



# INT1400

## Cordless Telephone User Guide





## Notice

This Inter-Tel<sup>®</sup> INT1400 User Guide is released by Inter-Tel, Inc. as a guide for end-users. It provides information necessary to use the INT1400 endpoint. The contents of this user guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

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# Important Safety Instructions

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**NOTE:** For use with CSA Certified (NRTL/C) Inter-Tel® EncoreCX® system only.

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When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a dry cloth for cleaning.
- Do not use this product near water (for example, near a sink or in a wet area).
- Do not place this product on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the unit.
- Do not block or cover any slots or openings in the base unit to protect the product from overheating. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated on the marking label.
- Do not allow anything to rest on the power cord. Do not locate this product where the power cord might be trampled or damaged.
- Do not overload wall outlets and extension cords, as this can result in the risk of fire or electrical shock.
- Never push objects of any kind into this product through the base unit 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.
- Do not disassemble this product to reduce the risk of electric shock. Contact qualified service personnel 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 appliance is subsequently used.

- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord 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 when following the operating instructions. Adjust only those controls that are covered by the operating instructions. 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.
- Do not use the telephone to report a gas leak in the vicinity of the leak.



# Warnings

## CAUTION

Changes or modifications to this product not expressly approved by Inter-Tel, or operation of this product in any way other than as detailed by this user guide, could void your authority to operate this product.

Unplug all electrical appliances when you know an electrical storm is approaching. Lightning can pass through your household wiring and damage any device connected to it. This phone is no exception.

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**NOTE:** Do not attempt to unplug any appliance during an electrical storm.

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## NOTICE

The INT1400 is not waterproof. To reduce the risk of fire, electrical shock, or damage to the unit, DO NOT expose this unit to rain or moisture.

## Range

The INT1400 cordless phone is designed to achieve the maximum possible range by transmitting and receiving according to the highest specifications set forth by the FCC and IC. The INT1400 is rated to operate at a maximum distance with the qualification that the range depends upon the environment in which the telephone is used. Many factors limit the range, and it would be impossible to include all the variables in the rating. The maximum range rating of this phone is meant to be used as a means of comparison against other range claims.

## Radio Interference

Radio interference may occasionally cause buzzing and humming in your cordless handset or clicking noises in the base unit. This interference is caused by external sources, such as a TV, refrigerator, vacuum cleaner, fluorescent lighting, computer equipment, or electrical storm. Your unit is NOT DEFECTIVE. If these noises continue and are too distracting, please check your office to see what appliances may be causing the problem. In addition, we recommend that the base unit not be plugged into a circuit that also powers a major appliance because of the potential for interference.

In the unlikely event that you consistently hear other voices or distracting transmissions on your phone, you may be receiving radio signals from another cordless telephone or some other source of interference. If you cannot eliminate this type of interference, change to a different channel.

# Save These Instructions

Finally, it should be noted that some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

## More Than One Cordless Telephone

If you want to use more than one cordless telephone in your office, they must operate on different channels. Press the channel button ( **CH** ) to select a channel that provides the clearest communication.

## Privacy

Cordless phones are radio devices. Communications between the handset and base unit of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio-receiving devices other than your own cordless telephone unit. Consequently, any communications using your cordless telephone may not be private.

## Base Units and Handsets

The handsets are programmed to work with a specific base unit. You cannot switch to a new handset or a new base unit without having it reprogrammed by Inter-Tel.

## Battery Packs

The battery packs contain rechargeable, sealed, Nickel-Metal Hydride batteries. To reduce the risk of fire or injury to persons by the battery:

- Use only the appropriate type and size battery pack specified in this user guide.
- Do not dispose of the battery pack in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
- Do not open or mutilate the battery pack. The released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling the battery pack to avoid shorting the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- Do not charge the battery pack used in this telephone in any charger other than the one provided. Using another charger may damage the battery or cause the battery to explode.
- Observe proper polarity orientation between the battery pack and charger unit.
- Do not short circuit the battery pack.



# Finding Your Way

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# WELCOME

Congratulations on your purchase of the Inter-Tel® INT1400 cordless telephone. The INT1400 is designed to work on an Inter-Tel EncoreCX® system to provide you with access to multiple lines, Caller ID, and other phone system features.

To help familiarize you with the features of the INT1400, read this user guide thoroughly.

Your INT1400 includes the following items:

- Base Unit
- Handset
- Telephone Cord
- Two AC Adapters
- Rechargeable Battery (750 mAh Ni-MH)
- Belt Clip
- Charger Unit
- Charger Unit Wall Mount
- Wall Plate Adapter
- This User Guide

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**NOTE:** If any of these items are missing or damaged, contact your System Administrator. If your INT1400 is not performing to your expectations, try the steps listed in the Troubleshooting section of this user guide. If you are still unable to resolve the problem, contact your System Administrator.

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## ABOUT THIS GUIDE

This guide contains instructions for using the INT1400 cordless telephone on the Inter-Tel telephone system. To help you find information more quickly, this guide is divided into two separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides installation instructions and illustrations for your phone. It includes figures and general information designed to help you find what you need.
- **Using Your Phone:** If you need to make a call, this is the section for you. It not only includes basic phone and voice mail information, but it provides instructions on how to perform everyday tasks, such as answering calls, making calls, accessing voice mail, etc.

