



MONTGOMERY COUNTY PUBLIC SCHOOLS
Telecommunications Services

Compiled by Thomas Webb

Edited by Ken Katoski
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Special thanks to Jaimee Johnson and Alex Masick

**How to Operate Your New
Inter-Tel Axxess Telephone**

Office of Strategic Technologies and Accountability

Telecommunications Services

Introduction

Telecommunications Services is pleased to provide you with the new Inter-Tel Axxess model digital telephone. These new models not only provide additional phone features within their switching (computer) systems, but also have several features located on the phones which may be new to you. And, if you have voice messaging on your system, the first noticeable feature will probably be the blinking light indicating that you have voice messages.

The Telecommunications Services Team hopes that you will take time to review this brochure. It highlights many of the new features and identifies some new procedures to utilize the more familiar features.

As always, do not hesitate to contact us about any concerns or any additional training you would like. I am certain that you will enjoy the many new functions available on this new telephone.

Ron Baraloto, Supervisor
Telecommunication Services

Telecommunications Services Staff

Ron Baraloto	Supervisor
Rustana Minayar	Secretary II
Dee Smith	Office Assistant III

Ray Fitzgerald	Telecommunications Specialist II
Howard Karp	Telecommunications Specialist III
Ken Katoski	Telecommunications Specialist III
George Ward	Telecommunications Specialist II
Tom Webb	Telecommunications Specialist III

Office Phone Numbers

Main Number	301.279.3080
FAX number	301.279.3771

Office Location

MONTGOMERY COUNTY PUBLIC SCHOOLS
Carver Educational Services Center
850 Hungerford Drive Room 110
Rockville, Maryland 20850

Storing Intercom Numbers

To store an intercom number on one of the buttons

- With the handset in the cradle
- Dial 397
- Press a programmable button where you wish to store the number
- Enter the intercom number you wish to store



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Operating Your New Telephone



Glossary:

DND: Do not disturb (will disengage ringer)

ITCM: Shortened form for Intercom

Key: Any of the buttons on the phone

Keyset: Another term for the telephone

LCD: Liquid Crystal Display

MSG: Message

MUTE: Button that disables the microphone on phone or the mouthpiece in the handset

SPCL: Special, allows programming of certain features

SPKR: Speaker, allows caller to be heard without lifting the handset

STATION: The location ID number for the telephone or keyset

Voice Messaging Instructions*

To set up a voice message mailbox

- Press the **VOICE MAIL** button
- Press the * key
- Enter a mailbox number (the same number as the station number)
- Enter a password (same as the station number)
- If this is the initial time entering the system, the Voice Mail system will begin a tutorial on how to set up a mailbox **OR**
- Press the **4** key for personal options
- Follow the tutorial

To check for messages

- Press the **VOICE MAIL** button
- Press the * key
- Dial the mailbox number, enter the password
- Follow the verbal instructions

