

# Inter-Tel® Encore CX®

## Phone Quick Reference Guide



## Introduction to your digital telephone set

### Welcome

The EncoreCX system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs.

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a standard telephone such as the ECX 100 or the highly featured ECX 1000 and ECX 2000 EncoreCX digital telephone sets. This guide helps you to use both types of phone.

### EncoreCX digital telephone set

To get the most from your EncoreCX, we recommend that you use the dedicated EncoreCX digital telephone sets.

This diagram illustrates the ECX 2000 phone, which has 16 programmable keys.



This diagram illustrates the ECX 1000 phone, which has 8 programmable keys.



## *How to use your EncoreCX digital telephone set*

### Phone Setup

#### To select a different Ringing Tone or Display Contrast


- Select ▶ Program
- Press the Scroll Down key ⏴
- Select ▶ Ringing Options and select a different ringing tone.
- Select ▶ Contrast Options and select a different level of contrast.

### Answering and making calls

#### Answer a call that is ringing on the digital telephone

- Pick up the handset or
- Select ▶ Answer The Call and / or pick up the handset.


#### Answer a call that is ringing on the digital telephone set using hands-free

- Select ▶ Answer The Call or press 

#### Make an external call

- Pick up the handset.
- Press the Line key or Dial 9 and dial the number.

#### Make an internal call

- Select ▶ Internal Call
- Select ▶ Extension, or
- Dial the extension number (20 - 59), and
- Pick up the handset, or press 

### Transferring calls

**Note:** The following instructions assume you are on a call.

#### Transfer a call to an internal number

- Select ▶ Internal transfer
- Select ▶ Extension and when the call is answered
- Select ▶ Transfer

#### Transfer an external call to an external number

- Select ▶ External Transfer
- Select an available line as indicated by “◇” and then
- Dial the external number and when the call is answered
- Select ▶ Transfer

## Re-directing calls

**Note:** The following instructions assume that your extension is ringing.

### Re-direct a call to another extension

- Select ▶ Re-Direct The Call
- Select ▶ Extension

### Re-direct a call to your Voice Mail box

- Select ▶ Forward To Voice Mail

## Forwarding calls

### Forward all calls

- Press the Scroll Down Dial (⏴) until "Forward" is displayed.
- Select ▶ Forward
- Select ▶ Forward All Calls
- Dial the internal extension number, or
- Dial 9 and the target external number and press "Confirm"
- Or press "Forward To Voice Mail"

### Cancel forward all calls

- Select ▶ Cancel Forwarding

### Forward calls when your extension is busy

- Press the Scroll Down Dial (⏴) until "Forward" is displayed.
- Select ▶ Forward
- Select ▶ Forward When Busy
- Dial the target extension number, or
- Dial 9 and the target external number and press "Confirm", or
- Press "Forward To Voice Mail".

### Cancel forward a call on busy

- Press the Scroll Down Dial (⏴) until "Forward" is displayed.
- Select ▶ Forward
- Select ▶ Forward When Busy and the forwarding is cancelled.

### Forward calls when your extension does not answer (after four rings)

- Press the Scroll Down Dial (⏴) until "Forward" is displayed.
- Select ▶ Forward
- Select ▶ Forward On No Answer
- Dial the target extension number, or
- Dial 9 and the target external number and press "Confirm", or
- Press "Forward To Voice Mail".

### Cancel forward a call on no answer

- Press the Scroll Down Dial (⏴) until "Forward" is displayed.
- Select ▶ Forward
- Select ▶ Forward On No Answer and the forwarding is cancelled.

## Forwarding group calls

### Forward all calls from a group

Press the Scroll Down Key (⏴) until "Group Forward" is displayed.  
Select ▶ **Group Forward**  
Select the group which is to be forwarded  
Select ▶ **Forward all calls**  
Dial the internal Extension number, or  
Dial 9 and the target external number, or  
Press "Forward to Voice Mail"

### Cancel group forward all calls

Select ▶ **Cancel Group Forward**.  
Select the group

### Forward calls when the group is busy

Press the Scroll Down Key (⏴) until "Group Forward" is displayed.  
Select ▶ **Group Forward**  
Select the group which is to be forwarded  
Select ▶ **Forward When Busy**  
Dial the target Extension number, or  
Dial 9 and the target external number, or  
Press "Forward To Voice Mail"

### Cancel group forward when busy

Press the Scroll Down Key (⏴) until "Group Forward" is displayed.  
Select ▶ **Group Forward**  
Select the group  
Select ▶ **Forward When Busy** and the forwarding is cancelled.