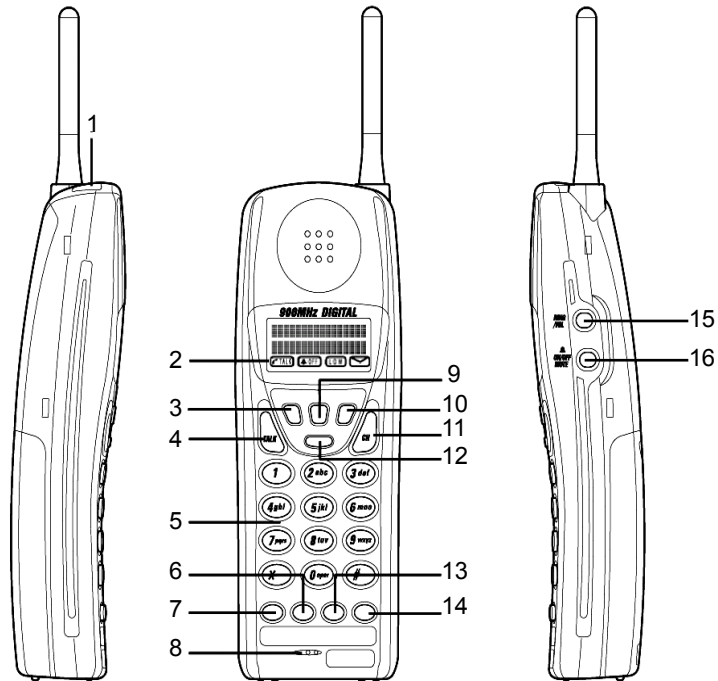
## ABOUT YOUR PHONE

The INT1400 cordless phone has the following features:

- Interference avoidance with other 900MHz systems
- 900 MHz narrow band FM
- Autoscan channel selection (up to 30 channels)
- 16-digit, 2-line liquid crystal display (LCD)
- Approximately 6-hour talk time
- Approximately 5-day standby time
- 3 ring tones and vibrate ringer
- Headset jack with belt clip for handsfree operation
- Wall mountable base unit

The following pages describe the basic functions of the dialpad buttons and message display indicators.





## Dialpad and Indicators



	DEFAULT BUTTON (LABEL)		DEFAULT BUTTON (LABEL)
1	Headset Jack	9	Hold Button ( <b>HOLD</b> )
2	Message Display	10	Redial Button ( <b>REDIAL</b> )
3	Transfer Button ( <b>XFER</b> )	11	Channel Button ( <b>CH</b> )
4	Talk Button ( <b>TALK</b> )	12	Mail Button ( <b>MAIL</b> )
5	Numeric Dialpad	13	Line Button 3 ( )
6	Line Button 2 ( )	14	Line Button 4 ( )
7	Line Button 1 ( )	15	Ring Type and Volume Button ( <b>RING/VOL</b> )
8	Microphone	16	Ringer On/Off and Mute Button ( <b>ON/OFF MUTE</b> )



## Basic Message Display Functions

ICON	FUNCTION	ACTION
	The connection has been made between the handset and the base unit.	Press <b>TALK</b> to answer or make a call.
	The handset ringer switch is turned off.	Press and hold <b>ON/OFF MUTE</b> on the side of handset to turn the ringer on.
	The handset battery pack is low and needs to be charged.	See <a href="#">page 15</a> for information on charging the battery.
	You have received a message.	See <a href="#">page 26</a> for instructions on how to listen to the message.

## Basic Button Functions

BUTTON	IF YOU..	YOU CAN..
<b>TALK</b>	Press <b>TALK</b>	Answer a call, place an intercom call, or hang up.
<b>LINE</b>	Press an unlit key or the flashing key	Select an outside line or answer a call.
<b>XFER</b>	Press <b>XFER</b> and dial the destination number	Transfer a call.
<b>HOLD</b>	Press <b>HOLD</b>	Put a call on hold.
<b>CH</b>	Press <b>CH</b>	Change a channel.
<b>REDIAL</b>	Press <b>REDIAL</b>	Redial a telephone number or save the last number dialed.
<b>RING/VOL</b>	Press <b>RING/VOL</b>	Adjust volume during a call or select a ring tone on standby mode.
<b>ON/OFF MUTE</b>	Press and hold <b>ON/OFF MUTE</b> for two seconds	Turn the ringer on/off.
	Press <b>ON/OFF MUTE</b>	Mute the microphone.

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**NOTE:** Because the telephone system allows customized feature keys, your phone may have been reprogrammed so that the feature buttons do not match those described in this guide.

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## Display

Your INT1400 has two lines of display with 16 characters per line. When your phone is idle, this display shows your extension number, your username, the time of day, and the date. At other times, it may display reminder messages, Do-Not-Disturb. (DND) messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

Because the display can only support 16 characters, you may see a few abbreviations. The most commonly used abbreviations are provided in the table below.

