convenient dialing of the telephone number. (See page 36 for Speed-Dial lists.)

## DSS extensions

Up to eight of the ECX 2000 digital telephone set extensions can be equipped with a DSS.

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "extensions".
- Press the Scroll Down Key (▼) until "DSS Extensions" is shown.
- Select "DSS Extensions".
- Select those extensions which are to be equipped with a DSS.

Up to eight extensions may be selected.

A Power supply is used to provide the additional power needed for the additional 32 keys.

## Backlit Display

The ECX 2000 digital telephone set can be backlit when it is being used. The additional AC adapter must be used to backlight the display.

The ECX 1000W can also be backlit when it is being used. The additional AC adapter must be used to backlight the display.

# Getting started – basic call features

## Making and answering calls

### To make an external call

- Lift the Handset and select a free Line in one of the following ways:
  - Press the Line Key 1 for Line 1, Line Key 2 for Line 2, and so on. (This is applicable only if the Programmable Keys are programmed as Line Keys, which is the default programming.)
  - Dial **9** to select a Line from Outgoing Group 1.
  - Dial **760 - 769** to select a Line from Outgoing Groups 2 to 11 respectively.
- Dial the telephone number you require. Digits are sent to the line as they are dialed.

**Note:** If you do not lift the Handset, then you may enter digits in pre-dial mode. Digits will not be sent for processing until you lift the Handset, press the Speaker Phone Key, or select "Dial" from the display. You can edit the number you have entered prior to sending digits to the line, by using the left-hand Keypad "Edit Key" (↵), located below the keypad.

**Note:** If you are entering an external number in pre-dial mode, enter **9** or **760 - 769** to have a line selected when you send the digits for processing.

### To make an internal call

You can place an internal call in one of the following ways:

- Select the "Internal Call" option on the display and select the desired extension from the list.
- Dial the extension number (20 – 59) and select "Send Digits".
- Lift the Handset and dial the extension number.

The display will show the extension number, or, if programmed, the extension name.  
From a standard analog telephone, go off-hook and dial the extension number.

### To call an extension group

You can call any of the 20 extension groups in one of the following ways:

- Select the "Internal Call" option on the display and select the desired group from the group list which is located under "Other".
- Dial the Group number (180 - 199) and select "Send Digits".
- Lift the Handset and dial the extension number.

## To make a Speed Dial call

You have access to a Personal Speed-Dial List of up to 30 numbers and a System Speed-Dial List of up to 500 numbers. Refer to page 36 for how to add numbers to your Personal Speed-Dial List and page 40 to add numbers to the System Speed-Dial List.

- Press the DIRECTORY Key
- Select "Personal Speed Dial" to access your Personal Speed-Dial List, and "System Speed Dial" to access the System Speed-Dial List.
- Select the number or name you wish to dial. Use the Scroll Down Key (▼) to move down the list. A line will automatically be selected and the number dialed.
- In the System Speed-Dial List, you can enter a letter to assist in faster location of names.

## To answer a call

When the digital telephone set rings, you can do one of the following:

- Select "Answer The Call" on the display.
- Lift the Handset.
- Press the Speaker Phone Key.

From a standard analog telephone, lift the Handset.

## Re-seize Line

The Re-seize Line option is displayed when dialing an external call and when an external call is answered. If Re-seize Line is selected, the current call is released and the line is re-seized presenting external dial tone.

# Holding and transferring calls

## To place an external call on hold

- While on a CO Line call, either press the Hold Key or select "System Hold" on the display.
- To retrieve the call, select "Return To Line" on the display, or press its Line Key.

**Note:** If an extension has two calls on system hold, selecting "Return To Line" will return the extension to the first call that was put on hold.

## Button hopping

If you press a line key while on a call, the line associated with the pressed key is selected and the current call is dropped

There Is a programming option to turn button hopping off so thst when you press a second line key the call on the first line key is placed on hold.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Button Hopping " is displayed.
- Select "Button Hopping"
- The programmed option is indicated with a "♦."

## To transfer a call to another extension

- While on the call, select "Internal Transfer" on the display.
- Select the desired extension from the extension list presented on the display, or dial the extension number.
- Select "Transfer" or replace the Handset, to transfer the call.

**Note:** You can transfer a call to an extension when the extension has answered, while ringing the extension, or while the busy tone is being received from the extension.

From a standard analog telephone, press the Hookflash Key on the telephone and dial the extension number. To transfer the call, replace the Handset.

## To transfer a call to an external number

- While on the call, press the Scroll Down Key (▼) until "External Transfer" is displayed.
- Select "External Transfer".
- Select a free line and dial the number.
- When the call is answered, press "Transfer".

**Note:** Transferring an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls, and are set to last five minutes. After five minutes, the call is disconnected.

## To make an external consultation call

While on an external call, you can contact another external number to make an inquiry, as follows:

- Press the Scroll Down Key (▼) until "External Consultation" is displayed.
- Select the "External Consultation" option on the display.
- Select a free line and dial the number.
- When the call is answered, you can go back and forth between both calls. Select the "Return and Hold" option on the display each time you want to swap to the other call.

# Re-Redirecting calls

This allows you to forward a call that is ringing at your digital telephone set.

## To Re-Direct a call ringing at your extension

- When a call is ringing at your digital telephone set, select "Re-Direct the call" on the display.
- Select a free extension from the extension List presented on the display. The call is presented to the selected extension and stops ringing at your digital telephone set. If you attempt to re-direct a call to an unavailable extension, it will continue ringing.

## To Forward a call ringing at your extension to Voice Mail

- When a call is ringing at your digital telephone set, select "Forward To Voice Mail " on the display. The call is re-directed to your personal Voice Mail box.
- The call is re-directed to the Group Voice mail box if the call is a group call. If the Voice Mail is busy, the call continues to ring at your digital telephone set.

**Note:** For information on setting up and using a Voice Mail box, refer to page 71.

## Forwarding all calls

### To Forward all calls from your extension

Before you leave your extension, you can forward all your calls to ring at another extension. Alternatively, you can forward all external calls presented to your extension to an external number.

- From the Idle Menu, press the Scroll Down Key (▼) until "Forward" is displayed
- Select "Forward".
- Select "Forward All Calls".
  - Enter an internal number if you want to Forward all your calls to another extension.
  - Enter 9 followed by an external number if you want to forward external calls to an external number. Forward will be ignored for internal calls. For internal calls, the phone will ring only if External Forwarding is set to the "External calls only" option.
  - If your extension is allocated a Voice Mail box select "Forward to VM".
- Select "Confirm" (only appears if destination is an external number).

**Note:** Once set, the Idle Menu will show the option "Cancel Forward". To cancel forwarding, select "Cancel Forward". You cannot "Cancel Forward" remotely or by dialing in to the phone system.

**Note:** Broken tone will be heard at your extension until all call forwarding is canceled.

**Note:** You cannot forward to an extension that has the "Do-Not-Disturb" feature set.

**Note:** Forwarding an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.

From a standard analog telephone, the code to set and cancel "Forward All Calls" is **732**.

### To Forward your calls to you while you are at another extension

The "Follow Me" feature allows you to set a call forward to another extension after you have left your extension.

- From the digital telephone set answering the calls, press the Scroll Down Key (▼) until "Forward" is displayed.
- Select "Forward".
- Select "Follow me". You will be prompted to enter your extension number and your extension Lock Password. (Default Password is 123.) Once these details are entered, the forwarding is activated.

**Note:** Once set the Idle Menu on your own extension will show the option "Cancel Forward". To cancel the "Follow Me" forwarding, select "Cancel Forward".

**Note:** "Follow Me" will not forward a call from an extension if the call has been previously forwarded by "Follow Me" to that extension.

From a standard analog telephone, the code is **735**.

## To Forward calls when your extension is busy

The "Forward When Busy" feature allows you to forward all your calls to ring at another extension if your extension is busy (engaged). Alternatively, you can forward all external calls to an external number if your extension is busy. In this case, internal calls will not be forwarded but will be given the busy tone.

- From the Idle Menu, press the Scroll Down Key (▼) until "Forward" is displayed.
- Select "Forward".
- Select "Forward When Busy".
  - Enter an internal number if you want to forward all your calls to another extension.
  - Enter **9** or **760 - 769** followed by an external number if you want to Forward calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be forwarded externally.
- Select "Confirm" to accept the number.

To set a "Forward When Busy" from a standard analog phone, the code is **733** followed by the destination number.

**Note:** When "Forward When Busy" is enabled on an extension to Forward to an external number, external incoming calls will Forward but internal calls will not.

**Note:** Forwarding an external call to an external number ties up two CO Lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.

## To cancel a Forward When Busy diversion

- From the Idle Menu, select "Forward".
- Select "Forward When Busy". The forward is automatically canceled and the display returns to the Idle Menu.

From a standard analog telephone, the code is **733**.

## To Forward calls when your extension does not answer

The "Forward On No Answer" feature allows you to forward all your calls to ring at another extension if there is no answer at your extension after four rings. Alternatively, you can forward all external calls to an external number if your extension has not answered after four rings. In this case, internal calls will not be forwarded but will continue to ring your extension.

- From the Idle Menu, press the Scroll Down Key (▼) until "Forward" is displayed.
- Select "Forward".
- Select "Forward On No Answer".
  - Enter an internal number if you want to forward all your calls to another extension.
  - Enter **9** followed by an external number if you want to forward external calls to an external number.
- Press "Confirm" to accept the number.

To set a "Forward On No Answer" from a standard phone, the code is 734 followed by the destination number.

**Note:** If "Forward On No Answer" is enabled on an extension to forward to an external number, external incoming calls will forward, but internal calls will not.

**Note:** Forwarding an external call to an external number ties up two CO lines. Such calls are called trunk-to-trunk calls. These calls are automatically disconnected after five minutes.

## To cancel a Forward on No Answer diversion

- From the Idle Menu, press the Scroll Down Key (▼) until "Forward" is displayed.
- Select "Forward".
- Select "Forward On No answer". The forward is automatically canceled and the display returns to the Idle Menu.

From a standard analog telephone, the code is **734**.

## Group Forward

This feature allows any extension within a group to set a forward for that group. When a Forward for the group is set, any call for that group will be forwarded. Calls to individual extensions in the Group are not forwarded.

### Setting a group forward from a system phone

- From the Idle Menu, press the Scroll Down Key (▼) until "Group Forward" is displayed.
- Select "Group Forward".
- Select the required group (the extension may be in more than one group).
- Select the Option required and enter the destination number.
- Select "Forward to Voice Mail" to Forward the calls to the group Voice Mail box.

**Note:** The group must be allocated a Voice Mail box for this option to be presented. See page 72

**Note:** If an extension, which is not in the group, attempts to set or cancel a forward for that group, then "Invalid" will be displayed.

### Cancel group Forward from a system phone

If "All Call Forward" is set for a group, all the digital telephone sets in the group have the prompt "Cancel Group Forward" on their displays.

- Press the "Cancel Group Forward" option.
- The display will show the groups associated with the extension. Select the required group.
- Select the forward type to be canceled.

### Group Forward from standard phones

To set a group forward, dial the Group Forward Code followed by the group number (**180 – 199**). The codes from a standard phone for Group Forward are:

- **792**            Group "Forward All Calls"
- **793**            Group "Forward When Busy"
- **794**            Group "Forward On No Answer"



## Holding conference calls

This feature allows you to hold a three-way conversation between three extensions, or between two extensions and CO line, or between two CO lines and an extension.

### To hold an Internal Conference

- When on a call, press the Scroll Down Key (⏴) until "Internal Conference" is displayed.
- Select "Internal Conference".
- Select the extension to be included in the conference.
- When the extension answers, select "Conference" on the display.

### To hold an External Conference

- When on a call, press the Scroll Down Key (⏴) until "External Conference" is displayed.
- Select "External Conference".
- Select a free line and dial the external number.
- When the call is answered, select "Conference" on the display.

**Note:** At the start of a conference call, a single tone is presented to all parties to indicate that the call is a conference call.

**Note:** From a standard analog telephone, press Hookflash when on a call, place the second call and when it is answered, dial Hookflash 3.

## Using your digital telephone set with a headset

Your digital telephone set is equipped with a socket for a headset. When you plug the headset into the socket, a prompt "Turn Headset On" is presented on the display.

Select "Turn Headset On". The phone is now programmed to operate with a headset.

"Turn Headset Off" is now displayed to allow you to revert to digital telephone set mode.

### To make an internal or external call when using a headset

- Press the Speaker Phone Key and dial your calls in the normal way.

### To end a call when using headset

- Press the Speaker Phone Key.

### To answer a call when using a headset

- Select the "Answer The Call" option on the display, or press the Speaker Phone Key.

## Handset monitor

When you are on a call using the headset the handset receiver is also turned on.

If you wish to disable this facility unplug the handset when the headset is installed

## Using a standard analog telephone

### Feature access codes list

You may access the wide range of EncoreCX features with a standard analog telephone. To use a feature, dial the appropriate code from the list below. (In the table, R means the Hookflash Key.)

If your telephone is equipped with memory keys, you may program feature codes onto the keys (refer to your telephone user guide for instructions).

Feature	Code	Feature	Code
System Voice Mail Box on/off	737	Internal Call Waiting	Hookflash 8
Night Service (from extension 20 only)	738	Extension Lock - lock/unlock	713 xxx
Call Pick-up (incoming calls only)	726	Page - digital telephone sets	716
Call Pick-up Group (all calls)	727	PA Announcement	720
Tone Protection	725 (R725)	Page All	795
Conference	Hookflash 3	Park	Hookflash 712
Display Messages	729 (1 - 8)	Pick up Parked Call	712
Forward All	732 xx	Account Codes	791
Forward When Busy	733 xx	Recorded Messages – retrieving	*
Forward on No Answer	734 xx	Redial	77
Do-Not-Disturb – set/cancel (Not available to extension 20, Operator position)	736	Saved Number Redial	781-785
Door Open	731 (Hookflash731)	Return and Release in Two Call Handling	Hookflash 1
External Call Hold	Hookflash	Return and Hold in Two Call Handling	Hookflash 2
Follow Me	735 (Password) xx	Speed Dial – accessing personal numbers	74(01 -30)
Forced Call Waiting	Hookflash 8	Phantom Mail Box Numbers	100 -109
Hookflash	Hookflash 780	Speed Dial – accessing system numbers	8001-8500
Group Forward All Calls	792	Speed Dial – programming personal numbers	75(01 -30)
Group Forward When Busy	793	Extensions	20 - 59
Group Forward on No Answer	794	Reminder Call	718
Line Access – Group 1	9	Reminder Call - cancel	718 *
Line Access – Groups 2–11	760 - 769	Retrieve a Call Placed on Hold	719
Log in / Log out of Hunt group	723	Reset telephone	739
Ring Back	Hookflash 5	Extension Groups	180 -199
Single Extension Page	715	Extension Lock – change code	714 xxx
		Operator/extension 20	0
		Voice Mail Box Number	710
		PA – answer	717

**Note:** To activate a Voice Mail box, invoke a Forward feature to extension **710**.

## Making and answering calls

### To make an external call

- Lift the Handset, or use the Speaker Phone Key, on your telephone.
- Obtain a free line in one of the following ways:
  - Dial **9** or to select a line from Outgoing Group 1.
  - Dial **760 - 769** to select a line from Outgoing Groups 2 - 11 respectively.
- Dial the number you require.

### To make an internal call

- Lift the Handset, or use the Speaker Phone Key on your telephone.
- Dial the desired extension number (20 - 51).

### To answer a call

- When the telephone rings, lift the Handset, or use the Speaker Phone Key on your telephone.

## Holding and transferring calls

### To place a call on hold

- Press the Hookflash Key on your telephone.