### Forward calls when a group does not answer (after four rings)

Press the Scroll Down Key (⏴) until "Group Forward" is displayed.  
Select ▶ **Group Forward**  
Select the group which is to be forwarded  
Select ▶ **Forward on no answer**  
Dial the target Extension number, or  
Dial 9 and the target external number, or  
Press "Forward to Voice Mail"

### **Cancel group forward on no answer**

Press the Scroll Down Key (⏴) until "Group Forward" is displayed.  
Select ▶ **Group Forward**  
Select the group  
Select ▶ **Forward On No Answer** and the forwarding is cancelled.

### **Voice Mail**

**Note:** Voice Mail services require the Voice Mail module to be installed.

#### **Enter a personal greeting**

Press ☒, and  
Select ▶ **Voice Messaging**  
Enter your extension number or select the extension from the menu  
Then enter your Voice Mail box Password (default is 1111) followed by #.  
Select ▶ **Greetings**  
Follow the text and voice prompts to enter and check your greeting.

#### **Turn on your Voice Mail**

"Forward On No Answer" to the Voice Mail is automatically set when a voice mailbox is allocated to your extension.  
You may also select the other Forwarding options as required.  
Press the Scroll Down key ⏴ until "Forward" is displayed.  
Select ▶ **Forward**  
Select ▶ **Forward When Busy** or  
Select ▶ **Forward All Calls**  
Select "Forward To Voice Mail".

#### **Retrieve messages from your Voice Mail box**

Select ▶ **New Voice Messages**  
Enter your extension number. You will be prompted to:  
Enter your Voice Mail box Password, followed by #.  
Select ▶ **Play**

#### **Change your Voice Mail box Password**

Press ☒, then  
Select ▶ **Voice Messaging** and enter your extension number.  
Enter your existing password, (default is 1111), followed by #.  
Press the Scroll Down key (⏴)  
Select ▶ **Change Password** and  
Enter your new password (up to 8 digits long - e.g. 12341234).  
Select ▶ **Confirm**

## Personal Speed-Dials

### Program your personal Speed-Dial list – numbers and names

Press , then

Select  **Personal Entries**

Select the index you want to program, and

Enter the number.

Select  **Confirm**

When prompted to enter a name:


Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select  **Confirm**

Press  to finish programming.

### Dial a number from your personal Speed-Dial list

Press , then

Select  **Personal Speed Dial**

Select the desired location and the number will be dialed.


## System Speed-Dials

Any extension can program the 500 system speed dial numbers once the speed-dial password is entered by them.

### Program system Speed-Dial list – numbers and names

Press , then


Press the Scroll Down Dial ()

Select  **System Entries** and then


Enter the Speed-Dial password (0000 in default)

Select the index you want to program, and

Enter the number, and then

Select  **Confirm**. When prompted to enter a name,

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select  **Confirm**. Then select the outgoing line group.

Press  to finish programming.

### Dial a number in the system Speed-Dial list

Press , then

Select  **System Speed Dial** and then

Enter the first letter of the name or scroll through the list

Select the entry and the number is dialed

## *Using a standard telephone*

The EncoreCX supports standard tone dialing telephones such as the ECX 100 analog phone.

### **Making calls**

#### **Make an external call**

Lift handset or use hands-free if available.  
Obtain a free line by dialing 9.

#### **Make an internal call**

Lift the handset or use hands-free if available.  
Dial the extension number (20-59), or  
Dial 0 for the operator.

#### **Transfer an external call to an internal extension**

Press Hookflash.  
Dial the extension number.  
Replace the handset.

#### **Put an external call on hold**

Press Hookflash.  
Replace the handset to continue to use phone.  
**Note:** The call remains on hold for ninety seconds when the telephone is idle. If the telephone is busy, it will ring when the handset is replaced.

#### **To park an external call**

Press Hookflash.  
Dial 712.  
Replace the handset.

#### **To retrieve a call from park**

Dial 712 from any phone.  
The parked call is retrieved.