To transfer a call to another mailbox number

- Press the **VOICE MAIL** button, and enter the mailbox number
- Hang up

**Voice mail is an option, not available at all schools*

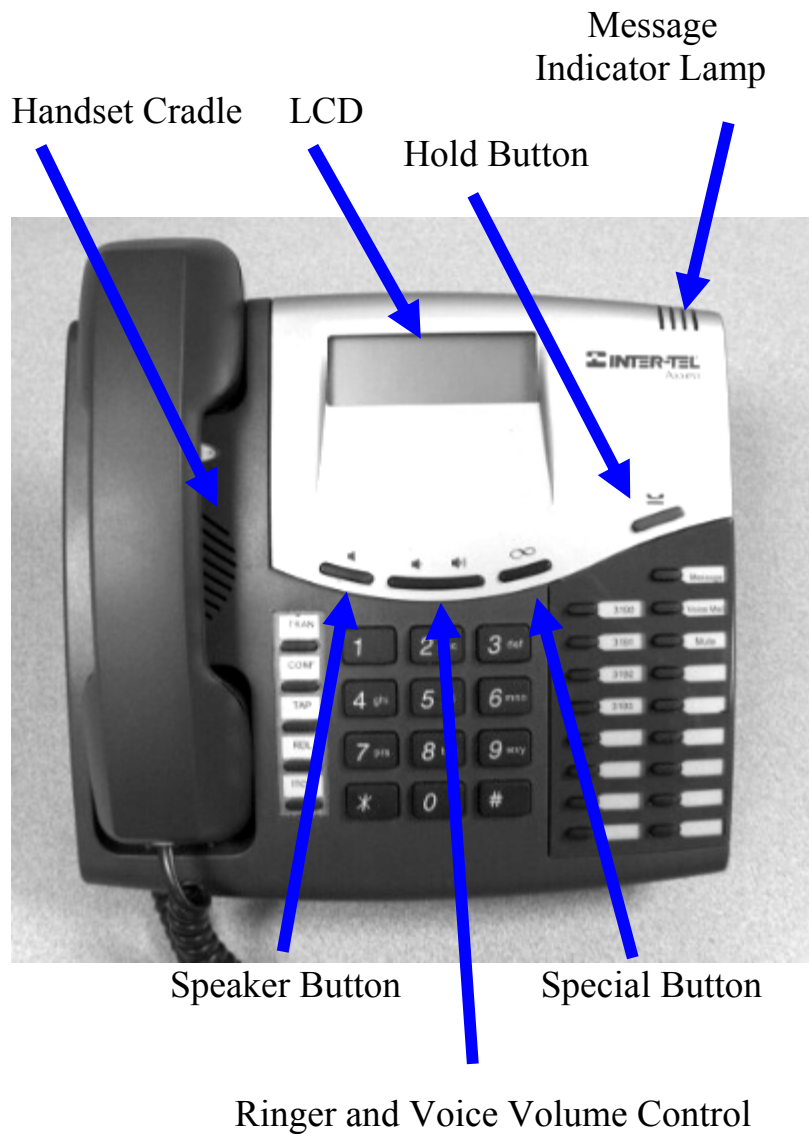
Basic Instructions

Before you do anything else, please look over your phone and identify that it is plugged into the proper outlet (jack) so that you can check that you have dial tone and which features are available. The phone does not need its own electrical connection, just a phone jack connection. When you pick up the handset or press the SPKR button, you should hear a dial tone. Most MCPS phone lines are Centrex lines and require that you dial a “9” before dialing in the local or long distance area code.

Understanding the telephone light indicators

- **Flashing “Green”** - line is in use at your station
- **Steady “Red”** - line is in use at another station
- **Rapidly Flashing “Green”**- line is on HOLD from your station

Note: Often Telecommunications staff refers to telephone equipment located at a specific site as a station. For almost every purpose the terms “phone” and “station” are interchangeable.



Conference Calls

To connect several callers located at several sites

- Make the first call
- Press **CONF** to put the call on hold
- Place another intercom or outside call
- Press the flashing **CONF** button to place the call on hold
- If necessary, repeat this step to place one more call on **HOLD**
- Press the flashing **CONF** button to initiate conference
- You may have three conferees in a conference, or four if you include yourself

At any time during the conference you may use any feature key such as **HOLD**, **MUTE** or **TRANSFER**



Receiving an Outside Call

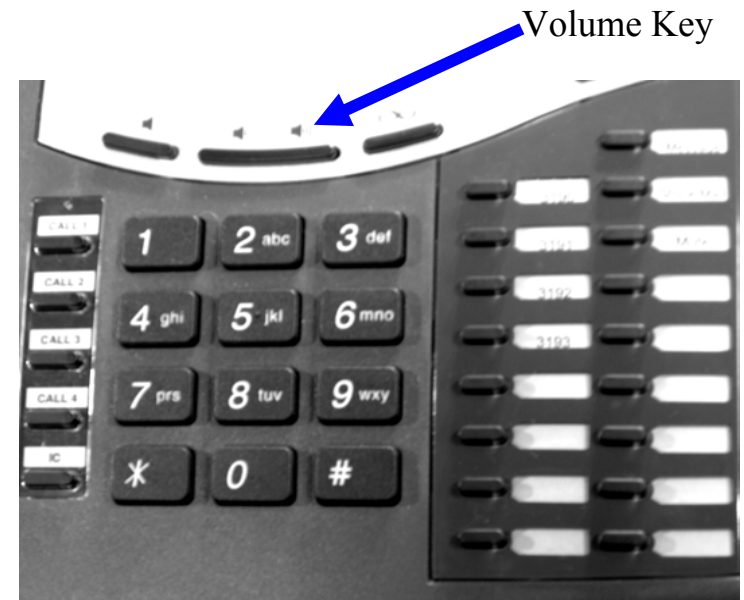
*Your phone rings and a light is lit on a line button;
To answer the call*