If you replace the Handset, you can continue to use your telephone. The held call will call back within 90 seconds provided your telephone is idle. If you are busy on the telephone after the 90 seconds, the call will ring when the Handset is replaced. To retrieve the call placed on hold, lift the Handset and dial the code **719**.

### To transfer a call

- Press the Hookflash Key (R) on your telephone.
- Dial the extension number and replace the Handset.

### To make an external consultation call

While on an external call, you can contact another extension to make an inquiry, as follows:

- While on an external call, press the Hookflash Key on your telephone.
- Dial the extension number.
  - To return to the external call and place the extension on hold, Hookflash and dial **2**.
  - To return to the external call and release the extension, press R and wait, or Hookflash and dial **1**.
  - To transfer the external call to the extension, replace the Handset when talking to the extension with the external call on hold.

## Programming and dialing Speed-Dial numbers

If you have a standard analog telephone, you can program up to thirty Personal Speed-Dial numbers.

### To program a Personal Speed-Dial number

- Lift the Handset, or press the Speaker Phone Key.
- Dial the code **75**.
- Enter the location (01 - 30) where you want to store the number.
- Dial the number you want to store.
- Replace the Handset.

**Note:** By dialing the code **75**, the Scroll Up and Down Keys can be used to view all the locations in location sequence.

### To dial a Personal Speed-Dial number

- Lift the Handset, or press the Speaker Phone Key.
- Dial the code **74**.
- Dial the location (01 - 30) of the number you wish to access. The number is automatically dialed.

**Note:** By dialing the code **74**, the Scroll Up and Down Keys can be used to view all the locations in location sequence.

### To dial a System Speed-Dial number

- Dial the location code (8001 – 8500) of the number you wish to access. The number is automatically dialed.

**Note:** By dialing the code **8**, the Scroll Up and Down Keys can be used to view all the locations in location sequence.

# Additional call features

## Redial

Use the Redial feature to redial the external number you most recently dialed. A line is selected automatically.

To redial the last external number dialed

- From the Idle Menu, select "Redial Last Number".

From a standard analog telephone, the code is **77**.

## Saved Number Redial

In addition to the Last external number, the previous five numbers dialed are also stored and may be redialed.

- From the Idle Menu, select "Saved Numbers".
- Select the number to be dialed.

From a standard analog telephone, the codes are **781 - 785** for saved numbers **2 - 6**. The first saved number is the Last Number Redial Code **77**.

**Note:** By dialing the code **78**, the Scroll Up and Down Keys can be used to view all the locations in location sequence.

## Call Pick-up

You can group extensions as detailed below:

You can pick up any call, internal or external, that is ringing at another extension provided both extensions are programmed in the same group. See **Group Programming** on page 60.

For extensions not in your group, you can pick up external but not internal calls.

To pick up a call ringing at another extension in your Group

- From the Idle Menu, select the "Call Pick-Up" option on the display.

From a standard analog telephone, the code is **727**.

To pick up an external incoming call

- Select "External Call Pick-Up".

**Note:** This feature will not work for internal calls.

From a standard analog telephone, the code is **726**.

## Ring Back

If the extension you call is busy, use the Ring Back feature to have the extension call you back when it becomes free. If you dial for a CO line and no lines are free, use the Ring Back feature to receive a CO line as soon as one is available.

### To have a busy extension call you back when it becomes free

- When you have called a busy extension, select "Ring Back" on the display.  
When the extension becomes free, your extension will ring and your display will show "Ring Back From Extension".
- Select "Answer The Call" or pick up the Handset to ring the extension.

From a standard analog telephone, dial Hookflash **5** when you have called a busy extension.

### To receive an CO line as soon as one is available

- When you have dialed for a line and none are free, select "Ring Back" on the display.  
When the line becomes free, your extension will ring and your display will show "Ring Back From Line".
- Select "Answer The Call" or pick up the Handset to select a line.

From a standard analog telephone, Hookflash **5** when you have dialed for a line and no lines are free.

## Camp on Busy

"Camp On Busy" allows you to have your extension call a busy extension as soon as it becomes free.

- When you call an extension and get a busy signal / tone, stay off-hook and when the called extension becomes free, it will start ringing.

## Call Waiting from another extension

If you get a busy signal / tone when you call an extension, you can alert the busy extension that you wish to make contact with provided the extension is not protected against receiving Call Waiting tones. (See page 56.) An audible tone will sound on the called extension, and the message "Call wait. – Ext xx" will appear on its display. Options to accept the call are offered on the display.

### To present a busy extension with a Call Waiting tone

- Select "Waiting Tone" on the display when a busy tone is returned from an extension.

From a standard analog telephone, the code is Hookflash **8**.

### To accept a waiting call

If another extension presents you with Call Waiting, this will be indicated on your display and you will hear the Call Waiting tone, provided your extension is not protected against Call Waiting tones.

- Select one of the options presented on the display.

Note: If you ignore the Call Waiting tone for a short period, the Call Waiting offer is rejected and the calling telephone is presented with the message "Call Waiting Rejected".

## Call Waiting from External Calls

If you are on a call and your extension is presented with an external call, you will hear a Call Waiting tone provided your extension is not protected against Call Waiting tones. The line the call is on will be indicated on your display. If you select the second call by pressing the Line Key associated with it, the first call will be automatically disconnected.

## Call Park

The Call Park feature allows you to put an external call on special hold by "parking" it in the system. Any extension may then pick up the call.

### To park and retrieve a call

- On a digital telephone set, select "Call Park" on the display.
- "Pick Up Park" is then displayed on the top line on the display on all digital telephone sets. Select this option to retrieve the parked call.

**Note:** Only one call may be parked in the system. A parked call will recall after three minutes.

On a standard analog telephone, the code is Hookflash **712** to park a call and **712** to retrieve it.

**Note:** Once a call is parked, the extension must use the pick up park feature. Pressing the appropriate Line Key can not retrieve the line.

## Operator Services

You can choose to use an operator with the EncoreCX telephone system. For example, the operator can transfer internal and external callers to internal extensions.

### To call the operator

- Dial the code (**0**) for the operator's extension. The operator's extension is extension 20 by default.

### To Intrude on a Trunk-to-Trunk call

The Intrude feature is only available from extension 20, and is used to intrude on a call involving two lines, that is when an external transfer or external forward has occurred.

When two lines are connected in conversation:

- Select one of the lines by pressing its Line Key, or
- Select "Intrude" on the display.

You will then be connected in a three-way conversation.

## System Speed-Dial list

You can program 500 system speed dial numbers and names. Users of the system may then access these numbers, provided they are not restricted from dialing the number because of their designated Class-of-Service.

An option is provided to associate the numbers with line groups so that the numbers can be dialed over particular lines.

For a description of the Class of Service Override feature, see the **Call Restrictions** section on page 68. In short, this feature allows an extension to access all system speed dial numbers, even though the extension may be restricted from directly dialing a number depending on the Class of Service.

If a number or an incoming call matches a number in the Speed-Dial List, the name in the list will be displayed.

### To add or delete a System Speed-Dial number

- Select the Directory Key.
- Press the Scroll Down Key (▼) until "System Entries" is displayed.
- Select "System Entries".
- You are prompted for a password. Enter the Speed-Dial Programming Password (0000 by default).
- Select the index (001 to 500).
- Enter the required telephone number you want to store.
- When the number is entered, select "Confirm".
- You are then prompted to enter a name. Do one of the following:
  - Press "Exit" or "Confirm" if you do not wish to enter a name.
  - Enter a name as described on page 24.
  - You are then prompted to select a line group. By default, all numbers are dialed over Group 1, which is accessed by dialing 9.

**Note:** Up to 24 digits may be stored in any location. A name of up to ten characters, including spaces, can be used for each entry.

**Note:** When programming a speed-dial number, you may insert a pause of 1.5 seconds between digits by selecting "Pause" on the display.

### To change the system speed-dial password

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change Password".
- Select "Speed Dial Password".
- Select "Change" and enter the four-digit number you require.
- Select "Confirm".

### To dial a System Speed-Dial number

- Press the Directory Key.
- Select "System speed-dial".
- Enter the first letter of the name or scroll through the entries to find the entry you want.
- When you have selected the number or name you want, a free line is automatically selected and the number is then dialed.



**Note:** If some numbers are entered without names, they are presented at the end of the list.  
From a standard analog telephone, dial one of the System Speed-Dial location codes (8001 - 8500).

**Note:** By dialing code **8**, the Scroll Up and Down Keys can be used to view all the locations in location sequence.

## Setting display messages

This feature enables you to leave a display message that will be seen by any digital telephone set calling your extension. You can also set a display message on a standard analog telephone but you cannot check the content.

To set a message to be displayed to internal callers

- Press the MESSAGE Key.
- Select "Display Messaging".
- Select the message to be displayed from the message menu.
- The message menu offers you the choice of eight pre-programmed messages. You can add extra text to all messages by selecting the "Enter Data" option. Message 9 is blank so you can enter your own message.

The message menu is:

<b>1</b>	(Return at)	<b>6</b>	(At home)
<b>2</b>	(Call back at)	<b>7</b>	(On Vacation)
<b>3</b>	(Call me at)	<b>8</b>	(Call)
<b>4</b>	(At a meeting)	<b>9</b>	-----
<b>5</b>	(At lunch)		

Press the Speaker Phone Key to finish programming.

**Note:** See page 24 on how to enter text using the Keypad. Also, if you wish to enter a time or a date, do one of the following:

- press \* for ":"
- press # for "-"

**Note:** Only digital telephone sets can display messages. A standard analog telephone will not receive any indication that a message has been set on the extension it is calling.

From a standard analog telephone, the code is **729**. When you have dialed **729**, dial digits **1 - 8** to select the required message, and hang up.

To cancel a display message

- From a digital telephone set, select "Cancel the Message".

From a standard analog telephone, dial **729** and hang up.

## Displaying caller numbers and routing calls

The Caller ID service is available on CO lines. If you subscribe to this service, your network sends the telephone number of callers to the EncoreCX (provided the caller has not elected to restrict the network from presenting their number). The telephone number (or associated name) is displayed on the ringing ECX telephone sets.

If the network sends both a name and number or a name is associated with the number then both the name and number are flashed on the digital telephone set displays while the call is ringing them.

The Caller ID information is also shown if the extension is equipped with a standard phone which supports the Caller ID service.

**Note:** Your telephone number will also be presented to persons you call, unless you restrict your number from being presented.

**Note:** If the caller elects not to present their number, the ECX telephone set display will show "<Number withheld>".

**Note:** A name and number will appear on the display when the received number, with an associated name, is stored in the system speed-dial bin, or in Caller ID programming.

### How a caller number is displayed at your extension

- The caller's number will appear on the display of all digital telephone sets programmed to ring for incoming calls.
- If a name is associated with the number in either the system speed dial bin or the Caller ID store or is received from the network, the name and number will be flashed while the call is ringing.
- A caller may choose to withhold their identity. In this case, the display will show "Number Withheld" instead of the caller's number or name.
- If the number information is not available, the display will show "Number Withheld" instead of the caller's number or name.
- If more than one caller is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing digital telephone sets, the number of the next call in the queue will appear on the Displays of the other ringing digital telephone sets.
- If your digital telephone set is not ringing for the call, you may examine the incoming call ID by selecting "Examine Incoming Call". The same information shown on the ringing digital telephone sets is then displayed.

### To set up your system to display caller numbers received on CO lines (Caller ID service)

If you subscribe to the Caller ID service from your telephone company, then you can program the system to display caller numbers.

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down Key (▼) until "Caller ID Detection" is displayed.
- Select "Caller ID Detection".
- Select the Lines that have the Caller ID service enabled. The lines you select will have a "◆" displayed beside them.

Press the Speaker Phone Key to finish programming.

### To associate a caller number with a name and route its calls to an extension

Up to 100 names, each a maximum of ten characters (including spaces), may be associated with caller telephone numbers. When a number with an associated name is received, the name and number are flashed on the display of ringing digital telephone sets.

Furthermore, an extension number may also be associated with a telephone number. In this case, an incoming call from that number will automatically route to and ring at only that extension.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Caller ID Programming" is displayed.
- Select "Caller ID Programming."
- Select an Index Number (001 - 100).
- Enter the caller telephone number.
- Press "Confirm".
- Enter the name to be associated with the number. Refer to page 24 for help on how to enter names.
- Press Confirm.
- Select the option "Day Mode", "Night Mode" or "Day and Night Mode".
- Select the required option of "Extension", "Group", "Auto-Attendant" or "Courtesy Service".

**Note:** When selecting "Extension", only one extension can be selected. If more than one extension is required, then a group would have to be programmed with the required extensions in the group.

## Storing and redialing caller numbers (Caller ID List)

The Caller ID List automatically stores information about the last 350 unanswered calls to the system (answered calls can also be stored). The information stored is the caller telephone number, and the date and time of the call. Information is not stored for calls that are withheld or unavailable numbers. When a new record is received and the memory is full the oldest record is discarded from memory.

The Caller ID List can be allocated as one central store of data on calls ringing the incoming groups. This store alerts extension 20 (default), by means of a display prompt, that new calls have been stored. You can also program all 40 extensions to store up to 10 numbers each.

### To examine and redial stored caller numbers

- Select "Personal Caller ID List" to examine the numbers in the personal store of your digital telephone set.
- Select "System Caller ID List" to examine the system store. This can be selected from any extension
- You will see the following information:
  - The number and time of the last three calls received are displayed
  - If the call was answered, the display will show an "A" on the right-hand side of the record. If the call was not answered, the "A" will not be displayed.
  - If an "R" is displayed on the right-hand side of a record, this indicates that the number has been redialed.

The date information for the displayed calls are shown for a few seconds instead of the time.

You may scroll through the stored numbers by using the Scroll Up (▲) and Scroll Down Key (▼) situated below the display.

- If you press the display Key beside a particular record, the system automatically selects a free Line and dials the displayed number. If the extension is restricted from dialing, or if there is no Line available, you will hear a busy tone.

### To program the Caller ID List to store all calls or unanswered calls only

The system Caller ID List can store either all calls or unanswered calls only.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.

- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Caller ID List" is displayed.
- Select "Caller ID List".
- Select "Store All calls" or "Store Unanswered Calls".

Press the Speaker Phone Key to finish programming.

### To set up extensions with an individual Caller ID List

You can program up to 40 extensions to store ten numbers each. Each of these extensions will have a separate record of calls that ring on CO Lines programmed to ring their extensions only.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Individual Caller ID Lists" is displayed.
- Select "Individual Caller ID Lists".
- Select the extensions that you wish to have an individual Caller ID List. The extensions that will have a Caller ID List will have a "♦" displayed beside them.

Press the Speaker Phone Key to finish programming.

## Paging

You can connect a Public Address (PA) amplifier to any extension on your EncoreCX. Users can then make announcements over the PA. A PA Answer feature allows a user to respond directly to the paging extension without having to know the extension number.

The system also allows users to make announcements over the speakers of all digital telephone sets, and to make Single extension page calls to other users via the speakers of their digital telephone sets.

You can program the system to protect users' digital telephone sets against both announcements and Single extension page Calls.

Another feature available is a "Page All" which will page both digital telephone sets and a PA simultaneously. A PA must be installed to use this feature.

### To program an extension for use with a Public Address amplifier

An extension with a Public Address amplifier connected must first be programmed for use with a PA amplifier.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "PA Amplifier" is displayed.
- Select "PA Amplifier".
- Select "PA Equipped".
- Select the extension to which PA system is connected.

Press the Speaker Phone Key to finish programming.

**Note:** The extension that has been programmed as the Programming extension will not be displayed as an option on the screen.

**Note:** The extension that has been programmed as the PA extension will be indicated by "◆" next to the extension.

### To make an announcement over a Public Address system

If there is a Public Address (PA) system connected to your EncoreCX, any extension can make an announcement over the PA system.