### **Forwarding calls**

#### **Forward all calls**

Lift handset or use hands-free if available.  
Dial 732.  
Dial the extension number, or  
Dial the external phone number (including line access code 9) followed by #.

#### **Cancel forward all calls**

Lift handset or use hands-free if available.  
Dial 732.



### **Forward calls when your telephone is busy**

Lift handset or use hands-free if available.

Dial 733.

Dial the extension number, or

Dial the external number, (including line access code 9) followed by #

### **Cancel forwarding on busy**

Lift handset or use hands-free if available.

Dial 733.

### **Forward calls when your telephone is not answered (after four rings)**

Lift handset or use hands-free if available.

Dial 734.

Dial the extension number, or

Dial the external phone number (including line access code 9) followed by #.

### **Cancel group forwarding on no answer**

Lift handset or use hands-free if available.

Dial 734.

## **Forwarding Group calls**

### **Forward all calls from a group**

Lift handset or use hands-free if available.

Key 792 followed by the Group number (180 - 199)

Dial the Extension number, or

Dial the external phone number (including line access code 9) followed by #.

### **Cancel group forward all calls**

Lift handset or use hands-free if available.

Dial 792 followed by the Group number (180 - 199).

### **Forward calls when the group is busy**

Lift handset or use hands-free if available

Dial 793 followed by the Group number (180 - 199)

Dial the Extension number, or

Dial the external number, (including line access code 9) followed by #.

### **Cancel group forward when busy**

Lift handset or use hands-free if available

Dial 793 followed by the Group number (180 - 199).

## **Forward calls when a group does not answer (after four rings)**

Lift handset or use hands-free if available  
Dial 794 followed by the Group number (180 - 199)  
Dial the Extension number, or  
Dial the external phone number (including line access code, e.g. 9) followed by #.

## **Cancel group forwarding on no answer**

Lift handset or use hands-free if available  
Dial 794 followed by the Group number (180 - 199).

## **Voice Mail**

**Note:** Voice Mail services require the Voice Mail module to be installed.

## **Turn on your Voice Mail box**

When you are allocated a Voice Mail box 'Forward on no answer' is automatically set to your Mail box.

The Mail box code is 710.

To Forward all your calls to your Voice Mail box dial 732 followed by 710.

To Forward on Busy to your Voice Mail box dial 733 followed by 710.

## **Speed-Dialing**

### **Program your personal Speed-Dial list**

Lift handset or use hands-free if available.

Dial 75.

Enter the location (01-30) where you want to store the number,

Dial the number to store. Replace the handset.

### **Dial a number from your personal Speed-Dial list**

Lift handset or use hands-free if available.

Dial 74.

Enter the location (01-30) of the number required, and the number is automatically dialed.

### **Dial a number from the system Speed-Dial list**

Lift handset or use hands-free if available

Dial a system speed number – 8001 to 8500.

<b>Feature</b>	<b>Code</b>	<b>Feature</b>	<b>Code</b>
Account Codes	791	Night Service – on/off (Extension 20 only)	738
Call Pick-up (incoming calls only)	726	Operator/Extension 20	0
Call Pick-up Group (all calls)	727	Page – Digital telephone sets	716
Call Waiting Tone Protection	725 (Hookflash 725)	PA – answer	717
Conference	R3	PA announcement	720
Display Messages	729 (1 - 8)	Page All	795
Forward All	732 xx	Park	Hookflash 712
Forward on Busy	733 xx	Pick up parked call	712
Forward on No Answer	734 xx	Redial	77
Do Not Disturb – set/cancel	736	Reminder Call	718
Log in / Log out of Hunt group	723	Reminder Call cancel	718*
Door Open	731 (Hookflash 731)	Retrieve a call placed on hold	719
Extension Lock – change code	714 xxx	Reset telephone	739
Extension Lock - lock/unlock	713 xxx	Ring Back	Hookflash 5
Long line extension	52	Saved Number Redial	781-785
Follow Me	735 (Password) xx	Speed-Dial – system numbers	8001-8500
Hookflash to line	Hookflash 722	Speed-Dial /programming personal numbers	75(01 -30)
Group forward All Calls	792	Voice call (to an individual digital telephone set)	715
Group Forward on Busy	793	Voice Mail box number	710
Group Forward on No Answer	794	Voice mail–retrieving	*
		Waiting tone	Hookflash 8