- Lift the handset, and
- Begin with a pleasant response, or
- Press the flashing line button then lift the handset, or
- Press the **SPKR** button and begin using the speakerphone capabilities

Ring Tone:

To change the ring tone on your phone

- Do not remove the handset from the cradle
- Dial 398
- Press **0** for no ringing
- Press the volume key to scroll to desired tone
- Dial 1 through 9 to select the corresponding tone you desire
- Select that tone by pressing the # button or
- Lift and replace the handset



Setting Volume*

To set the Ringer volume

- Do not remove the handset from the cradle
- Press the volume key
- Volume level will be shown in the display

To set the Handset volume

- While the handset is in use
Press the volume key
- The volume level will be shown in the display

To set the Speaker volume

- While using the speakerphone feature
Press the volume key

**Volume settings can be saved by pressing the center of the volume key*

Storing Speed Dial Numbers

To store an outside number as a speed dial entry

- With the handset hung up dial 383
- Dial the location code (2 - 9)
- Enter the desired entry name or press the # key to skip
- Enter the telephone number to be stored
- Press # key to save

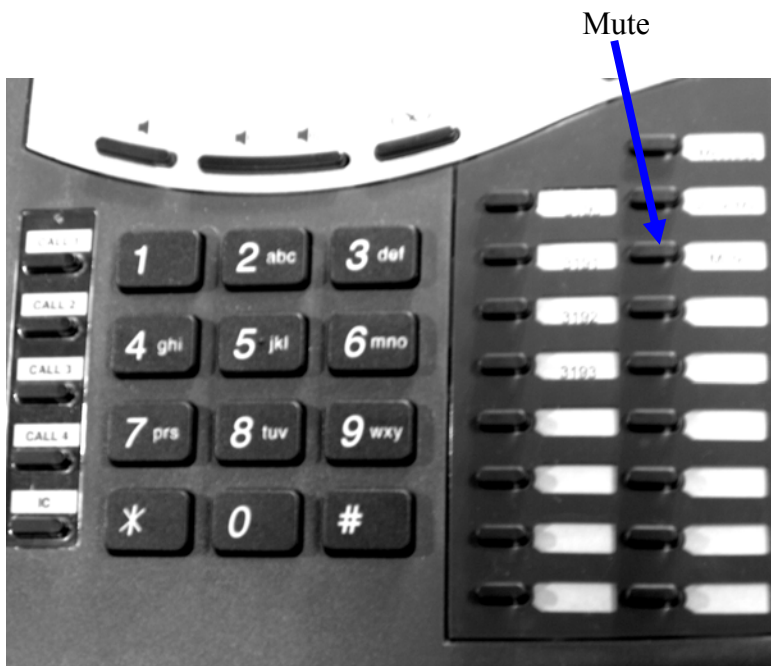
To store the outside number location code on a specific button

- Dial 397
- Press programmable button
- Dial 383 and then location code (2 – 9)

To place a speed dial call

- Select an open line
- Press the desired speed dial button





Muting your Telephone

Allows you to hear the caller, but does not allow the caller to hear you

To mute your phone

- Press the **MUTE** button (the mute button will light)
- Press the **MUTE** button again to deactivate (the mute light will go out)



Redialing the last number you dialed

To redial the last number you dialed simply by pressing one button

- Press the **REDIAL** button with the handset up or down.



Call Pick-up

To pick-up a call from another station

- Lift the handset and press the **ITCM** button
- Dial **4**
- Dial the extension number where the call is ringing or holding
- Greet the caller
- Conduct business

Transferring Calls

To other Intercom Stations

- Answer the outside call
- Press the **TRANSFER** button
- Dial the Intercom number and
- Hang up – the call is transferred to the station, or
- Announce call - instruct the party to pick-up the blinking line button

To other 4 digit numbers

- Press the **TAP** button and wait for a second dial tone
- Dial the appropriate 4 digit number
- Announce the call and hang up

Making a Call

Intercom:

- Lift the handset
 - Dial the station number or
 - Press the pre-programmed speed dial button
- Outside Call:

Outgoing:

- Lift the handset
- Listen for dial tone and press the access code number (usually 9) and dial the local number
- If you have long distance access, wait for the dial tone and press the access code button, then area code and then dial the number