- From the Idle Menu, press the Scroll Down Key (▼) until "Paging" is displayed.
- Select "Paging".
- Select "Public Address" and make your announcement. The announcement can last a maximum of fifteen seconds.

**Note:** Do not hang up if you want the paged party to be able to respond directly to your page.

From a standard analog telephone, the code is **720**.

### To respond to a page over the PA system

If you have been paged over the PA, the PA Answer feature puts you in direct contact with the paging extension, provided that the person who paged you has not replaced the Handset.

- When you are paged, select "Answer Page" on the nearest digital telephone set and you will be connected to the paging extension.

From a standard analog telephone, the code is **717**.

### To make an announcement over the speakers of all digital telephone sets

The Internal Paging feature allows any extension to make an announcement over the speakers of all digital telephone sets. Only digital telephone sets that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key (▼) until "Paging" is displayed.
- Select "Paging".
- Select "Page All Digital Telephone Sets".
- Make your announcement.

From a standard analog telephone, the code is **716**.

### To make an announcement over the speakers of all digital telephone sets and the PA

The "Page All" feature allows any extension to make an announcement over the speakers of all digital telephone sets and the PA amplifier. Only digital telephone sets that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key (▼) until "Paging" is displayed
- Select "Paging".
- Select "Page All".
- Make your announcement.

From a standard analog telephone, the code is **795**.

### Single Extension Page feature

The Single Extension Page feature allows you to call and speak over the speaker of an individual digital telephone set. If the digital telephone set is page-protected the call will fail.

- From the Idle Menu, press the Scroll Down Key (▼) until "Single Extension Page" is displayed
- Select "Single Extension Page".

- Select the extension you wish to page.
- Make your announcement.

From a standard analog telephone, the code is **715**.

#### To answer a "Single Extension Page" call at your extension

- Press the Mute Key and speak in Speaker Phone Mode, or pick up the Handset.

#### To protect digital telephone sets against Announcements and Single Extension Page Calls

By default, all digital telephone sets may be paged. You can page-protect each digital telephone set to prevent it from being paged from either Announcements or Voice Calls.

- From the Programming extension, press the PROGRAM Key
- Press the Scroll Down Key (▼) until "System Programming" is displayed
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Page Protection".
- Select the extensions you wish to protect. A "◆" will be displayed beside protected extensions.

Press the Speaker Phone Key to finish programming.

#### To prevent extensions from using the Public Address system

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Restrict Use Of PA" is displayed.
- Select "Restrict Use Of PA".
- Select the extensions you wish to prevent from using the PA system. A "◆" is displayed beside the extensions that are restricted.

Press the Speaker Phone Key to finish programming.

## Manager / Assistant

The Manager/Assistant feature is a set of programming options used to maximize the efficiency with which two people work together. It is typically used for a manager/secretary partnership.

To activate the Manager/Assistant feature, it is necessary to first combine the manager and assistant extensions. When the Manager/Assistant combinations are programmed, the assistant may answer calls ringing on the manager's extension by pressing a key on which the number is programmed.

Other standard features include programming a dedicated line for the manager, so that no other extension may make or receive calls on that line. You can program the manager's extension with a key for paging, or calling the assistant's extension, and you can program the manager's extension to "Forward All Calls" to the assistant.

### To set up Manager / Assistant combinations

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Manager / Assistant" is displayed.
- Select "Manager / Assistant".
- Select the assistant extension. When selected, the menu changes to allow you to select the manager extension(s).
- Select the manager extension(s). Manager extensions will be indicated by a "♦" alongside. (If the extension has been combined previously with an assistant the existing manager extensions will be indicated with a "♦". Selecting an extension with a "♦" will remove that extension as a Manager of that assistant.)

Press the Speaker Phone Key to finish programming.

### To program a key to answer the Manager's calls

With this feature set, the assistant can answer calls ringing on the manager's extension by pressing a key. The Manger / Assistant combination must be programmed for this to operate. The key will also offer the standard features available when a Programmable Key is programmed to ring an extension. That is, the assistant can call the manager, while the manager's extension is idle, by pressing the key. Also, the assistant can see the status of the manager's extension from the key light – lit if the extension is busy and flashing if ringing.

- From the assistant's telephone, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the Programmable Key you want to program.
- Select "Extensions".
- Enter the manager's extension number.
- Select "Confirm".

Press the Speaker Phone Key to finish programming.

### To dedicate a CO Line to a Manager's extension

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Outgoing Restriction".

- Select the Line to be dedicated to the extension.
- The extension menu is presented. Select the extensions as necessary to leave the manager's extension the only extension with a (◇).

Press the Speaker Phone Key to finish programming.

### To program a key as an Single Extension Page key to the assistant's extension

This programs a key on the manager's extension that, when pressed, calls the assistant's extension, which automatically answers the call, allowing the manager to speak over the assistant's extension speaker.

- From the manager's extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the Programmable Key you want to program.
- Press the Scroll Down Key (▼) until "Single Extension Page" is displayed.
- Select the "Single Extension Page" option.
- Select "Enter Data" and enter the assistant's extension number.
- Select "Confirm".

Press the Speaker Phone Key to finish programming.

**Note:** The assistant extension must be programmed to receive Call Waiting tones. See page 56.

### To program a key to call the assistant's extension directly

With this feature set, the Manager can call the assistant, while the Assistant's extension is idle, by pressing the key. Also, the Manager can see the status of the Assistant's extension from the key light – lit if the extension is busy, and flashing if ringing.

- From the Manager's extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the Programmable Key you want to program.
- Select "Extensions".
- Enter the assistant's extension number.
- Select "Confirm".

Press the Speaker Phone Key to finish programming.

### To Forward calls to an assistant

When this feature is set, all calls to the Manager's extension will be forwarded to the Assistant's extension.

- From the manager's extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Key Programming" is displayed.
- Select "Key Programming".
- Select the key you want to program.
- Press the Scroll Down Key (▼) until "Forward All Calls" is displayed.
- Select "Forward All Calls".
- Select "Enter Data" and enter the assistant's extension number.
- Select "Confirm".

Press the Speaker Phone Key to finish programming.



## Least-Cost Routing (LCR)

This is a relatively simple implementation of LCR. Up to 50 codes of five digits can be programmed. Each of these codes can be substituted with a code of up to 9 digits if a different carrier is to be selected for the dialled code. Alternatively the code can be used to route the call over a particular line. Two timebands can also be associated with the feature so the option to route the calls using the substitute codes or the alternative lines can be automatically activated at two different times in a 24 hour interval.

To set up codes to allow calls to be routed on specific lines or networks

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll Down and select "LCR Codes".
- Select LCR On to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). Press Confirm. This is the code dialed by the user.
- Enter an Output Code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific telephone company.
- Select the preferred or exclusive option.
- If "Exclusive" is selected, the calls can only be sent on the lines selected below.
- If "Preferred" is selected, the calls will be routed on any available line, if none of the selected lines are available. In this case, the output code is not dialed.

Press the Speaker Phone Key to finish programming.

**Note:** When enabling or disabling the LCR feature, the new setting does not take immediate effect. There can be a delay of up to 1 minute for the setting to take effect.

### Least-Cost Routing activated automatically at set times

You can program the Least-Cost Routing feature to be automatically turned on and off twice during a 24-hour period, enabling you to tailor your call charges through different service providers.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll down until "LCR Timebands" is displayed.
- Select "LCR On Times."
- You can enter two "On" times.
- Select "LCR Off Times."
- You can enter two times at which the LCR feature is deactivated.
- A third option, "LCR Weekend" is offered. When this is selected, the LCR service remains active from Friday night to Monday morning, all off times over the weekend are ignored.

Press the Speaker Phone Key to finish programming.

To route a call using the Least-Cost Routing feature

- Select a Line Key or dial a code for a line (9, 760 - 769) and select "Send Digits".
- Dial a valid input code.

- When a line is selected, dial the telephone number you wish to reach.

Your call will then be connected with the output code being dialed before the telephone number.

**Note:** Any Line Key or Line Code (9, 760 - 769) can be selected above. However, the system will select the line for the call based on the input code.

## Sending a Hookflash while on a call

A Hookflash signal may be required if you are using certain network services on standard CO lines, or if your EncoreCX is connected to another telephone system (PBX) via one of the line interfaces.

The Hookflash feature allows you to send a hold signal forward on the Line to the CO or PBX. To send a hold signal, you must be on a call or have dialed at least one digit of the number you are calling.

### To send a Hookflash signal to a CO or a PBX

- From a digital telephone set, select "Hookflash" on the display.

From a standard analog telephone, the code is Hookflash **780**.

## Account Codes

A programming option can be set which allows codes of four digits to be associated with external calls, both incoming and outgoing, and these codes are presented on the Call Logging output. Two options are available. The first is that the entry of account codes is "Optional" and the user can choose to enter the code or not. The second option is "Forced" and in this case the user must enter the code before they can make an external call.

### To set up the Account Code operation

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Account Codes" is displayed.
- Select "Account Codes".
- Select "Account Codes on".

Press the Speaker Phone Key to finish programming.

**Note:** The option "Forced Extensions" is presented. This is selected if you wish to have some extensions programmed so that they must enter an account code before dialing a number. Select the extensions for the forced operation.

- Select "Exit" if all extensions have the choice of entering the code or not.

## Entering Account Codes - Optional mode

### Entering the code prior to making a call

When Account Codes is programmed, the digital telephone sets idle menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code".
- Enter a four digit code.
- A free line is presented and dial tone returned.
- Dial the external number as normal.

From a standard analog telephone, the code is **791** followed by the four-digit code.

**Entering the code during a call:**

When Account Codes is programmed, the digital telephone set's in call menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code". The call is placed on hold.
- Enter a four digit code.
- The call is automatically reconnected.

From a standard analog telephone, the code is Hookflash **791** followed by the four-digit code.

**Entering the code after a call:**

If a code has not been entered either prior to or during a call, the option to do so is displayed on the digital telephone set for 15 seconds after the call is completed.

- Select "Enter Account Code".
- Enter a four digit code.

From a standard analog telephone, the code is **791** followed by the four-digit code.

**Note:** If the user places a second call to invoke External Consultation, External Transfer or External Conference, an account code cannot be entered for the second call.

## Entering Account Codes - Forced mode

In this mode, the extension user must enter the account code before making an external call

When Account Codes are programmed, the digital telephone set's idle menu has the prompt "Enter Account Code" displayed.

- Select "Enter Account Code".
- Enter a four digit code.
- A free line is presented and dial tone returned.
- Dial the external number as normal.

From a standard analog telephone, the code is **791** followed by the four-digit code.

**Note:** If the user attempts to select a line or make an external call in any other way, an invalid tone is returned.

**Note:** An extension in Forced mode cannot make a second call to set up an External Consultation, Transfer or Conference. If they wish to make a second call while on a call, they must place the first call on System hold and then place the second call after they enter an account code for the second call.

## PBX Mode

The EncoreCX can be set, through System Programming, to operate in either PBX or Key System Mode of Operation. The switch works in Key System Mode by default.

When PBX Mode of Operation is selected, a number of changes are made to the operation of the system.

### Line appearances on digital telephone set keys

Line Keys programmed on the phone are not associated with particular lines. When a Line Key is selected on a phone, the line light is lit only on the phone selecting the line.

### Making external calls when in PBX mode

External calls can be made:

- By dialing the line access digit **9** or code (**760-769**) or by selecting a speed-dial or redial number: If the digital telephone set is programmed with a Line Key or Keys, the light on the first available Line Key is lit.
- By selecting an available Line Key: If a free line or B channel is available, an external dial tone is returned and the light associated with the Line Key is lit. If no line or B channel is available, a busy tone is returned and the Line Key light is not lit. Instead, the display indicates that no line is available.

### Incoming Calls In PBX mode of Operation

Incoming calls made to ring Groups, Extensions, Auto Attendant, Courtesy Service or System Voice Mail box:

This programming is the same for both PBX and Key System Modes of Operation.

When a call is presented to a digital telephone set, the phone is called and the light on the first available Line Key on the digital telephone set flashes at the Ringing Rate.

If the call is presented to an individual phone, the key associated with the first available Line Key on the phone flashes at the Ringing Rate. No Line Key on any other digital telephone set is lit.

If the call is presented to multiple digital telephone sets in a Ring Group, the Line Key light is lit on all the digital telephone sets in the group with an available Line Key. No other Line Key on any other digital telephone set is lit.

If the call is presented to a digital telephone set with no available Line Key, the call rings the phone without lighting any Line Key.

### Call answered

When a call is answered, the light associated with the Line Key on the answering phone is lit steadily. The light associated with the call on all other digital telephone sets, if the call was presented to a group, is extinguished. An answered call lights up on the digital telephone set that answered the call.

### Call Placed on Hold

If a digital telephone set places a call on hold, the light associated with the Line on the digital telephone set flashes at the Hold Rate. No other Line Key on any other digital telephone set is lit.

The Option to "Return to Call" is given on the digital telephone set menu. The phone returns to idle.

To put a call on hold from a standard analog phone, press the Hookflash button (R) on the phone and go back on hook. To retrieve the call on hold, lift the Handset and dial the code **719**.

# Extension set-up options

## Customizing your ECX digital telephone set

This PROGRAM Key accesses the options available to customize your digital telephone set settings.

### To change the language on your phone

Each extension can select the display prompts to be in English, French or Spanish.

- From your digital telephone set, press the PROGRAM Key.
- Select "Language".
- Select the required option – English, French or Spanish.

Press the Speaker Phone Key to finish programming.

### To turn on Automatic Answer mode

You may program your digital telephone set to work in "Auto-answer mode". In this mode the Speaker Phone Key light flashes red, and when you receive an internal call you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the digital telephone set.

- From your digital telephone set, press the PROGRAM Key.
- Select "Auto Answer".
- Select the required option - "Set auto answer" or "Cancel auto answer" - to set and cancel the Automatic Answer mode respectively.

Press the Speaker Phone Key to finish programming.

### To program a feature onto a Programmable Key on your extension

You may re-program any or all of the Programmable Keys located on the digital telephone sets. There are eight keys on the ECX 1000 digital telephone set, 16 on the ECX 2000 digital telephone set and 32 on the DSS. You can program these keys to select lines, extensions, features or speed-dial numbers.

- From your digital telephone set, press the PROGRAM Key
- Press the Scroll Down Key (▼) until "Key Programming" is displayed.
- Select "Key Programming".
- Press the Programmable Key to be programmed. A list of options appears on the display
- Select the required feature to be programmed onto the key. Use the Scroll Down Key (▼) to scroll down to view the list of available features. For example, to program the key with a speed dial number, select the "Individual Digits" option.

Press the Speaker Phone Key to finish programming.

**Note:** If you are programming the key to call an external number remember to precede the number with a 9 or an Outgoing Group Code **760 - 769** to select a CO line.

### To turn on Headset Mode

When a headset is plugged in to the headset socket, it is automatically detected and the option to turn the Headset Mode on is displayed on the display. You can also turn Headset Mode on and off via the PROGRAM Key.

- From your digital telephone set, press the PROGRAM Key.

- Press the Scroll Down Key (▼) until "Headset Mode" is displayed.
- Select "Headset Mode".
- Select the required option – "Turn Headset On" or "Turn Headset Off". Once selected, the display will show "Turn Headset On" or "Turn Headset Off" and then revert to the Idle Menu.

Press the Speaker Phone Key to finish programming.

**Note:** The handset cannot be used while in Headset Mode.

### To set a ringing tone on your digital telephone set

You can select one of three ringing tones.

- From your digital telephone set, press the PROGRAM Key
- Press the Scroll Down Key (▼) until "Ringing Options" is displayed.
- Select "Ringing Options".
- Select "Tone 1", "Tone 2" or "Tone 3", which will cause the selected tone to sound.
- Select "Confirm" to use the chosen tone. On the display, "Ring Type Set" will appear and then the display will revert to the Idle Menu.