ACCT CODE	Account Code
CNF	Conference
DEST	Destination
DIR	Directory
DND	Do-Not-Disturb
EXT	Extension
MSG	Message
RCL	Recall
SPKR	Speaker
SPKRPHN	Speakerphone
STN SPD	Station Speed Dial
SYS SPD	System Speed Dial
TFR	Transfer
TG	Trunk Group (a group of outside lines)
TRNK	Trunk (an outside line)

# INT1400 INSTALLATION

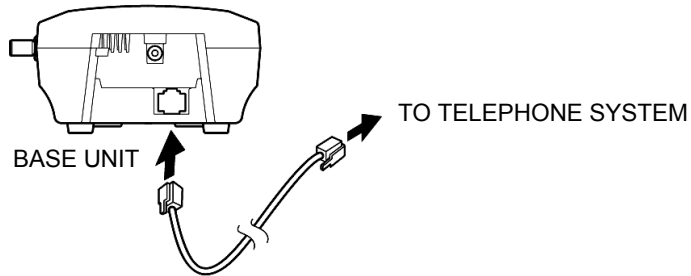
This section describes how to install the INT1400. Follow the instruction below.

## Selecting the Location

Select a location for the INT1400 that is away from excessive heat or humidity. The base unit of your INT1400 can be placed on a desk or tabletop near a standard 120V AC outlet and telephone line jack. The base unit can also be mounted on a standard wall plate using the included wall plate adapter. Keep the base unit and handset away from sources of electrical noise (motors, fluorescent lighting, computers).

## Connecting the Telephone Cord

Plug the telephone line cord from the base unit into a telephone system port.



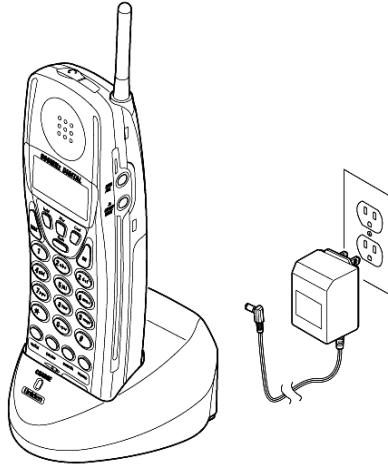
## Connecting Power to the Base and Charger Units

Connect the smaller AC adapter with the yellow ring on the connector to the yellow jack on the back of the charger unit, as shown below.

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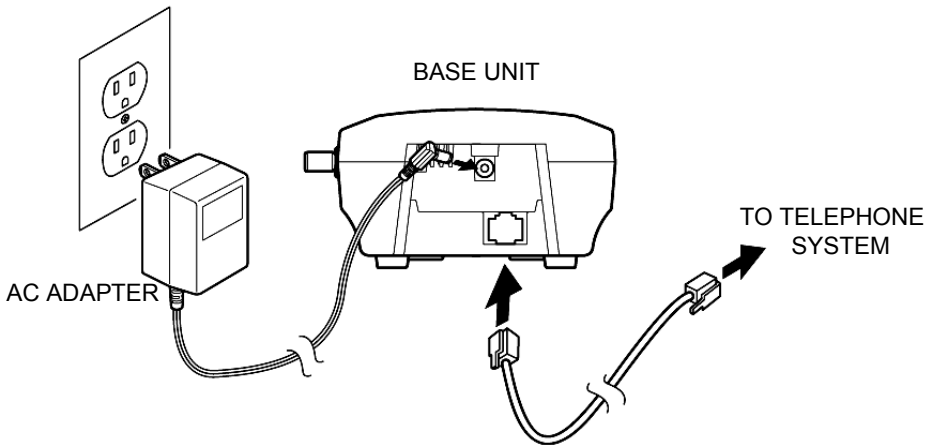
**NOTE:** A blinking LED on the charger indicates the handset is not seated properly, the battery is not hooked up, or the phone is not in service.

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CHARGER UNIT

Connect the other AC adapter to the back of the base unit, as shown below.



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**NOTE:** Do not route the power cord where it will create a trip hazard or where it could become worn and create a fire or other electrical hazard.

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## Wall Mounting

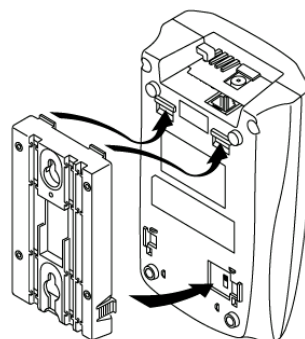
You can mount your INT1400 either on a standard wall plate or directly on a wall. Follow the instructions below.

### Standard Wall Plate Mounting

Your INT1400 is designed to be mounted on a standard wall plate.

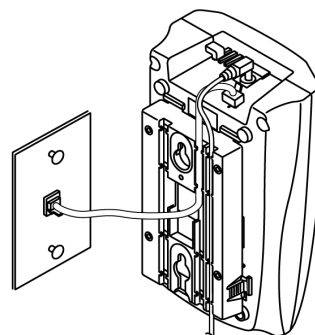
#### To attach the wall mount stand to the base unit:

1. Slide the wall mount stand into the notches at the top of the base unit, rotate the wall mount stand down and snap it into place, as shown on the right.
2. If you haven't done so, plug the AC adapter into the base unit as previously described.

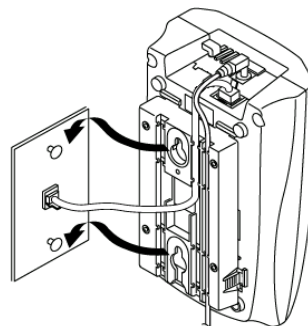


WALL MOUNT STAND

3. Place the AC adapter cord inside the molded channel of the wall mount stand, as shown on the right.
4. Plug one end of the telephone cord into the LINE jack on the base unit. Then place the telephone cord inside the molded channel(s) on the bottom of the wall mount stand.
5. Plug the other end of the telephone cord into the modular wall jack.