Press the Speaker Phone Key to finish programming.

### To set the display contrast on your digital telephone set

You may choose from four levels of display contrast.

- From your digital telephone set, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Contrast Options" is displayed.
- Select "Contrast Options".
- Select "Level 1", "Level 2", "Level 3" or "Level 4" to set a contrast option. The prompt "Contrast Set" appears on the display.

Press the Speaker Phone Key to finish programming.

### To enter System Programming

If your extension is the programming extension you have access to the System Programming options. If you select this option, you will be prompted to enter the System Programming Password. If this option is selected from any other extension the display will show "Programming Refused". Again, the default programming extension is extension 20.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password to access System Programming. For more information about System Programming, see page 98.

### Background music

This feature allows an extension to have music played over the speaker of a digital telephone set while the extension is idle. This background music is supplied only if there is an external music source connected to the system via the Options module. This background music is disconnected as soon as the user goes off hook or a call is presented to the extension.

- From your digital telephone set, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Background Music" is displayed.
- Select the required option – "Background Music On" or "Background Music Off".
- Press the Speaker Phone Key to finish programming.

## Speaker Phone Options

If your phone is working in a reasonable noisy area and you want to use the Speaker Phone then you might need to select the "Noisy Environment" option. This will improve the Speaker Phone performance when there is raised background noise such.

- From your digital telephone set, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "Speaker Phone Options" is displayed.
- Select the required option – "Noisy Environment On" or "Noisy Environment Off".
- Press the Speaker Phone Key to finish programming.

## Do-Not-Disturb

If your extension is set to "Do-Not-Disturb", anyone trying to call you will receive a busy (engaged) tone. If the person trying to contact you has a digital telephone set, "Do-Not-Disturb Enabled" will appear on its display. "Call Back" and "Reminder Call" are the only incoming ringing that will be accepted when this feature is set.

To set Do-Not-Disturb on your extension

- From the Idle Menu, press the Scroll Down Key (▼) until "Do-Not-Disturb" is displayed.
- Select "Do-Not-Disturb".

**Note:** "Do-Not-Disturb" is unavailable on extension 20: the operator position.

To cancel Do-Not-Disturb on your extension

- From the Idle Menu, Select "Cancel Do-Not-Disturb". This option is displayed only when the feature is set.

**Note:** When "Do-Not-Disturb" is set, you will hear a broken dial tone when you lift the Handset.

From a standard analog telephone, the code **736** is used to set and cancel this feature.

## Extension Lock

This feature allows you to lock your extension to prevent unauthorized users from making external calls. You use a Lock Password to lock, unlock, or to make calls from a locked extension. The default Lock Password for all extensions is 123, but each extension may change its password. Extension Lock Passwords can be viewed from the programming extension.



**Locked extensions cannot be used to dial emergency (911) calls. Make sure another phone is easily accessible in an emergency before you lock your phone.**

To lock your extension

- From the Idle Menu, press the Scroll Down Key (▼) until "Extension Lock" is displayed.
- Select "Extension Lock".
- Select "Lock The Extension".
- Dial your three-digit Lock Password. (The default Lock Password is **123**.)

Press the Speaker Phone Key to finish programming.

From a standard analog telephone, the code is **713**.

## To unlock your extension

- Select "Unlock The Extension". This display option only appears when the extension is locked.
- Dial your three-digit Lock Password. (The default Lock Password is **123**.)

Press the Speaker Phone Key to finish programming.

From a standard analog telephone, the code is **713**.

## To make a call from a locked extension

- Dial **9** or press a Line Key, or dial the code for a Line (**760 - 769**), as if to select a line
- Dial your three-digit Lock Password. (The default Lock Password is 123.)
- Lift the Handset and press either "Send Digits" or the "Speaker Phone Key".
- A Line will be selected.
- Dial the number you require.

## To change your extension Lock Password

- From the Idle Menu, press the Scroll Down Key (▼) until "Extension Lock" is displayed.
- Select "Extension Lock".
- Select "Change The Lock Code".
- Dial the existing three-digit Lock Password. The default password is **123**.
- Dial your new three-digit Lock Password. The new Lock Password will not be displayed when entered.

Press the Speaker Phone Key to finish programming.

From a standard analog telephone, the code is **714**.

## To examine Extension Lock Passwords

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Examine Passwords".
- Select "Extension Lock Password".
- Select the extension. The Lock Password is briefly displayed on the top line of the display.

Press the Speaker Phone Key to finish programming.

## Tone protection

As described on page 38, extensions may present a busy extension with a Call Waiting tone, provided the busy extension is not protected against receiving Call Waiting tones. By default, all extensions are protected against receiving Call Waiting tones, except extension 20. However, you may program extensions to receive Call Waiting tones.

## To program an extension to receive Call Waiting tones

- From the programming extension, select the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Tone Protect" is displayed.
- Select "Tone Protect".



- Select the extensions you wish to allow receive Call Waiting tones. A "◇" is displayed beside those extensions allowed to receive Call Waiting tones, and a "◆" is displayed beside those extensions protected against receiving Call Waiting tones. (By default, all extensions will have a "◆" displayed except extension 20.)

Press the Speaker Phone Key to finish programming.

### To protect an individual call from Call Waiting tones

If your extension can receive Call Waiting tones, you may protect each call on an individual basis from interruption.

- When you are on a call, select "Tone Protect" on the display.

From a standard analog telephone, the code is Hookflash **725**.

## Reminder Call

This feature enables you to set your extension to ring at a given time.

### To set your extension to give you a Reminder Call at a given time

- From the Idle Menu, press the Scroll Down Key (▼) until "Reminder Call" is displayed
- Select "Reminder Call"
- Enter the time in the 24-hour clock format, for example, 1423 for 2.23 pm.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

At the programmed time, the extension will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

**Note:** Reminder calls must be set daily and therefore cannot be set more than 24hrs ahead.

### To review and cancel a Reminder Call

- To review a Reminder Call, select "Reminder Call" and the time set will be displayed.
- Select "Confirm" to retain the programmed time. If you wish to change the time, select "Change" and enter a new time.
- To cancel the reminder call, select "Change" followed by "Confirm".

From a standard analog telephone, the code **718** is used to set a Reminder Call, and the code **718\*** is used to cancel it. A standard analog telephone cannot query the Reminder Call time.

## Extension Reset

You can reset your extension to cancel all the following features if they have been set:

- Do-Not-Disturb
- Call Forward
- Call Back
- Display Messaging
- Reminder Call

To reset your digital telephone set

- From the Idle Menu, press the Scroll Down Key (▼) until "Reset the telephone" is displayed.
- Select "Reset the Telephone". The display shows "Extension Reset" momentarily before returning to the Idle Menu.

If you are using a standard analog telephone, dial **739** and wait for the acknowledgment tone (internal dial tone).

# Incoming Call Handling

## General

Calls can be programmed to ring individual extensions, a Ring Group, a Hunt Group, Auto-Attendant, Courtesy Service or a Voice Mail Box / System Voice Mail Box.

## Incoming Calls to Individual extensions

When an Incoming call is programmed to ring an individual extension, all forwards, internal or external, programmed by the extension are acted on.

The call can be forwarded to the extension's personal Mailbox.

If "Do-Not-Disturb" is activated by the extension, the call is presented to extension 20. (extension 20 cannot activate Do Not Disturb).

For calls on CO lines if the extension is busy, the call is queued to the extension and Call Waiting is activated.

## Incoming Calls to a Ring Group

When an Incoming call is presented to a Ring Group, all the free extensions in the Group are called.

The call can then be forwarded to the Group Voice Mail box if one has been programmed for the Group.

All forwards, internal or external, programmed for the group are acted on as follows:

If "Do Not Disturb" is activated by an extension, the phone is not called.

If all the extensions in a Group activate "Do-Not-Disturb" the call is presented to extension 20. Extension 20 cannot activate "Do-Not-Disturb".

If the group is busy, the call is queued to the group and Call Waiting is presented to all the busy extensions in the Group.

## Incoming Calls to a Hunt Group

When an Incoming call is presented to a Hunt Group, the call rings a single extension in the Group. The extension is selected depending on the Hunt distribution option selected (i.e., "Linear", "Circular" or "Longest Idle").

The call can be forwarded to the Group Voice Mail box if one has been programmed for the Group.

All forwards, internal or external, programmed for the Group are acted on as follows:

If "Do-Not-Disturb" is activated by an extension, the phone is not called and the call is presented to another free extension in the Group.

If all the extensions in a Group activate "Do Not Disturb", the call is presented to extension 20. Extension 20 cannot activate Do-Not-Disturb.

If the group is Busy, the call is queued to the group and Call Waiting is presented to all the Busy extensions in the Group.

**Note:** Linear is when calls are always presented to the first available extension in the Group.

**Note:** Circular is when calls are always presented to the next available extension in the Hunt Group.

**Note:** Longest Idle is when calls are presented so that they are evenly distributed to all extensions in the group. Calls are presented to the free extension with the longest time interval after handling an incoming call.

## Group Programming

This option is used to allocate extensions to Groups and to designate the type of Group: a Ring Group or Hunt Group. When a Group is programmed, it can be associated with lines, Caller ID numbers and the Door Phone. If a Group is programmed and no lines, Caller ID numbers or Door Phone are associated with it, it is an Internal Group. A total of 20 Groups can be programmed. The first Group is programmed with extensions 20-27 at Power Up. A maximum of 16 extensions can be programmed for a Group.

All groups can be called from other extensions.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Group Programming".
- The 20 Groups are shown. Select the Group.
- Two options are shown Ring Group and Hunt Group. Select Ring Group. The menu showing the equipped extensions is displayed. Select those extensions to be programmed in the Group.
- If Hunt Group is chosen select the type of Hunt Group, Linear, Circular or Longest Idle.

Press the Speaker Phone Key to finish programming.

**Note:** When a standard analog phone has been assigned to a hunt group, the code to log in/out to the hunt group is **723**.

## Associating Lines with Groups or extensions for Incoming Ringing

By associating lines with Groups or individual extensions, you can have lines ringing different Groups, or individual extensions, in Day and Night modes.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".

- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing".
- Select the line.
- Select "Day", "Night", or "Day and Night".
- If the line is to ring an individual extension, select "Extension" and then the required extension. If the line is to be presented to a Group, select Group and then the required Group.

Press the Speaker hone Key to finish programming.

The default is that all lines ring Group 1 in both Day and Night Modes.

## Fax Line / Extension

If your EncoreCX is equipped with standard CO lines, and you wish to use a fax machine, it is recommended that one of the CO lines is allocated as a fax line with the number publicized accordingly.

Program the system to route all calls received on this line directly to an individual extension and equip this extension with your fax machine. The line will also be available to make outgoing calls as normal. You can then restrict the number of extensions that have access to this line for making calls to ensure that the Line is generally available to receive faxes.

## Restricting outgoing calls

This feature lets you decide which lines each extension can access for outgoing calls. By default, all extensions have access to all lines.

### To restrict an extension from accessing a particular CO line

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Outgoing Restriction" is displayed.
- Select "Outgoing Restriction".
- Select the line.
- Select the extensions to be prevented from accessing that line. A "◆" is displayed alongside those extensions that are restricted from accessing the line, and a "◇" is displayed alongside those extensions that have access to the line.

Press the Speaker Phone Key to finish programming.

### To program CO lines to be used for incoming calls only

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Incoming Calls Only".
- Select "Incoming Calls Only".
- Select the lines that are to be used for incoming calls only. Lines programmed for incoming calls only will be indicated by a "◆".

Press the Speaker Phone Key to finish programming.

## Outgoing Groups

To program lines into groups for access using the codes **9** or **760 - 769**

"CO lines" can be grouped together in up to 11 Outgoing Groups. Each Outgoing Group is associated with a code. These codes are **9** or **760 - 769**, with Group 1 being associated with **9**, etc. Dialing a code selects a line from the associated Outgoing Group.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Outgoing Groups" is displayed.
- Select "Outgoing Groups".
- Select the Group you wish to set up. Up to 11 Groups can be set up, each with a corresponding access code - **9** or **760 - 769**
- Select the lines to be in the Group. The lines in the Group are indicated by a "♦".

Press the Speaker Phone Key to finish programming.

**Note:** Lines can be in one Outgoing Group only. Selecting a line to be a member of a Group automatically removes it from all other Groups.

## Day Service / Night Service

The "Day Service" / "Night Service" feature allows you to change the extensions which ring on incoming calls, change the Class of Service at each extension, and change the voice greeting heard by callers (if you have Voice Mail installed). These changes can take place automatically, at pre-programmed times daily, or can be invoked manually. Furthermore, the system can be programmed to remain in "Night Service" over the weekend.

### To set the automatic start and end times for Night Service

The Automatic "Night Service" feature allows you to set two time bands in each twenty-four hour interval; the system then automatically enters "Night Service".

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Night Service" is displayed.
- Select "Night Service".
- Select "Automatic On Times".
- Select "On Time 1" to set the first time the "Night Service" turns on automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "On time 2" to set the second time the "Night Service" turns on automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "Off time 1" to set the first time the "Night Service" turns off automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".
- Select "Off time 2" to set the first time the "Night Service" turns off automatically.
- Enter the time in 24-hour format e.g., 1400 is 2:00pm.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

### To manually turn on Night Service

The Manual "Night Service" feature enables you to turn "Night Service" on or off manually. When you turn "Night Service" on, the "Night Service" ringing and "Class of Service" come into operation.

- At extension 20, from the Idle Menu, press the Scroll Down Key (▼) until "Night Service" is displayed
- Select "Night Service".

**Note:** When the Night Service is activated "<Night>" appears on the display on all the digital telephone sets. On extension 20 only, one of the display key options will be "Cancel Night Service". When this button is pressed, Night Service will be disabled.

From a standard analog telephone on extension 20 only, the standard analog telephone dials **738** to toggle the night service off and on.

### To have Night Service remain on over weekends

The Weekend Service feature ensures that if "Night Service" is invoked on a Friday evening, the system remains in "Night Service" until Monday morning.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Night Service" is displayed.
- Select "Night Service".
- Select "Weekend Service". A "♦" symbol next to either "Weekend Service On" or "Weekend Service Off" will indicate whether the weekend service is on or off.
- Select "Weekend Service On".

Press the Speaker Phone Key to finish programming.

**Note:** To cancel Weekend Service, repeat as above, selecting "Weekend Service Off" as the last step.

**Note:** Weekend Service does not account for public holidays.

## Setting the time and date

To set the time and date on the system

- From the Programming extension, press the PROGRAM Key
- Press the Scroll Down Key (▼) until "System Programming" is displayed
- Select "System Programming"
- Enter the System Programming Password and select "System".
- Select "Time and Date"
- Enter the correct time in 24-hour format (e.g., 2pm as 1400). The display will prompt for a date.
  - If you only wish to set the time, select "Confirm" and the display will revert to the Idle Menu.
  - Enter the date in mm/dd/yy format (e.g., December 10 2002 as 121002). When the date has been entered, the display will revert to the Idle Menu.

Press the Speaker Phone Key to finish programming.

**Note:** In the event of a power failure, you will need to reset the time and date.

**Note:** Changes to the system Time will only take place when any external calls in progress at that time have cleared.

**Note:** If the Caller ID feature has been presented by the network, the time, day, month will be update after 3:00AM each day when the first outgoing call is made or the first incoming call with Caller ID information rings on the system.

## Hold options

When an external call is placed on hold, you can choose between supplying music, a tone, or silence to the caller. The music source can be internal, in which case it is integrated into the system and cannot be changed, or external, in which case an external source must be connected to your system.

To supply music, tone or silence to callers on hold

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Music On Hold" is displayed.
- Select "Music On Hold".



- Select the option ("Internal Source", "External Source", "Tone On Hold" or "Silence") that you want. The default is "Internal Source" and the "◆" indicates the current program setting. Internal callers are always returned "Tone On Hold".
- If external source is selected, the extension menu is displayed. Select the extension that the external music-on-hold module is to be connected to.

Press the Speaker Phone Key to finish programming.

## Hot Line

Extensions can be programmed so that they automatically dial a number when they go off-hook. The number dialed can be an extension or an external number.

### To have an extension dial a number automatically when the Handset is lifted

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Hot Line" is displayed.
- Select "Hot Line".
- Select the extension from the extension Menu.
- Enter the number to be dialed. If you wish to dial an external number, enter 9 or another line access code, before the external telephone number, to select a line.

Press the Speaker Phone Key to finish programming.

**Note:** When a digital telephone set is programmed as a Hot Line, no other features can be invoked after it is programmed. As soon as you go off-hook on the digital telephone set, the number is dialed.

**Note:** A common application for the Hot Line feature is for a fax or modem. The extension can be set to automatically select a CO line so the fax or modem does not have to dial 9.

**Note:** The Hotline feature can not be programmed on extension 20.

## Assigning Extension names

You may assign names to extensions. When an extension receives an internal call, its display will show the calling extension name in the place of the calling extension number.

To assign a name to an extension

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "extensions".
- Select "Name Programming".
- From the extension menu, select the extension you want to name and enter the name as described on page 24. Up to ten characters (including spaces) can be entered for each name.
- When the name is entered, select "Confirm". You will be presented with the extension menu and can continue programming other names.

Press the Speaker Phone Key to finish programming.

## Class-of-Service

Each extension may be programmed for a Class-of-Service. This determines the type of call the extension is allowed to dial. Four tables, which can be programmed with up to fifty codes each, are used to implement six Classes-of-Service:

1. By default, all extensions are in Class 1, that is, they have no restriction placed on them.
2. An extension placed in Class 2 is restricted from dialing the codes programmed in Table 2. (Table 2 would typically be programmed with the international access code 00.)
3. An extension placed in Class 3 is restricted from dialing the codes programmed in Tables 2 and 3. (Table 3 would typically be programmed with non-local national access codes.)
4. An extension placed in Class 4 is restricted to internal and emergency (911) calls only.
5. An extension can be placed in Class 5 in addition to being in Class 2 or 3. In this case, the codes programmed in Table 5 are allowed.
6. An extension can be placed in Class 6 in addition to being in Class 1, 2 or 3. In this case, the codes programmed in Table 6 are restricted.

The following table shows the types of restriction for the different Classes-of-Service available:

Type of restriction	Table	Class
No restriction	-	1
Restrict codes in Table 2	Table 2	2
Restrict codes in Table 2 and 3	Table 3	3
Internal and emergency calls only	-	4
Allowed codes that can be combined with Class 2 or 3	Allowed Table	5
Restricted codes that can be combined Class 1, 2 or 3	Restricted Table	6

**Note:** The emergency code 911 cannot be restricted.

**Note:** Both Classes 5 and 6 can be associated with the same extension.

**Note:** Class 5 cannot be associated with Class 4 extensions.

## To set up Class-of-Service access tables

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Class Codes" is displayed.
- Select "Class Codes".
- Select the "Table" to which you want to assign codes (Table 2, 3, Allowed Table, or Restricted Table).
- Select an "Index Number" and enter the code.
- When entering a code, an additional option is given on the display of your digital telephone set. This option is the "Any" key, which, when selected, inserts the symbol "X" into the next character of the code (number) you are entering. The symbol "X" will represent any number (1 to 0).
- Select "Confirm" when the code is entered.

Press the Speaker Phone Key to finish programming.

## To restrict extension outgoing calls during the day

With this feature, you can assign the extensions to a Class of Service that will operate when the system is in "Day Service". On power-up, all extensions are in Class 1.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Restriction Classes".
- Select "Day Class of Service".
- Select the Class you want to assign to the extensions, (Class 1 – Class 6).
- Select the extensions to be entered in this Class.

Press the Speaker Phone Key to finish programming.

**Note:** When an extension is selected for Class 1, 2, 3, it will be automatically removed from other classes (except class 5 and 6).

## To restrict extension outgoing calls during the night

With this feature, you can assign the extensions to a Class of Service that will operate when the system is in "Night Service". On power-up, all extensions are in Class 1.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Restriction Classes".
- Select "Night Class of Service".
- Select the Class you want to assign to the extensions, (Class 1 – Class 6).
- Enter the extensions to be entered in this Class.

Press the Speaker Phone Key to finish programming.

## To allow extensions to use System Speed-Dial numbers to override call restrictions

You may wish to allow extensions to dial numbers entered in the System Speed-Dial List which they are restricted from dialing directly. For example, these could be numbers that extensions in Classes 2, 3 or 4 cannot dial directly. Entering these numbers into the System Speed-Dial List and activating this feature on the extensions allows the restricted extensions to access these numbers.

By default, this feature is not activated on any extension.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Sys. Speed no. Override" is displayed.
- Select "Sys. Speed no. Override".
- Select the extensions on which you wish to activate the feature. Those extensions allowed to dial System Speed-Dial numbers not normally appropriate to their Class of Service are indicated by a "♦".

Press the Speaker Phone Key to finish programming.

**Note:** Numbers on an extension's Personal Speed-Dial list cannot override the Class-of-Service restriction of the extension.

## Power failure options

### To provide battery backup

Your EncoreCX can be equipped with an optional Battery Backup Unit (BBU). When equipped, full operation of the EncoreCX is provided for at least one hour in the event of a power failure.

### Battery Alarm

If your system is equipped with a Battery, a message "Battery" is displayed on extension 20 if the system is running on the Battery. If you are not aware that the normal power has failed, check that the EncoreCX System is correctly plugged in.

### To make outgoing calls following a power failure

- In the event of a power failure (with the system not equipped with a BBU), analog CO lines are switched automatically to standard analog telephones and calls can be made and received on these lines until the power is restored.
- The system installer will indicate the location of these phones.
- A minimum of half the equipped CO lines are connected to phones.

### **Light-Emitting Diode (LED) Indicators**

A status LED on the BBU is provided.

- GREEN indicates the unit is running from the main AC power source and the Battery is charging or fully charged.
- ORANGE indicates the unit is running off the Battery.
- RED indicates that the battery is discharged.
- Flashing RED indicates the Battery is disconnected and the system is running from the main AC power source.

## Using Voice Mail and other voice services

A Courtesy Service greeting is available as a standard feature for your EncoreCX. The standard greeting language can be selected as English, French or Spanish in System Programming.

If your system is equipped with a Voice Module, a number of other voice services are available. These services are: Voice Mail boxes, System Voice Mail box, Auto-attendant and customization of the Courtesy Service greeting.

### Courtesy Service

This service is available, with a standard greeting, on all systems. If the system is equipped with a Voice Module, you can customize the greeting.

When the Courtesy Service feature is activated on a CO line, callers to the system are answered automatically after a programmable period, a message is returned to the caller and the internal phone or phones continue to ring.

If a call rings in during "Day Service" and is not answered manually within the programmed time (30 second default), the call is automatically answered with the following message: "Thank you. Your call will be dealt with. Please hold."

If a call rings in during "Night Service" and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: "Thank you. There is no one here at the moment. Please call back again during office hours."

The messages can be selected by programming to be in English, Spanish or French.

While the message is being returned, the call continues to ring as an incoming call until an extension answers it. If the call is not answered within three minutes, it is automatically disconnected.

On standard systems, without the voice mail module, the courtesy messages are supplied from the internal source. When a voice mail module is equipped in a system the courtesy messages are supplied from the voice mail module. The messages from the voice mail module can be customized.

This service can be used where there can be delays in answering calls and you want to ensure that callers do not hang up before someone answers their call.

#### To have callers automatically receive a Courtesy greeting

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming ringing".
- Select the Line that is to be programmed.
- Select Day, Night, or Day and Night.
- Press the scroll down key (▼) until courtesy service is displayed.
- Select Courtesy service.

Press the Speaker Phone Key to finish programming.

#### To change the Courtesy Language

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".

- Select "Courtesy Service".
- Select the language required.

### To change the ringing time before calls receive the Courtesy greeting

You can change the time that a call will ring before being automatically answered by the Courtesy Service, as follows:

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Timers" is displayed.
- Select "Timers".
- Press the Scroll Down Key (▼) until "Courtesy Delay" is displayed.
- Select "Courtesy Delay".
- Enter the time required in seconds (01 - 30).
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

### To record a customized Courtesy greeting

When the system is equipped with a voice mail module the courtesy messages are supplied from it. These messages can be customized.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Change Greetings" is displayed.
- Select "Change Greetings".
- Select "Courtesy Service Day" or "Courtesy Service Night" to record the "Day Service" and "Night Service" greetings respectively.
- Select "Record Greeting".
- When prompted, speak and record the new greeting.
- When finished recording of the new greeting, press "Confirm".

Press the Speaker Phone Key to finish programming.

## Voice Mail

Voice Mail services are available only on those systems equipped with the optional Voice Mail Module.

### Voice Mail common parameters

Up to 40 extensions can be allocated Voice Mail boxes. The 20 Ring groups can also be allocated Voice Mail boxes. A further 10 Mail boxes, not associated with extensions or Groups, can also be programmed. These are called Phantom Mail boxes and can be used for people who do not have a dedicated extension.

The maximum number of messages that can be stored in a Mail box is 20 at power up. This number is programmable.

The maximum message and Greeting length is programmable between 60-180 seconds. The time allocated at power up is 60 seconds.

Unretrieved messages are deleted in 15 days and retrieved messages are deleted in three days.

An extension must be allocated a Voice Mail box before it can use Voice Mail. By default, extensions are not allocated a Voice Mail box.

### To allocate a Voice Mail box to an extension

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Voice Boxes" is displayed.
- Select "Voice Boxes".
- Select the extensions that require a Voice Mail box.

**Note:** To assign Group and Phantom Mail boxes Press the Scroll Down key (▼) until "Other" is displayed. Select "Other". Select either "Group" or "Phantom" as required, and selected the appropriate Mail boxes required.

Press the Speaker Phone Key to finish programming

**Note:** A "♦" symbol will indicate what mailboxes have been assigned.

**Note:** When allocating a Mail box the Forward No Answer to Voice Mail feature will be activated automatically

### Voice Mail Language

Three language options are provided for the Voice Mail: English, French and Spanish.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".
- Select "Voice Mail".
- Select the language required.



## Voice Mail Box Capacity

You change the message capacity of Mail boxes from the default of 20 messages per Mail box to a higher or lower amount depending on demand.

- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Mail Box Capacity" is displayed.
- Select "Mail Box Capacity".
- Enter the maximum number of messages to be stored per Mail box.

Press the Speaker Phone Key to finish programming.

## Voice Mail Box Capacity % used

You can check the capacity used in Mail boxes.

- Enter the System Programming Password and select "Extensions"
- Press the Scroll Down Key until "VM Capacity % Used" is displayed.
- Select "VM Capacity % Used".
- Select the box to be examined.

The top line of the display indicates the percentage that is used.

## To turn on your Voice Mail box

When an extension is allocated a Mail box "Forward On No Answer" is automatically set to the Voice Mail box. The Voice Mail box automatically answers all calls not answered by the extension.

If you wish to have all calls go immediately to the Voice Mail box, you can activate forward all calls to the Voice Mail.

- From the idle menu, press the scroll down key (▼) until "Forward" is displayed.
- Select "Forward" on the Idle Menu and choose "Forward All Calls".
- Select "Forward to VM" or enter **710** as the extension number.
- If "Forward On No Answer" is activated to **710**, calls unanswered after four rings will be answered by the Voice Mail box.
- If "Forward When Busy" is activated to **710**, calls you cannot receive will be answered by the Voice Mail box.
- For information on how to Forward calls, see page 30.

## To access your Voice Mail box

- Press the MESSAGE Key.
- Select "Voice Messaging".
- Enter your extension number (which is your Voice Mail box number)
- Enter your Voice Mail Password (1111 by default) followed by #
- You are presented with the Voice Messaging Control Menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor" and "Cancel"
- Select the display option you require.

**Note:** To access a Group Mail box, enter the Group number (180 – 199) as the extension number. To access a Phantom Mail box, enter the Phantom Mail box number (100 – 109) as the extension number.

The code to access your Voice Mail box from a standard analog telephone is \*.

## To retrieve messages left in your Voice Mail box

If new voice messages have been left in your Voice Mail box, the Message Waiting Light, located on the top right-hand corner of your digital telephone set, will be on. In addition, the top line on your digital telephone set display will show "New voice messages".

- Select "New Voice Messages".
- Enter your extension number.
- Enter your Voice Mail Password, which is 1111 by default, followed by #.
- Select "Play". The new messages are played.

The code to access your Voice Mail box from a standard analog telephone is \*.

**Note:** Each message is time stamped to tell you when the message was received. When all new messages are played, you are informed of the total number of messages in your box. You may skip the time stamp by dialing **8**, which jumps forward ten seconds.

## Forward a message from a digital telephone set

A user can forward a message from their Voice Mail box to another Voice Mail box.

- While you are listening to the message select the "Forward Message" option.
- Select the extension to forward to from the menu on the phone.

In the forwarding Voice Mail box the forwarded message is considered as a message that has been heard by the user.

## To automatically call the sender of a message

The "Return Call" feature allows a user to initiate a call to the sender of a message in their Voice Mail box.

- When you have listened to a message in the Voice Mail box select the "Return Call" option.
- The system initiates a call to that number.

**Note:** Return call is not available when accessing the Voice Mail box on an external line.

## To record your own Voice Mail box greeting

Each extension, which has been allocated a Voice Mail box, can record its own greeting. This will be relayed to callers who are answered by the Voice Mail box.

- At your extension, press the MESSAGE Key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your Voice Mail password (1111 by default) followed by #.
- Select "Greeting".
- Select "Record Greeting".
- Speak to record a personalized greeting when prompted.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

## To replay the Voice Mail box greeting

- At your extension, press the MESSAGE Key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your Voice Mail password (1111 by default) followed by #.
- Select "Greeting".

- Select "Replay Greeting".

The greeting will then be replayed for you.

### Transferring calls to Voice Mail Boxes

You can transfer calls to any Voice Mail box without calling the extension.

- When you are on a call, select "Transfer to Voice Mail".
- The menu is updated, showing those extensions equipped with Voice Mail boxes. Select the extension.
- Select "Transfer" or replace the Handset.

## To retrieve your Voice Mail box messages remotely

In order to access your Voice Mail box remotely you must have your calls forwarded to your Voice Mail box, and have either a line programmed to ring directly at your extension, or have a line programmed with the Auto-Attendant service (see page 80). You can also have your call transferred to your Voice Mail box:

- If a line is programmed to ring directly at your extension and your Voice Mail box is turned on, dial the line number.
- If you do not have a line ringing directly to your extension, dial in on an Auto-Attendant line, and when you receive the Auto-Attendant message, dial your extension number.
- Call in on a line which you know will be answered and have the call transferred to your Voice Mail box.
- When answered by your Voice Mail greeting, access your Voice Mail box by dialing the code \*, followed by your extension number, Voice Mail password and #.
- Then dial the following numbers to access your messages:

While listening to the Greeting

- Dial 1 Playback commences at the first message.
- Dial 91 Change the outgoing greeting.
- Dial 92 Check the outgoing greeting.
- Dial 93 Delete the outgoing greeting.
- Dial 0 Change Voice Mail Password.

When playback of messages has commenced.

- Dial # Playback is paused.
- Dial 2 Save this message and move to the next message.
- Dial 3 Erase this message and move to the next message.
- Dial 4 Go back to the start of the message.
- Dial 5 Go back to the previous message.
- Dial 6 Erase all messages.
- Dial 7 Go back ten seconds.
- Dial 8 Go forward ten seconds / skip the time stamp.
- Dial 9 Forward the message to another extension.
- Dial 0 Invalid (Return Call is only available when accessing the Voice Mail from an extension).