6. Place the base unit on the posts of the wall plate and push down until it's firmly seated, as shown on the right.
7. Plug the AC adapter into a standard 120V AC wall outlet.



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**NOTE:** Do not use an outlet controlled by a wall switch. Turning the wall switch off will also turn the base unit off.

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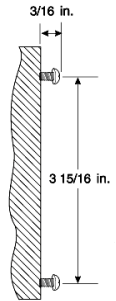
## Direct Wall Mounting

If you do not have a standard wall plate, you can mount your phone directly on a wall. Before mounting your phone, consider the following:

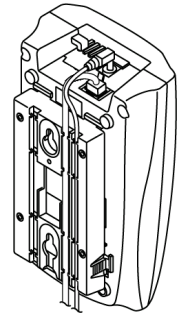
- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Ensure the wall material is capable of supporting the weight of the base unit.
- Use #10 screws with anchoring devices suitable for the wall material where the base unit will be placed.

### To mount the base unit on a wall:

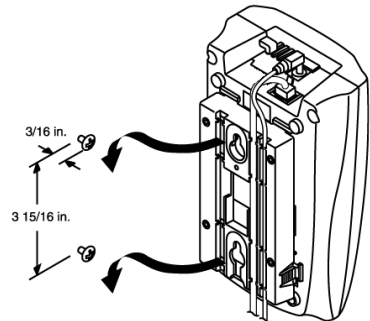
1. Insert two mounting screws  $3 \frac{15}{16}$  inches (10 cm) apart. Allow about  $\frac{3}{16}$  of an inch (0.5 cm) between the wall and screw heads for mounting the phone, as shown on the right.
2. Follow steps 2 and 3 on the previous page to plug and secure the AC adapter cord.



3. Plug one end of the telephone line cord into the LINE jack on the base unit. Then place the telephone cord inside the molded channel(s) on the bottom of the wall mount stand.



4. Place the base unit on the posts of the wall screws and push down until it's firmly seated, as shown on the right.
5. Plug the other end of the short telephone cord into a telephone wall jack.
6. Follow step 7 on the previous page to plug the AC adapter into a standard 120V AC wall outlet.



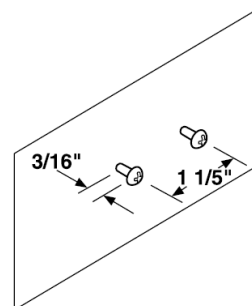
## Charging Unit Wall Mounting

The charging unit is also designed to be wall mounted. Before mounting the charging unit, consider the following:

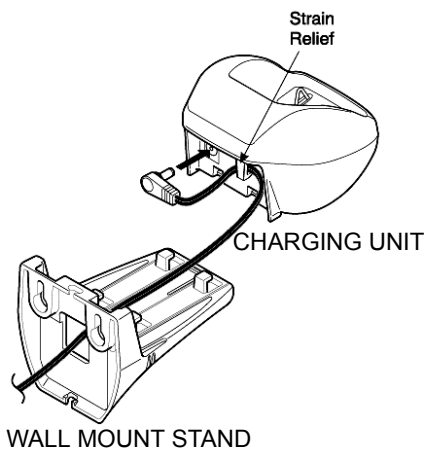
- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Ensure the wall material is capable of supporting the weight of the charging unit.
- Use #10 screws with anchoring devices suitable for the wall material where the charging unit will be placed.

### To mount the charging unit on a wall:

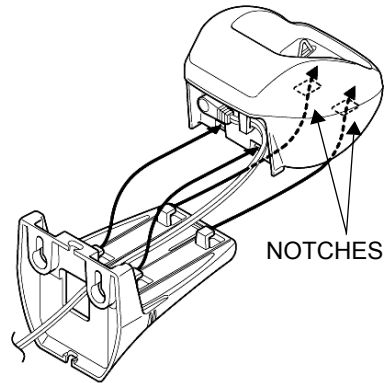
1. Insert two mounting screws 1 1/5 inches (3 cm) apart, as shown on the right. Allow about 3/16 of an inch (0.5 cm) between the wall and screw heads for mounting the phone.



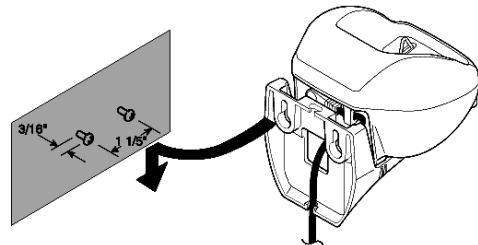
2. Pass one end of the AC adapter cord through the hole of the wall mount stand and plug it into the charging unit, as shown on the right. Wrap the AC adapter cord around the strain relief.



- Slide the wall mount stand into the notches on the bottom of the charging unit, as shown on the right.



- Place the charging unit on the posts of the wall screws and push down until it is firmly seated, as shown on the right.
- Plug the AC adapter into a standard 120V AC wall outlet.

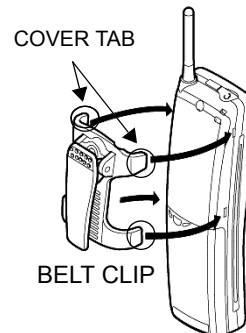


## Attaching the Belt Clip to the Handset

You can use the belt clip to attach the handset to your belt or pocket for convenient portability.