## To monitor/pick-up callers as they speak to your Voice Mail box

You can operate your Voice Mail in Voice Mail monitor mode. In this mode, when calls are forwarded to your Voice Mail box and your extension is free, the call is relayed over the speaker of your digital telephone set. If you lift your Handset, you can intercept the call in which case no message is left in the Voice Mail box.

- Press the MESSAGE Key.
- Select "Voice Messaging".
- Enter your extension number or select your extension using the display keys, when prompted.
- Enter your Voice Mail password (1111 by default) followed by #.
- Press the Scroll Down Key (▼) until "Monitor" is displayed.
- Select "Monitor".
- Select "Monitor On" or "Monitor Off".

Press the Speaker Phone Key to finish programming.

**Note:** The display will change depending on what option is selected, (e.g. if "Monitor On" is selected, the display will show "Set To On" on the top line of the display.

## To change your Voice Mail Password

By default, each extension is allocated the same Voice Mail password (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the MESSAGE Key.
- Select "Voice Messaging".
- Enter your extension number when prompted.
- Enter your Voice Mail password (1111 by default) followed by #.
- Press the scroll down key (▼) until "Change password" is displayed.
- Enter your new Voice Mail Password, which can be up to eight digits long.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

**Note:** If you forget your Voice Mail password, you can check all Voice Mail extension passwords from the programming extension (ext.20).

## To Record a Call

The option to allow you to record a call can be set in system programming.

When programmed, the option "Record Call" is shown on the display when you are on a call.

The same rules apply to these recordings as do to normal messages left in Voice Mail boxes. Read messages are deleted in **8** days and unretrieved in **15** days.

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Call Recording".
- Select the extensions that are to be allowed to record calls.

Press the Speaker Phone Key to finish programming.

## Group Mail boxes

If Group Forward is activated to Voice Mail, messages for the Group will be recorded in the Group Voice Mail box. "New group message" will be displayed on the display of all digital telephone sets in the Group.

## To check all Voice Mail Passwords

All Voice Mail extension Voice Mail Passwords can be examined from the programming extension.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Select "Examine Passwords".
- Select "Voice Mail Password".
- Select the extension whose password you wish to examine. The Voice Mail Password of that extension is briefly displayed on the top line of the display.

Press the Speaker Phone Key to finish programming.

## To operate Voice Mail from a standard analog telephone

Standard analog telephones can also be allocated Voice Mail boxes. When a Voice Mail box is allocated forward on no answer" is automatically set for the extension. You can set forward all calls or Forward When Busy to the Mail box as well by setting the forward to 710.

- 732 for "Forward All Calls".
- 733 for "Forward When Busy".
- 734 for "Forward On No Answer".

To access the Voice Mail box, dial the code \*, followed by your Voice Mail extension number, Voice Mail password and #. Then dial the following numbers to access your messages.

### While listening to the Greeting

- Dial 1 Playback commences at the first message.
- Dial 91 Change the outgoing greeting.
- Dial 92 Check the outgoing greeting.
- Dial 93 Delete the outgoing greeting.
- Dial 0 Change Voice Mail Password.

### When playback of messages has commenced

- Dial # Playback is paused.
- Dial 2 Save this message and move to the next message.
- Dial 3 Erase this message and move to the next message.
- Dial 4 Go back to the start of the message.
- Dial 5 Go back to the previous message.
- Dial 6 Erase all messages.
- Dial 7 Go back ten seconds.
- Dial 8 Go forward ten seconds / skip the time stamp.
- Dial 9 Forward the message to another extension.
- Dial 0 Return Call. Automatically make a call to the caller who left the message.

## System Voice Mail Box

This feature allows you to set up a System Voice Mail box to answer incoming calls. This service is only available when a Voice Module is installed. You can select which lines are to be answered by the System Voice Mail box when it is turned on. You can select how long a call rings before the System Voice Mail box answers.

All messages received are stored in a System Voice Mail box, which is controlled by extension 20. extension 20 can also customize the greeting. You can turn the System Voice Mail box service on and off at any time at extension 20 and its operation is independent of "Night Service".

This service replicates a System Voice Mail box. You can use it if you are not answering calls at lunch or at night, or simply want to record messages from callers. If desired, you can have this feature on permanently, so that calls, which are not answered for a programmable period, are answered by the System Voice Mail box.

The greeting may ask callers to dial an extension number, in which case, the call will be transferred through to that extension.

**Note:** If a call is received when the Voice Module storage is full, it will not be possible to store any further messages. In this case, the following standard greeting will be given to the caller: "There is no one

available to deal with your call at the moment. If you wish to contact a particular extension, please dial the number."

### To turn the System Voice Mail Box on and off

- At the programming extension press the Scroll Down Key (▼) until "System Voice Mail Box" is displayed.
- Select "System Voice Box" to turn the System Voice Mail box on. Select "System Voice Box" again to turn the System Voice Mail box off.

**Note:** "System Voice Box" will appear as one of the first options on the programming extension to indicate the System Voice Mail box has been turned on.

### To program Lines to be answered by the System Voice Mail Box

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "System Voice Box" is displayed.
- Select "System Voice Box".
- Select the lines to be answered by the System Voice Box. The lines that will be answered are indicated by a "◆".

Press the Speaker Phone Key to finish programming.

### To change the greeting on the System Voice Mail Box

- Press the MESSAGE Key.
- Select "Voice Messaging".
- Enter 0 as the extension number (which is your System Voice Mail box number).
- Enter your Voice Mail password (1111 by default) followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor" and "Exit".
- Select "Greeting".
- Select "Record Greeting".
- Speak to record a personalized greeting when prompted.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

### To set the time a call will ring before the System Voice Mail Box answers

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Timers" is displayed.
- Select "Timers".
- Select "System Voice Box Delay".
- Enter the time. The default is 010 seconds.

Press the Speaker Phone Key to finish programming.

## To retrieve messages left on the System Voice Mail Box

When messages have been left, the Message Waiting Light on extension 20 will be lit and the "Sys Voice Box Messages" will appear on the top line of the display.

- Select "Sys. Voice Box messages".
- Enter **0** as the extension number.
- Enter the Voice Mail Password and select the option you require.

**Note:** Extension 20 can have its own Voice Mail box, accessed by using extension number 20. The System Voice Mail box has its own Voice Mail box, accessed by using extension number **0**. Both can have their own Voice Mail passwords.

## To retrieve System Voice Mail Box messages remotely

- Dial in on an Auto-Attendant line. (See page 80 for information on the Auto-Attendant feature.)
- When you receive the Auto-Attendant greeting, dial \*, followed by extension number **0**, the Voice Mail System Voice Box Password and #.

## Auto-Attendant

The Auto-Attendant feature allows callers to ring directly through to an extension provided that they know the extension number of the person they wish to contact. A Voice Module must be installed for this feature to operate.

When a call is received by a Line programmed for Auto-Attendant, the call will be answered by the system.

When the system is in "Day Service", the caller will hear the following pre-recorded greeting: "Thank you for calling. If you know the extension number you wish to contact, please dial the number. For a directory please dial #. If you require assistance, please wait or dial 0". When the system is in "Night Service", the caller will hear the following pre-recorded greeting: "Thank you. There is no one available to handle your call at the moment. If you wish to contact a particular extension, please dial the number."

**Note:** You can customize these greetings.

When listening to the greeting the caller can dial through to Groups, extensions and Voice Mail

If the caller dials a valid extension number, the number is connected to the extension if it is free.

If the extension is busy, the call is presented to the default Ring Group for the CO line the call is received on.

If an invalid extension number is dialed, the call is presented to the default ring group for the CO line the call is received on.

If the caller dials \* then this initiates a standard Voice Mail box access.

If no digits are dialed, the call will be presented to the incoming ring group for that line after a time out period of 5 seconds.

If the user dials a single digit and pauses for 2 seconds, the calls are presented as follows:-

Digit 1 Presented to Group 20  
Digit 2 Presented to Group 19  
Digit 3 Presented to Group 18  
Digit 4 Presented to Group 17  
Digit 5 Presented to Group 16  
Digit 6 Presented to Group 15  
Digit 7 Presented to Group 14



Digit 8 Presented to Group 13

Digit 9 Presented to Group 12

The user can adjust the timer. This timer is programmable from 1- 5 seconds in user timer programming. The timer is "AA Dial Wait".

Auto-Attendant can be enabled on a line by line basis from the programming extension. See **Line Programming** for details

If a call is received on an Auto-Attendant line when the Voice Mail system is busy, the call will ring as a normal call. If the Voice Mail system becomes free before the call is answered, the Auto-Attendant feature is activated, the call is automatically answered and the Auto-Attendant message is returned.

### To have an Auto-Attendant answer calls and allow extension access

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Select "Incoming Ringing".
- Select the line that is to be programmed.
- Select "Day", "Night", or "Day and Night".
- Select Auto-Attendant.

Press the Speaker Phone Key to finish programming.

### To customize the Auto-Attendant message

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change greetings".
- Select "Auto Attendant Day" or "Auto Attendant Night" to record the "Day Service" and "Night Service" greetings respectively.
- Select "Record Greeting".
- When prompted, speak to record the new greeting.
- Press "Confirm" when the recording has been completed.

Press the Speaker Phone Key to finish programming.

### To change the ringing time before calls receive the Auto-Attendant greeting

You can change the time that a call will ring before being automatically answered by the Auto-Attendant, as follows:

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Timers" is displayed.
- Select "Timers".
- Press the Scroll Down Key (▼) until "Auto Attendant Delay" is displayed.
- Select "Auto Attendant Delay".
- Enter the time required in seconds (01 - 30).
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

## Programming additional system options

### Using a Door Phone

You can equip your EncoreCX with an optional Door Phone. The Door Phone has a button which, when pressed, rings at programmed extensions, and has a microphone/speaker for communication. With a Door Phone installed in your reception area, anyone visiting your premises can call when they arrive and you can speak to them before you let them in.

Your EncoreCX also features a Doorstrike relay output, which can be used to operate a Doorstrike mechanism, to allow you open the door from your extension. You must purchase the Doorstrike mechanism yourself and arrange for a qualified electrician to install it.

#### To set up a Door Phone on your System

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Door Phone".
- Select "Door Phone Equipped".

Press the Speaker Phone Key to finish programming.

#### To set up which extensions the Door Phone will ring

You can choose which extensions will ring upon calling from the Door Phone, for either Day or "Night Service".

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password.
- Select "Lines".
- Select "Incoming Ringing".
- Select "Door Phone".
- Select "Day", "Night", or "Day and Night".
- If the Door Phone is to ring an individual extension, select "Extension" and then the required extension. If the line is to be presented to a group, select "Group" and then the required Group.

The default is that the Door Phone rings Group 1 in both Day and Night Modes.

Press the Speaker Phone Key to finish programming.

## Answering a Door Phone call

You can answer a Door Phone call if your extension is programmed to ring when someone calls at the Door Phone.

- To answer a "Door Phone" call lift the Handset and speak. There is no code to dial.

**Note:** An extension cannot make a call to a Door Phone.

## To open a door using the Doorstrike

- When your extension is ringing with a Door Phone call, and you have a Doorstrike mechanism installed, the option "Open the door" will be displayed
- Select "Open the Door". The Doorstrike relay will operate and the call to the Door Phone will be disconnected.

From a standard analog telephone, the code is Hookflash **731** if you are on a call and **731** if you are not on a call.

## To program which extensions can operate the Doorstrike

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Open Door Restriction" is displayed.
- Select "Open Door Restriction".
- Select which extensions are restricted from opening the door. The extensions restricted from operating the Doorstrike will be indicated with a "♦".

Press the Speaker Phone Key to finish programming.

**Note:** By Default, all extensions are unable to open the door.

## Call Logging

Your EncoreCX system can be connected to a printer or PC, which will maintain a record of incoming and outgoing calls made on the system. Details are printed as the calls are completed.

A buffer is provided to store the last 500 call records. This buffer can be output to the Serial Port as required. This is selected in the System Programming.

Another option allows the last four digits of the dialed number to be masked. This is "Restricted Call Logging".

The interface to the printer or PC should be serial V24 / RS232-C and should meet the following specifications: Speed - 4800, 9600, 19200, 38400 or 115,200 bps. Data - 8 bits no parity and one stop bit.

Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9
O/G	1234	10/01/99	12.00:01	00:00:30	L01	E21	E21	1234567
O/G		10/02/99	12.00:10	00:01:56	L02	E25	E25	567890
I/C	5678	10/13/99	12.01:13	00:06:32	L03	E22	E24	0123456

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Account Codes
3	Date (day/month/year)
4	Start time
5	Duration of the call
6	Line used
7	Initiating extension
8	Terminating extension
9	Digits dialed or (I/C) Caller ID numbers

### To enable/disable Call Logging

Call Logging is disabled by default on power up. If a Call Logging Interface Module is installed, you should enable Call Logging.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Call Logging" is displayed.
- Select "Call Logging".
- Select either "Call Logging On", "Call logging off", "Restricted Call Log ON", or "Print Log".

Press the Speaker Phone Key to finish programming.

### To prevent calls from individual extensions being logged

If Call Logging is enabled, then by default all calls from all extensions will be logged. However individual extensions can be programmed to prevent their calls from being logged.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".

- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "No Call Logging" is displayed.
- Select "No Call Logging".
- Select the extensions whose calls are not to be logged. The selected extensions will be indicated with a "◆".

Press the Speaker Phone Key to finish programming.

### To set the call logging interface speed for connecting a Printer or PC

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Set v24 Baud Rate" is displayed.
- Select "Set v24 Baud Rate".
- Select the speed you require - 4800, 9600,19,200, 38,400 or 115,200 bps.

Press the Speaker Phone Key to finish programming.

**Note:** To connect a printer or PC for call logging, use the call logging cable provided and connect one end to the V24 interface on the Central Control Unit (CCU) and the other end to the serial device, (e.g. a PC or a printer.)

### External forwarding Options

This allows you to decide if external callers or external and internal callers to your extension are forwarded externally if you have set an external Forward. It also allows extensions to be prohibited from activating an external forward.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "External Forwarding" is displayed.
- Select "External Forwarding".
- Select "No Trunk To Trunk Calls".
- Select the extensions that are not allowed to activate an external forward or set up trunk to trunk calls.

Press the Speaker Phone Key to finish programming.

If both internal and external calls are to be forwarded, select "All Calls".

If external calls only are to be forwarded, select "External Calls Only"

## Operation with a parent PBX

You can connect the EncoreCX to a parent PBX via its line interfaces.

You can program any of the 11 Outgoing Groups to work with a parent PBX. When programming the Outgoing Groups as PBX groups, PBX access digits and the number of digits in a PBX extension number are entered. The PBX access digits are the digits that must be dialed to select a CO line in the parent PBX. (You can have a maximum of two PBX access digits.)

If you wish to make an external call via the parent PBX, you must select a line connected to the PBX, placing the access digit(s) before the external number you require. If you wish to make a call to a parent

PBX extension, you must select a line connected to the PBX and dial the extension number without any access digit(s).

**Note:** The system will take the access digits into account in deciding whether the extension is restricted from making the call according to its Class-of-Service. That is, an extension prevented from making external calls will be also prevented from making external calls through the parent PBX.

Both external numbers and PBX extension numbers may be entered into Personal and System Speed-Dial Lists. When a speed-dial number is selected for dialing, the system checks whether the number is a PBX extension by checking the number of digits against the programmed extension number length. If it is a PBX extension, the system selects a PBX Group and, if a line is free dials the digits. If the selected number is an external number, the system attempts to select a CO line. If one is available, it dials the number without inserting the access digits. If a CO line is not available a free PBX line is selected and the access digits are automatically inserted.

If Redial is activated, the number is redialed on the same group on which the original call was made.

### To program PBX Access digits

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PBX Group" is displayed.
- Select "PBX Group".
- Select which Outgoing Group you wish to use. You are then presented another menu with which to program the parent PBX Access digits.
  - Select "Set/Clear PBX Status" to set or clear the selected Outgoing Group as a PBX Group. A confirmation prompt appears momentarily on the top line of the display.
  - Select "Access Digits". Enter the "Access Digits" for an external line on the parent PBX and select "Confirm".
  - Select "Ext. num. length". Enter the number of digits in the extension numbers on the parent PBX.

Press the Speaker Phone Key to finish programming.

## Miscellaneous system configuration options

### To change the system language

The text prompts can be changed to be in French or Spanish. They are in English by default.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Language".
- Select "Text Prompts".
- Select the language required.
- 

Press the Speaker Phone Key to finish programming.

## To change the Programming extension

System programming can only be carried out at one digital telephone set, that is, the digital telephone set connected to the programming extension. By default, extension 20 is the programming extension. The programming extension can be changed to any other extension if required, except for the PA extension.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Programming Position".
- Select the extension you wish to have as the programming extension. The selected programming extension is denoted by a "◆".

Press the Speaker Phone Key to finish programming.

**Note:** The PA extension will not appear on the display as an option for the programming extension.

## To change the System Programming Password

The default System Programming Password (1111) can be changed to any four-digit number.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Change Password".
- Select "System Password".
- Select "Change" and enter the four-digit number you require.
- Select "Confirm".

Press the Speaker Phone Key to finish programming.

## To configure unequipped Line interfaces

The system assumes that available line interfaces have CO lines connected to them. If a line interface does not have an CO line connected, ensure correct system operation by un-equipping the line interface in System Programming, as follows:

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Equipped Lines" is displayed.
- Select "Equipped Lines".
- Select the lines you wish to equip or unequip. Equipped lines are denoted by a ◆. Unequipped lines are denoted by a "◇".

Press the Speaker Phone Key to finish programming.

## To configure disconnected extensions

The system assumes that all available extension interfaces have devices connected to them. If an extension interface does not have a device connected, ensure correct system operation by disconnecting the extension interface in System Programming, as follows:

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Extension Disconnect" is displayed.
- Select "Extension Disconnect".
- Select the extensions you wish to connect or disconnect. Disconnected extensions are denoted by a "◆".

Press the Speaker Phone Key to finish programming.

**Note:** When a digital telephone set is connected to an extension interface that is programmed as disconnected, the digital telephone set display may appear as if the digital telephone set is connected. However, when the Handset is lifted, a busy tone is heard and no options will be displayed.

## To examine system passwords

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Examine Passwords" is displayed.
- Select "Examine Passwords".
- Select either "Extension Lock Password", or "Voice Mail Password", or "System Voice Box".
  - If you selected "Extension Lock Password", the extension menu will appear. Select an extension and its extension Lock Password will appear on the display.
  - If you selected "Voice Mail Password", the extension menu will appear. Select an extension and its Voice Mail Password will appear on the display.
  - If you selected "System Voice Box", the System Voice Mail Box Password appears on the display.

Press the Speaker Phone Key to finish programming.



## To configure Line Key Lights

When a call is placed on System Hold, you can decide if the associated Line Key light is to flash or remain steady on all other digital telephone sets. The default setting is that the light flashes.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Line Key Light" is displayed.
- Select "Line Key Light".
- Choose either "Light Flashing On Hold" or "Light Steady On Hold".

Press the Speaker Phone Key to finish programming.

## To prohibit trunk-to-trunk calls on an extension

You may prohibit individual extensions from activating External Forward, External Transfer and External Conference. (These features set up so-called trunk-to-trunk calls.)

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "External Diversion" is displayed and select.
- Select "No Trunk-To-Trunk Calls".
- Select the extensions to be denied this feature. Those extensions denied the feature are indicated by a "◆".

Press the Speaker Phone Key to finish programming.

## To move a faulty extension

If an extension interface becomes faulty, you can swap its extension programming to a different extension. Calls for the faulty extension will be routed to the new extension.

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Port Swapping" is displayed.
- Select "Port Swapping".
- Select the faulty extension from the extension list.
- Select the new extension from the extension list.

Press the Speaker Phone Key to finish programming.

## To Change ringing from 50 to 20 Hz

This option allows the ringing frequency to be changed from the default 50 Hz to 20 Hz on individual extensions.

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "20 Hz Ringing" is displayed.
- Select "20 Hz Ringing".
- Select the extensions required to ring at 20 Hz.

Press the Speaker Phone Key to finish programming.

The default is that all extensions are set for 50 Hz ringing.

## Reverse cadence

The external and Internal ringing cadences can be interchanged on an extension-by-extension basis.

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Reverse Cadence" is displayed
- Select "Reverse Cadence".
- Select the extensions that require the cadences changed.

Press the Speaker Phone Key to finish programming.

## Keypad Confirmation

The digital telephone sets provide confidence tones while digits are being dialed, this can be disabled on an extension-by-extension basis.

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Keypad Confirmation" is displayed.
- Select "Keypad Confirmation".
- Select the extensions that do not want confirmation tones.

Press the Speaker Phone Key to finish programming.

## Flexible numbering

The extensions numbers, line access digits, and first digit of the feature codes can be changed. This allows systems with Direct inward Dialing (DID) Numbers to have their extension number reflect the DID number.

When the extension numbers are changed, they can only be of three or four digits.

- From the programming extension, press the PROGRAM Key.
- Select "System Programming".
- Enter the System Programming Password and select "Extensions".
- Press the Scroll Down Key (▼) until "Flexible Numbering" is displayed.
- Enter the number length from three or four digits.
- Enter the first extension number (that extension 20 is to be changed to).
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

The system will automatically allocate the remaining numbers.

If the range selected conflicts with the current programming, the system will automatically set a range which does not have a conflict. The option to manually adjust the numbering may then be selected, the conflicting numbers reprogrammed and the range may then be reset to the required numbers.

Once the numbers have been automatically reallocated, it is also possible to manually adjust the numbers for the following: extension numbers, Misc. extensions, line access, Operator code, Feature code, Speed Dial.

Once the above procedure is completed

- Select "Manual Adjustment".
- Select either "Extension Numbers" or "Other Codes".
- If "Extension Numbers" is selected, select the required extension and change the number.
- If "Other Codes" is selected, select one of the options: Misc. extensions, line access, Operator code, feature code, Speed Dial.
- The current number is displayed for 2 seconds.
- Enter the new number required.
- Press confirm.
- If there is a conflict "Invalid" is displayed and another number must be entered.
- Repeat this procedure for all required options.

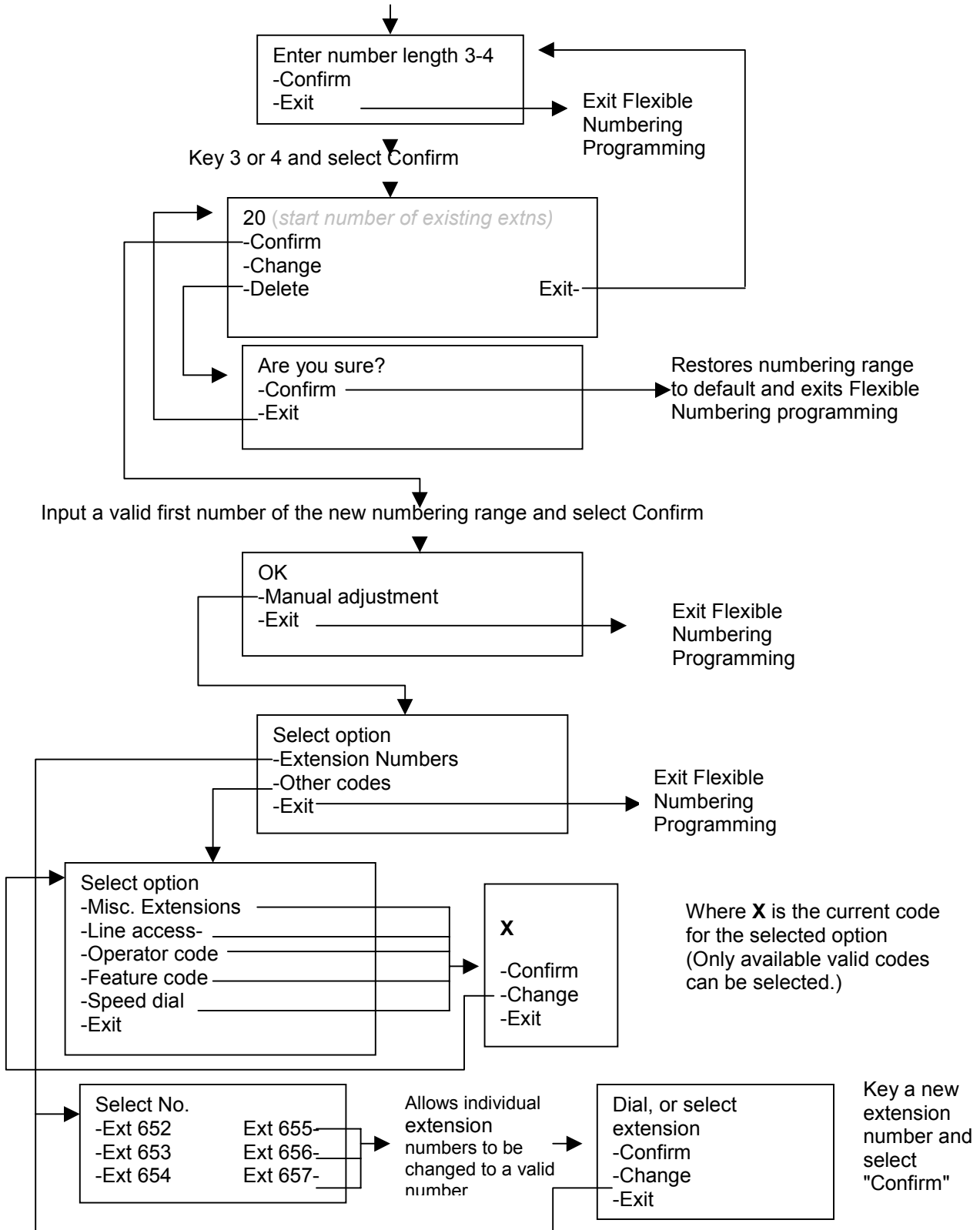
Press the Speaker Phone Key to finish programming.

**Note:** The "Misc. Extensions" option covers "Group Numbers" and "Phantom Mail Box Numbers".

General rules:

If you select "Confirm" without making an entry, the top line of the display changes to ---- to allow the entry to be made.

If you make an invalid entry "Invalid" shows on the top line of the display.



## Local Codes

The Caller ID number presented from the network is the 10 digit national number. It does not include the 1 that is required for toll calls. The system must be able to distinguish between local and toll numbers. This is achieved by entering the local codes under system programming. When a number is received, the three-digit area code is compared to the codes entered in the Local Codes table. If the digits do not match, the digit 1 is added as the toll access digit and the number, including the leading 1, is stored in the Caller ID store. A table of 40 three-digit codes is provided.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "Local Codes" is displayed.
- Select "Local Codes".
- Enter the index number required.
- Enter the three-digit code.
- Press "Confirm".

Press the Speaker Phone Key to finish programming.

## To configure CO lines

There are various options to configure the analog line interfaces on your system. It is recommended that these settings should only be altered from the original settings if there has been a change in the network connection.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Select the desired option as detailed in the table below. The options are either explained in the following pages or in the referenced pages.

Press the Speaker Phone Key to finish programming.

<b>PSTN Programming Option</b>	<b>Default setting</b>	<b>Alternate setting</b>
Tone Dialing	Tone dialing is enabled	Tone dialing is not enabled
Loop Calling	Loop calling is not set	Loop calling is set
Caller ID Detection	Caller ID is not set	Caller ID is set
Dialtone Detect	On	Off
Long CO Line	On	Off



While this system is designed to be reasonably secure against CO trunk misuse by outside callers, there is no implied warranty that it is invulnerable to unauthorised intrusions and toll fraud.

If the central office does not provide supervision it will not disconnect the call when one party hangs up; it is possible for a caller to remain connected to a CO trunk circuit. If this happens, and the caller begins dialing, the call could be placed through the Encore System and would then be billed to the system's owner. The system cannot check this type of call for toll restriction and may not register the call in the call log. This problem could arise when a call is connected to an extension, when a call is in an unsupervised trunk-to-trunk call, or when a call is forwarded or transferred to the public network.

## To program Loop Calling on system lines

All CO lines are programmed by default to use standard analog signaling. You can program your CO lines to use Loop Calling if required. The benefit of having lines programmed for Loop Calling is that the line will not be disconnected by the system if a digit is not dialed.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Select "Loop Calling"

A menu showing the CO lines will be presented. The lines using Loop Calling are indicated by a "◆". Those using the standard signaling are indicated by a "◇". Select the lines as required. Press the Speaker Phone Key to finish programming.

**Note:** Last number Redial, Call Restriction, Saved Numbers, System and Personal Speed-Dial will not work on the lines allocated as Loop Calling.

## Programming Caller ID Detection

On standard CO lines on the EncoreCX, the "Caller ID Detection" option is programmed. The system can then detect when Caller ID information is being sent from the network and display the number.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down Key (▼) until "Caller ID Detection" is displayed.

Select "Caller ID Detection" The lines with "Caller ID Detection" programmed are indicated with a "◆". Press the Speaker Phone Key to finish programming.

**Note:** For this feature to operate Caller ID needs to be enabled by your telephone company.

## Programming Tone Dialing

On standard CO lines on EncoreCX, the Tone dialing option is programmed. The system sends digits dialed to the lines as tones rather than pulses.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down Key (▼) until "Tone Dialing" is displayed.
- Select "Tone Dialing".

The lines with Tone Dialing programmed are indicated with a "◆".

Press the Speaker Phone Key to finish programming.

## Programming Dial Tone Detection

This feature is provided as a programmable option under PSTN programming and is enabled to prevent the system from dropping the line when dial tone has not been detected. When enabled, dial tone is not detected and the line is released if no digit is dialed until the expiration of the "Dialing time-out timer".

- From the programming extension, press the PROGRAM Key.
  - Press the Scroll Down Key (▼) until "System Programming" is displayed.
  - Select "System Programming".
  - Enter the System Programming Password and select "Lines".
  - Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
  - Select "PSTN Programming".
  - Press the Scroll Down Key (▼) until "Disable Dialtone Detect" is displayed.
  - Select "Dialtone Detection" The lines with "Dialtone Detection" programmed are indicated with a "◆".
- Press the Speaker Phone Key to finish programming.

## Programming Long CO Line

This programming option allows the line impedance on the switch CO circuit to be adjusted. The Long CO Line is the normal setting for standard business lines connected to the system. The alternative setting should be chosen in cases where the line impedance is a resistive impedance. This is likely to be the case if the Lines being used are extension circuits off a parent PABX or an analog port on an ISDN T/A.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Press the Scroll Down Key (▼) until "PSTN Programming" is displayed.
- Select "PSTN Programming".
- Press the Scroll Down Key (▼) until "Long CO Line" is displayed.

The Lines with Long CO Line programmed are indicated with a "◆".

Press the Speaker Phone Key to finish programming.

## Enhanced emergency service E911

In some states it is a requirement that the extension that dialed an emergency number is identified to the Emergency Services. This is achieved by setting the E 911 service on for the system.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "911& extension number" is displayed.
- Select the "On" option.

Press the Speaker Phone Key to finish programming.

## To set system timers

You can set various timers from the programming extension to suit your requirements.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Timers" is displayed.