### To attach the belt clip to the handset:

- Snap the cover tab out of the belt clip notch on the top of the handset.
- Slide the clip into the tab slot, as shown on the right. The belt clip is designed to fit snugly into the handset.



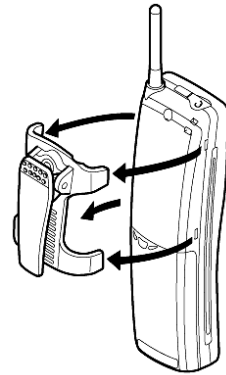


3. Press firmly until the belt clip snaps into place.



**To remove the belt clip from the handset:**

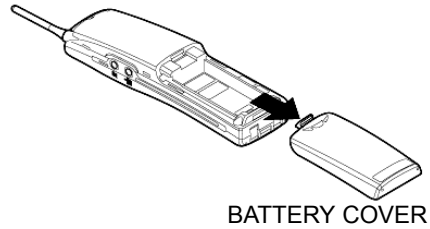
Press the retaining clip in toward the belt clip blade and slide the clip up at the same time. Once the belt clip is removed, reinstall the cover tab.



## Installing the Handset Battery Pack

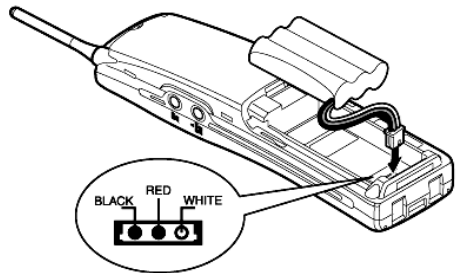
### To install the battery pack:

1. Remove the battery cover by pressing the latch and sliding the cover down and off of the handset.

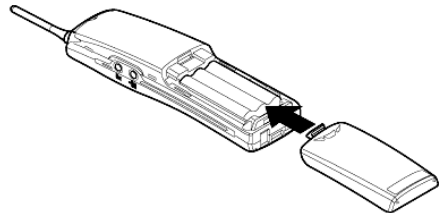


2. Connect the battery pack connector, observing correct polarity to the jack inside the battery compartment, as shown on the right.

**NOTE:** Do not exert any force on this connection. It could cause damage to the battery or handset. Once you are certain that you have made a good connection, then insert the battery pack into the battery compartment. Do not pinch the wires.



3. Replace the cover and slide it up until it latches into the handset.

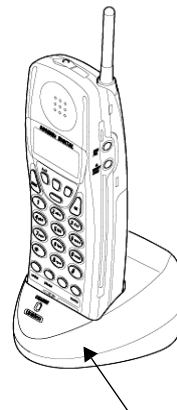


## Charging the Handset Battery Pack

### To charge the battery pack:

1. Place the handset into the charger unit.
2. Verify the CHARGE indicator lights. If the CHARGE indicator does not light, check to see that the AC adapter is plugged in and that the handset is making good contact with the charger unit contacts.

**NOTE:** If you are using the INT1400 for the first time, fully charge the rechargeable Ni-MH battery pack for five hours without interruption.

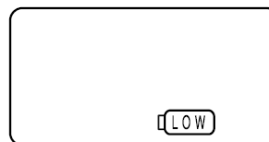


CHARGE INDICATOR

## Checking the Low Battery Indicator

When the battery pack in the handset is low and needs to be charged, the LOW message appears on the display.

The following table shows what to do when the LOW message is displayed.

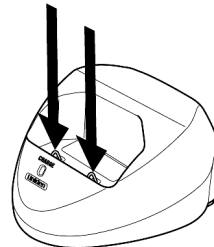


WHAT HAPPENS	ACTION
<i>On a call</i> , handset beeps once every three seconds. All buttons and functions are available.	Complete your call as quickly as possible, or replace battery pack within 20 seconds to continue call.
<i>In standby mode</i> , handset beeps every 15 seconds for three minutes. None of the buttons operate, and you cannot either make or receive a call.	Replace battery pack before making a call.

## Cleaning Charging Unit Contacts

To maintain a good charge, it is important to clean all charging contacts on the handset and charging unit about once a month. Use a pencil eraser or other contact cleaner to clean the battery charging contacts. Do not use any liquids or solvents.

CHARGING CONTACTS



## Base Units and Handsets

The handsets are programmed to work with a specific base unit. You cannot use a new handset or base unit without having it reprogrammed by Inter-Tel.

## Range Limits

The INT1400 is designed for commercial use. The range has been approved for 150 to 300 feet (45 to 90 meters) per base unit. The actual range may be more or less depending on the environment. Building wiring, walls, elevators, and other electronic interference frequencies may limit the range of this telephone. Please see your telecommunications consultant for information about testing your facility.

### To maximize the range capability:

- Locate the base unit at the highest point possible in the center of your coverage zone. If you are planning to cover an outdoor area, such as a car lot, building grounds, or campus, place the base unit near a window at the highest point within the building.
- Place the base unit away from any other electronic device. This includes, but is not limited to, computer screens, radios, electronic signs, coffee pots, microwaves, and other electronic devices.

## SETTING ENDPOINT PREFERENCES

Your endpoint is automatically set to specific defaults. You can, however, configure many of these settings at any time.