- Select "Timers".
- Select the required timer to be changed and enter the duration. (see table below).
- Confirm the new time.
- Press the Speaker Phone Key to finish programming.

<b>Timers</b>	<b>Range</b>	<b>Default setting</b>
Recall on hold	001 - 1800	90 seconds
Recall on transfer	001 - 300	30 seconds
Forward on no answer	01 - 30	11 seconds
Courtesy delay	01 - 30	30 seconds
Open the door	01 - 30	5 seconds
Door Phone ring duration	01 - 30	30 seconds
Call park	001 - 300	180 seconds
Ringback time duration	01 - 30	30 seconds
Auto-Attendant delay	01 - 30	1 second
System VM Box delay	01 - 300	10 seconds
Programmable message length	30 - 300	60 seconds
AA Dial Time	01 - 05	2 seconds

## Glossary of Timers

### **Recall on hold**

This is the time that elapses before a call, which has been placed on hold, rings back the extension that put the call on hold.

### **Recall on transfer**

This is the time that elapses before a call, which has been transferred and not answered, rings back the extension that attempted the transfer.

### **Forward on no answer**

This is the time that elapses before a call ringing at an extension, with "Forward On No Answer" set, is forwarded.

### **Courtesy delay**

This is the time that elapses before an unanswered incoming call is presented the courtesy message.

### **Open the door**

This is the time that the Doorstrike relay will remain open following activation.

### **Door Phone ring duration**

This is the time that extensions will ring when the Door Phone is pressed.

### **Call Park**

This is the time that elapses before a call placed on "Call Park" rings back the parked call extension.

### **Ringback time duration**

This is the time an extension will ring when Ringback has been invoked.

### **System VM Box delay**

This is the time that elapses before an unanswered incoming call is presented with the System Voice Mail Box greeting.

### **Auto-Attendant delay**

This is the time that elapses before an unanswered incoming call is presented with the Auto-Attendant greeting.



**Programmable message length**

This is the maximum length of a message left in a Mailbox or a Greeting for a Mailbox, Auto Attendant or Courtesy service.

**AA Dial Time**

The delay allowed for a second digit to be dialed when connected to the Auto Attendant. If a second digit is not dialed before this timer expires then the call is presented to a ring group.

**To reset your system**

There are two system reset options available – a warm and a cold reset.

- From the programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Press the Scroll Down Key (▼) until "Reset Options" is displayed.
- Select "Reset!" or "Reset To Default!".

**CAUTION: These are complete system resets, not individual extension resets.**

**Selecting "Reset!" (warm reset) will reset the system and cut off all established calls.**

**Selecting "Reset To Default!" (cold reset) will reset the system, cut off all established calls and remove all programming from the system.**

## Programming Reference

All extensions have access to a set of options that can be programmed to suit the individual user's requirements. You access these programming options via the PROGRAM Key on the digital telephone set.

- From the extension you wish to customize, press the PROGRAM Key.
- The following screens show what appears when the Key is pressed. The menu options displayed, apart from "System Programming", can be accessed and programmed from any extension and are used to configure the individual extension.

1.

<p><b>– PHONE SETUP –</b></p> <p><b>- Language</b></p> <p><b>- Auto answer</b></p> <p><b>- Key programming</b></p>
--------------------------------------------------------------------------------------------------------------------

2.

<p><b>– PHONE SETUP –</b></p> <p><b>- Headset mode</b></p> <p><b>- Ringing options</b></p> <p><b>- Contrast options</b></p>
-----------------------------------------------------------------------------------------------------------------------------

3.

<p><b>– PHONE SETUP –</b></p> <p><b>- System Programming</b></p> <p><b>- Background Music</b></p> <p><b>- Speaker Phone Options</b></p>
-----------------------------------------------------------------------------------------------------------------------------------------

4.

<p><b>– PHONE SETUP –</b></p> <p><b>- Exit</b></p>
----------------------------------------------------

Feature	Default	Notes
Language <ul style="list-style-type: none"> <li>English</li> <li>French</li> <li>Spanish</li> </ul>	English	See page 53.
Auto Answer <ul style="list-style-type: none"> <li>Set Auto Answer</li> <li>Cancel Auto answer</li> </ul>	Auto Answer off	See page 53.
Key programming	Keys select lines (if lines connected)	See page 53.
Headset mode <ul style="list-style-type: none"> <li>Headset on</li> <li>Headset off</li> </ul>	Headset mode off	See page 53.
Ringing options <ul style="list-style-type: none"> <li>Tone 1</li> <li>Tone 2</li> <li>Tone 3</li> </ul>	Tone 1	See page 54.
Contrast options <ul style="list-style-type: none"> <li>Level 1</li> <li>Level 2</li> <li>Level 3</li> <li>Level 4</li> </ul>	Level 3	See page 54.
Background Music	Background Music Off	See page 54.
Speaker Phone Options	Noisy Environment Off	See Page 55

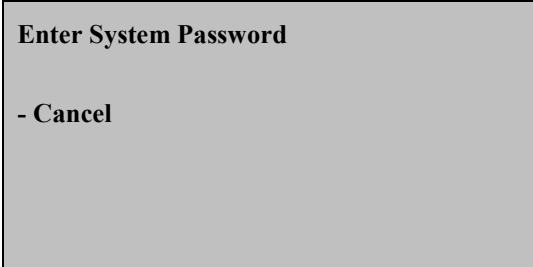
## Accessing System Programming options

System Programming options can also be programmed via a digital telephone set. However, the digital telephone set must be connected to the extension that is programmed to be the Programming extension. By default, the Programming extension is extension 20.

You access all System Programming options via the PROGRAM Key on the digital telephone set connected to the programming extension.

- From the Programming extension, press the PROGRAM Key.
- Press the Scroll Down Key (⏴) until "System Programming" is displayed. (The Scroll Up (⏵) and Scroll Down (⏴) Keys may be used to scroll between the various screens.)
- Select "System Programming". Selecting "System Programming" from any extension other than the programming extension will result in the prompt "Programming Refused" being displayed.

The following screen is displayed:



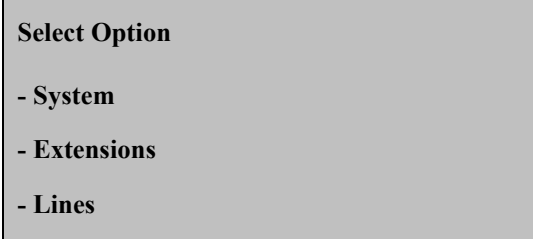
**Enter System Password**

- Cancel

- Enter the System Programming Password, which is 1111 by default.

**Note:** You can also enter System Programming by dialing ##1111 at the programming extension and selecting "Send Digits".

The following screen appears offering options to configure the overall system, the extensions, or the lines.



**Select Option**

- System

- Extensions

- Lines

- Under "System", you will find the programming options that affect the system as a whole.
- Under "Extensions", you will find the programming options that affect the extensions.
- Under "Lines", you will find the programming options that affect the incoming lines.

## System settings options

If "System" is selected, the following screens appear:

-

1.

Select Option

- Language
- Time And Date
- Change Password

2.

Select Option

- Programming Position
- Night Service
- Music On Hold

3.

Select Option

- Line Key Light
- Change Greetings
- Call Logging

4.

Select Option

- Timers
- Door Phone
- PA Amplifier

5.

Select Option

- Caller ID List
- Class Codes
- Local Codes

6.

Select Option

- Reset Options
- Set v24 Baud Rate
- Sales-Service Numbers

Select Option

- Voice Mail Capacity
- VM Capacity % Used
- Account Codes

Select Option

- PBX Mode
- Button Hopping
- 911 And Extension Number

Select Option

- Exit

The following table lists the available "System" options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
Language	English	See Page 86
Time and date	XX:XX    xx-xx-xx	See page 64.
Change password <ul style="list-style-type: none"> <li>• System Password</li> <li>• Speed Dial Password</li> </ul>	1111 0000	See page 87. See Page 40
Programming position	Extension 20	See page 86.
Night Service <ul style="list-style-type: none"> <li>• Automatic on times</li> <li>• Automatic off times</li> <li>• Weekend service</li> </ul>	Not programmed	See page 63.
Music on hold <ul style="list-style-type: none"> <li>• Internal source</li> <li>• External source - extension selected to connect the source</li> <li>• Tone on hold</li> <li>• Silence</li> </ul>	Internal source	See page 64.
Line key light <ul style="list-style-type: none"> <li>• Light flashing on hold</li> <li>• Light steady on hold</li> </ul>	Light flashing on hold	See page 89.
Change greetings <ul style="list-style-type: none"> <li>• Auto attendant day</li> <li>• Auto attendant night</li> <li>• Courtesy service day</li> <li>• Courtesy service night</li> </ul>	Default messages	See page 81.  See page 71.
Call logging <ul style="list-style-type: none"> <li>• Call logging on</li> <li>• Call logging off</li> <li>• Restricted call log on</li> <li>• Enable X-on / X-off</li> <li>• Print Log</li> </ul>	Call logging off	See page 84.
Timers <ul style="list-style-type: none"> <li>• Recall on hold</li> <li>• Recall on transfer</li> <li>• Forward on no answer</li> <li>• Courtesy delay</li> <li>• Open the door</li> <li>• Door Phone ring dur.</li> <li>• Call park</li> <li>• Ringback time duration</li> <li>• Auto attendant delay</li> <li>• System Voice Box delay</li> <li>• Auto Attendant</li> <li>• VM message length</li> </ul>	90 seconds 30 seconds 11 seconds 30 seconds 5 seconds 30 seconds 180 seconds 30 seconds 10 seconds 10 seconds 1 second 60 seconds	See page 95.
Door Phone <ul style="list-style-type: none"> <li>• Door Phone equipped</li> <li>• Door Phone unequip.</li> </ul>	Door Phone not equipped	See page 82.
PA amplifier <ul style="list-style-type: none"> <li>• PA equipped</li> <li>• PA not equipped</li> </ul>	PA not equipped	See page 44.
Caller ID List <ul style="list-style-type: none"> <li>• Store all calls</li> <li>• Store unanswered calls</li> </ul>	Stores unanswered calls	See page 43.

Class codes <ul style="list-style-type: none"> <li>• Table 2</li> <li>• Table 3</li> <li>• Allowed Table</li> <li>• Restricted Table</li> </ul>	Not programmed	See page 67.
Local Codes <ul style="list-style-type: none"> <li>• Table of Local dialing codes</li> </ul>	Not Programmed	See page 93.
Reset Options <ul style="list-style-type: none"> <li>• Reset to default!!</li> <li>• Reset!</li> <li>• Clear VM messages</li> </ul>	Not applicable	See page 95.
Set v24 Baud Rate <ul style="list-style-type: none"> <li>• 4800 baud</li> <li>• 9600 baud</li> <li>• 19200 baud</li> <li>• 38400 baud</li> <li>• 115200 baud</li> </ul>	115200 baud	See page 84.
Sales - Service Numbers <ul style="list-style-type: none"> <li>• Sales telephone number</li> <li>• Service telephone number</li> </ul>	None set	See page 18.
Voice Mail Capacity	20 messages	See page 73.
VM Capacity % Used	Not Applicable	See Page 73
Account Codes <ul style="list-style-type: none"> <li>• Account Codes On</li> <li>• Account Codes Off</li> <li>• Forced extensions</li> </ul>	Account codes off	See page 50.
PBX Mode <ul style="list-style-type: none"> <li>• PBX Mode</li> <li>• Key System mode</li> </ul>	Key system	See page 52.
Button Hopping	Set On	See Page 28
911 and Extension Sending	Set Off	See Page 95

## Extensions settings options

If "Extensions" is selected, the following screens appear:

1.

Select option

- Name Programming
- Restriction Classes
- Tone Protect

2.

Select option

- Page Protection
- Open Door Restriction
- Personal Caller ID List

3.

Select option

- Sys. Speed Dial. Override
- Voice Mail Boxes
- Extension Disconnect

4.

Select option

- VM Capacity % Used
- No Call Logging
- External Forwarding

5.

Select option

- Examine Passwords
- Restrict Use Of PA
- Port Swapping

6.

Select option

- Hot Line
- Manager/Assistant
- 20Hz Ringing

7.

Select option

- Reverse Cadence
- Keypad Confirmation
- Flexible Numbering

8.

Select option

- DSS Extensions
- Call Recording
- Exit

The following table lists the available "Extensions" options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
Name programming	None programmed	See page 66.
Restriction classes <ul style="list-style-type: none"> <li>• Day class of service</li> <li>• Night class of service</li> </ul>	All extensions in Class 1.	See page 67.
Tone Protect	Extensions do not accept tone	See page 56.
Page Protection	Extensions accept paging	See page 46.
Open Door Restriction	All extensions enabled	See page 83.
Individual Caller ID List	No stores programmed	See page 44.
Sys. Speed Dial. Override	No override programmed	See page 68.
Voice Mail Boxes	Not programmed	See page 72.
Extension disconnect	All extensions connected	See page 88.
VM Capacity % Used	Not applicable	See page 73.
No Call Logging	Not programmed	See page 84.
External Forwarding <ul style="list-style-type: none"> <li>• No Trunk-to-Trunk calls</li> <li>• All Calls</li> <li>• External calls only</li> </ul>	All calls	See page 85.
Examine Passwords <ul style="list-style-type: none"> <li>• Extension lock password</li> <li>• Voice Mail password</li> <li>• System Voice Mail Box</li> </ul>	Default 123 Default 1111 Default 1111	See page 88.
Restrict Use Of PA	All extensions can make announcements	See page 46.
Port Swapping	Not programmed	See page 89.
Hot Line	Not programmed	See page 65.
Manager/Assistant	Not programmed	See page 47.
20 Hz ringing	50 Hz ringing	See page 90.
Reverse Cadence	Not set	See page 90.
Keypad Confirmation	All set	See page 90.
Flexible Numbering	Not set	See page 90.
DSS extensions	Extension 20 –27 set. All others not set	See page 26.
Call Recording	Not set	See page 77.



## Lines settings options

If "Lines" is selected, the following screens appear:

1.

Select option

- Equipped Lines
- Group programming
- Incoming ringing

2.

Select option

- Outgoing Restriction
- Incoming Calls Only
- Outgoing Groups

3.

Select option

- PBX Group
- LCR Codes
- LCR Timebands

4.

Select option

- CID Programming
- PSTN Programming
- System Voice Mail Box

5.

Select option

- Exit

The following table lists the available "Lines" options, with their defaults, if applicable.

<b>Feature</b>	<b>Default</b>	<b>Notes</b>
Equipped Lines	All Lines equipped	See page 87.
Group Programming <ul style="list-style-type: none"> <li>• Ring Group</li> <li>• Hunt Group</li> </ul>	Groups 1 with first 8 extensions, groups 2 - 20 with extension 20 only	See page 60.
Incoming Ringing	Group 1 for all Lines and Accesses	See page 59.
Outgoing Restriction	No restrictions	See page 61.
Incoming Calls Only	No restrictions	See page 61.
Outgoing Groups	All Lines in group 1	See page 62.
PBX Group	Not programmed	See page 85.
System Voice Box	Not programmed	See page 79.
LCR Codes <ul style="list-style-type: none"> <li>• LCR on</li> <li>• LCR off</li> </ul>	None programmed	See page 49.
LCR Timebands <ul style="list-style-type: none"> <li>• LCR On Time</li> <li>• LCR Off Time</li> <li>• LCR Weekend</li> </ul>	Not Programmed	See page 49.
C ID Programming	Not programmed	See page 42.
PSTN Programming <ul style="list-style-type: none"> <li>• Tone Dialing</li> <li>• Loop calling</li> <li>• Caller ID Detection</li> <li>• Dialtone detection</li> </ul>		See page 94. See page 94. See page 94. See page 95.

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