## Changing Volume Levels

**You can select a low, medium, high, or maximum volume level.**

### To change a volume level:

During a call, press **RING/VOL** on the side of the handset until you hear the desired volume level.

## Selecting a Ring Tone

The ability to change your ring tone is helpful in close-quartered environments. If your ring tone is unique, you can quickly identify when a call is ringing on your endpoint.

### To select the type of ring tone for your endpoint:

On standby mode, press **RING/VOL** on the side of the handset until you hear the desired ring tone. There are three ring tones and vibrate ringer available.

---

**NOTE:** When your endpoint is set to vibrate and the handset is charging in the base, the endpoint rings when a call comes in and the call is answered when you lift the handset off of the base.

---

## Turning the Handset Ringer On/Off

You can temporarily turn the handset ringer off.

### To turn the ringer off:

In standby mode, press and hold **RING/VOL** on the side of handset for two seconds. The Ring Off (**OFF**) icon appears in the display.

## Returning to Default Operation

You can return your endpoint to default levels at any time. This feature returns volumes to default levels; cancels Do-Not-Disturb, and manual call forwarding.

### To return your endpoint to default:

Dial **3 9 4**.

## ABOUT THE TELEPHONE SYSTEM

As you can see, your INT1400 and Inter-Tel telephone system come equipped with a lot of “bells and whistles.” To help you understand what everything means, it is recommended that you read the following information *before* you use your phone:

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features “time out” if you wait too long before performing the next step. If this happens, you must hang up and start again.

## ABOUT VOICE MAIL

Voice mail services are available only on those systems equipped with the optional voice mail module. With the voice mail application, you and other callers can send and receive recorded messages from any station or touchtone telephone. To use this and other features, each user (you included) is assigned a “voice mailbox,” which usually corresponds to a valid extension number. You can, however, have an “unassociated” mailbox that does not correspond to an extension. Unassociated mailboxes are typically used for agents or other personnel who don’t have a permanent office.

With your voice mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. (see [page 26](#)). If a caller reaches your voice mailbox, they can leave a message, hang up, or access an attendant.

In addition, the Voice Mail Administrator can program the name for “group lists” of mailboxes. With these lists, you can send a message to a group of people by entering one number instead of everyone’s individual mailbox number.

# Using Your Phone

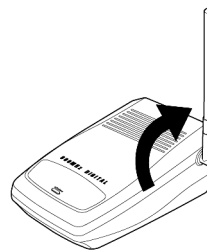
SECTION CONTENTS	PAGE
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## INTRODUCTION

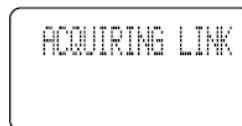
Now that you know what your INT1400 can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

## STARTING THE PHONE

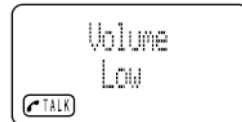
**NOTE:** Before using your INT1400, make sure to raise the antenna of the base unit to the vertical position, as shown on the right.



When you pick up the handset and press **TALK**, the ACQUIRING LINK message appears, as shown on the right.



After the connection has been made between the handset and base unit, the TALK icon appears on the display. Then the screen goes into standby mode, and the phone is ready to use.



If you don't see the TALK icon, you may see one of the following:

- **NO SERVICE:** Indicates that there is no connection to the base unit, and you hear an error tone.
- **LINE IN USE:** Indicates that the line is in use, and you hear an error tone.

You must have a connection between the handset and the base unit to use the phone. If the handset does not respond when you attempt to place a call or enter a feature code, press **TALK** to acquire a link.

**NOTE:** If you have more than one cordless telephone in your office, they must operate on different channels. Press **CH** to select a channel that provides the clearest communication.



# HOW TO USE YOUR ENCORECX CORDLESS PHONE

## Receiving and Making Calls

### To receive an internal call that is ringing:

Display shows EXTENSION XX MM:SS; Press **TALK** or the Line button.

---

**NOTE:** If the phone system has been programmed to show names for extensions, the display will show the name instead of EXTENSION XX.

---

### To receive an external call that is ringing:

Display shows LINE X MM:SS; Press **TALK** or the Line button

---

**NOTE:** If Caller ID is available, the display will show the phone number instead of LINE X.

**ALSO:** You cannot see caller ID history with the INT1400.

---

### To make an internal call by pressing “TALK” initially:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial the extension number. (Display shows the extension number).

### To make an external call by pressing “TALK” initially:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial 9 or press the Line button to reach an outside line. (Displays shows LINE X.)
3. Dial the number.

### To make an external call by dialing digits initially:

1. Dial the number. (Display shows the phone number.)
2. Press **TALK** to dial the digits.

## Placing Calls on Hold or Park

### To place and retrieve an external call on hold:

1. From an existing external call, press **HOLD**. (Display returns to an idle state and the Line button flashes.)
2. Press **TALK** or the Line button to retrieve the call

---

**NOTE:** After the call is on hold for 90 seconds, the phone rings, the Line button flutters, and the display shows RECALL FROM HOLD. Press **TALK** to return the call.

---

### To park a call and retrieve a parked call:

1. From an existing external call, press **XFER**. (Display shows DIAL, OR SELECT EXTN.)

2. Dial feature code 712. (Display shows ENTER PARK ZONE.)
3. Dial a park zone 1-5. Three beep tones are heard and now the call can be retrieved from any extension on the system by dialing feature code 712.

---

**NOTE:** When a call is parked in any zone, there is no indication in the display.

---

4. To retrieve the parked call, press **TALK**.
5. Dial feature code 712. (Display shows the phone number or extension number and duration of the call in minutes and seconds.)

## Transferring Calls

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

### To transfer an existing internal call to an internal number:

1. Press **XFER**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial the internal extension. A ring tone is heard when the call is answered and the call counter starts. (Display shows extension number and the duration of the call in minutes and seconds.)
3. Press **TALK** to transfer the call or press **XFER** to return the call.

### To transfer a call to an external number:

1. Press **XFER**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial the external number. When the call is answered, the call counter starts. (Display shows phone number and the duration of the call in minutes and seconds.)
3. Press **TALK** to transfer the call or press **XFER** to return the call.

## Muting the Microphone

**To mute the microphone so that you can hear the other party, but they cannot hear you (this does not put them on hold):**

Press **MUTE** (the TALK icon in the display flashes).

**To return to the call:**

Press **MUTE**.

## Placing Conference Calls

### To place an internal call in a conference:

1. Press **XFER**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial the internal extension. A ring tone is heard when the call is answered and the call counter starts. (Display shows extension number and the duration of the call in minutes and seconds.)
3. Press **TALK** and “3” within two seconds to establish a conference. Now you are connected with both parties.

### To place a call with an external number in a conference:

1. Press **XFER**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial the external number. When the call is answered, the call counter starts. (Display shows phone number and the duration of the call in minutes and seconds.)
3. Press **TALK** and “3” within two seconds to establish a conference. Now you are connected with both parties.

## Forwarding Calls

### To forward all calls:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 732. (Display shows ENTER DESTINATION NUMBER.)
3. *If forwarding to an internal extension number*, enter the destination extension number.

*If forwarding to an external number*, select “9,” then enter the destination external number.

*If forwarding to voice mail*, dial feature code 710.

Display shows FORWARDING SET. You will hear three beeps before the phone returns to an idle state.

### To cancel forward all calls:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 732. (Display shows FORWARDING CANCEL.) You will hear three beeps before the phone returns to an idle state.

**To forward calls when your extension is busy:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 733. (Display shows ENTER DESTINATION NUMBER.)
3. *If forwarding to an internal extension number*, enter the destination internal extension number.

*If forwarding to an external number*, press “9,” then enter the destination external number.

*If forwarding to voice mail*, dial feature code 710.

Display shows FORWARDING SET. You will hear three beeps before the phone returns to an idle state.

**To cancel forward a call on busy:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 733. (Display shows FORWARDING CANCEL.) You will hear three beeps before the phone returns to an idle state.

**To forward calls when your extension does not answer (after four rings):**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 734. (Display shows DIAL, OR SELECT OPTION.)
3. *If forwarding to an internal extension number*, enter the destination internal extension number.

*If forwarding to an external number*, press “9,” then enter the external destination number.

*If forwarding to voice mail*, dial feature code 710.

Display shows FORWARDING SET. You will hear three beeps before the phone returns to an idle state.

**To cancel forward a call when your extension does not answer (after four rings):**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 734. (Display shows FORWARDING CANCEL.) You will hear three beeps before the phone returns to an idle state.

## Forwarding Group Calls

### To forward all calls from a group:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 792. (Display shows SELECT GROUP.)
3. Dial group number (180-199). Display shows ENTER DESTINATION NUMBER.
4. *If transferring to an internal extension number*, enter the internal extension destination number.  
*If transferring to an external number*, press “9,” then enter the external destination number.  
Display shows GROUP FORWARD SET. You will hear three beeps before the phone returns to an idle state.

### To cancel group forward all calls:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 792. (Display shows SELECT GROUP.)
3. Dial group number 180-199. (Display shows GROUP FORWARD CANCELLED.) You will hear three beeps before the phone returns to an idle state.

### To forward calls when the group is busy:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 793. (Display shows SELECT GROUP.)
3. Dial group number 180-199. (Display shows ENTER DESTINATION NUMBER.)
4. *If transferring to an internal extension number*, enter the internal extension destination number.  
*If transferring to an external number*, press “9,” then enter the external destination number.  
Display shows GROUP FORWARD SET. You will hear three beeps before the phone returns to an idle state.

### To cancel group forward all calls:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 793. (Display shows SELECT GROUP.)
3. Dial group number 180-199. (Display shows GROUP FORWARD CANCELLED.) You will hear three beeps before the phone returns to an idle state.

**To forward calls when a group does not answer (after four rings):**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 794. (Display shows SELECT GROUP.)
3. Dial group number 180-199. (Display shows ENTER DESTINATION NUMBER.)
4. *If transferring to an internal extension number, enter the internal extension destination number.*

*If transferring to an external number, press “9,” then enter the external destination number.*

Display shows GROUP FORWARD SET. You will hear three beeps before the phone returns to an idle state.

**To cancel group forward all calls:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 794. (Display shows SELECT GROUP.)
3. Dial group number 180-199. (Display shows GROUP FORWARD CANCELLED.) You will hear three beeps before the phone returns to an idle state.

## Setting Up Voice Mail

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

**To enter a personal greeting:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Press **MAIL**.
3. Enter your mailbox number.
4. Enter your password, followed by #.
5. Select option “3” to record your greeting.
6. Follow the voice prompts to record your greeting.
7. Press **TALK** to disconnect the call.

**To 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 (see Forwarding Calls above).

**To retrieve messages from your Voice Mail box:**

The “Message” LCD icon is lit to indicate a waiting message.

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Press **MAIL**. (Display shows ENTER VOICE MAIL BOX.)
3. Enter your mailbox number. (Display shows ENTER PASSWORD.)
4. Enter your password, followed by #. (Display shows your password in the form of asterisks.)

5. Select option “1” to play your messages.
6. Follow the voice prompts to play your messages.
7. Press **TALK** to disconnect the call.

**To set internal message for incoming internal extensions:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 729. (Display shows SELECT OPTION.)
3. Dial 1-8:
  - Return At
  - Call Back At
  - Call Me At
  - In A Meeting
  - At Lunch
  - Gone Home
  - On Vacation
  - Call

The text from the selected option is displayed.

4. Enter numerical data, if desired (for example, enter 1230 to indicate 12:30). LCD displays the selected option and any numerical data entered.

**To cancel internal message for incoming internal extensions:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 729. (Display shows MESSAGE CANCELLED.) The phone returns to an idle state.

**To change your Voice Mail box Password:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Press **MAIL**. (Display shows ENTER VOICE MAIL BOX.)
3. Enter your mailbox number. (Display shows ENTER PASSWORD.)
4. Enter your password, followed by #. (Display shows your password in the form of asterisks.)
5. Select option “4” to change your password.
6. Follow the prompts to change your password.
7. Press **TALK** to disconnect the call.

## Personal Speed-Dialing

### To program your personal Speed-Dial list:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 75. (Displays shows ENTER SPD INDEX 01-30.)
3. Dial an index number between 1 and 30 to designate as your speed dial number. (Display shows ENTER NUMBER.)
4. Enter the phone number. (Display shows the phone number entered.)
5. Press **TALK** to save your entry. The phone returns to an idle display.

### To dial a number from your personal Speed-Dial list:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 74. (Display shows SELECT OR SCROLL

---

**NOTE:** The scroll feature does not work on an INT1400.

---

3. Dial your speed dial index number between 1 and 30. The number is dialed. (Display shows the number that was dialled.)

## System Speed-Dialing

There can be 500 (001-500) system speed dial numbers programmed on a system. You cannot program system speed dial numbers from an INT1400. See your System Administrator.

### To dial a number in the system Speed-Dial list:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial the system speed dial number. Once you finish entering the system speed dial number the number is dialled. (Display shows the number that was dialed.)

## Redialling a Number

### To redial a number by pressing “TALK” initially:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Press **REDIAL** to redial the last external number dialed. (Display shows the last number that was dialed.)
3. Press **TALK** to clear the call.

### To redial a number by pressing “REDIAL” initially:

1. Press **REDIAL** to redial the last external number dialed. (Display shows the last number that was dialed).
2. Press **TALK** to clear the call.



## Setting Up Follow Me

**To set “follow me” from the INT1400 on another extension in the phone system:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 735. (Display shows ENTER SOURCE EXTENSION.)
3. Dial the extension of the phone you want to receive calls for. (Display shows the number you dialed.)
4. Dial the three digit password. (Display shows FORWARD SET.) You will hear three beeps before the phone returns to an idle state.

**To cancel “follow me” from the INT1400 on another extension in the phone system:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 735. (Display shows ENTER SOURCE EXTENSION.)
3. Dial the extension of the phone you want to receive calls for. (Display shows the number you dialed.)
4. Dial the three digit password. (Display shows FORWARD CANCELLED.) You will hear three beeps before the phone returns to an idle state.

---

**NOTE:** When Follow Me has been set on the Uniden extension, from another extension, the Uniden phone alerts the user to this by presenting stuttered dial tone, when **TALK** is pressed. No visual display is given.

---

**To cancel “follow me” from the another extension in the phone system to an INT1400:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 732 to cancel forwarding all calls. (Display shows FORWARDING CANCEL)

## Using Call Waiting

**To set call waiting tone protection before a new call:**

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 725. (Display shows TONE PROTECT ENABLED.)
3. Dial your number.

## Performing a “Hookflash” During a Call

**To send a hookflash to the external line:**

1. On an active call, press **XFER**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial feature code 731. (Display shows FLASH SENT.) The hookflash was sent to the external line and the call continues.

## Using Door Open

### To press the code to open the door lock:

1. From an existing internal extension. (Door phone), press **TALK**. (Display shows DIAL, OR SELECT EXTN.)
2. Dial feature code 731 to unlock the door. (Display shows EXTENSION XX MM:SS.)

## Logging In/Out of Individual Hunt Groups

### To log in to an individual hunt group:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 723. (Display shows XX.)
3. Dial the hunt group number of which you are a member (180-199).

### To log out of an individual hunt group:

1. Press **TALK**. (Display shows DIAL, OR SELECT OPTION.)
2. Dial feature code 723. (Display shows XX.)
3. Dial the hunt group number of which you are a member (180-199).

---

**NOTE:** The INT1400 does not recognize the feature code 723\*1 to log you in to all hunt groups or 723\*0 to log you out of all hunt groups. You need to log in to hunt groups individually.

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