

INTER-TEL / MITEL 5000 WINDOWS BASED PROGRAMMING

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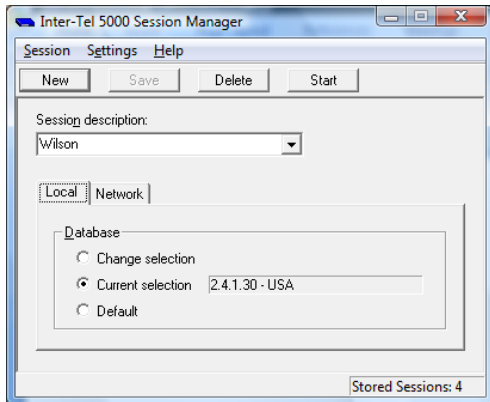
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Section I

Accessing your phone system programming

From Start/Programs/Inter-tel 5000 DB programming, choose Inter-tel 5000 Session Manager

A window will appear:



Choose the local tab to look at programming or practice your skills before working on the system live. When you are ready to make actual changes to the phone system, choose the network tab.

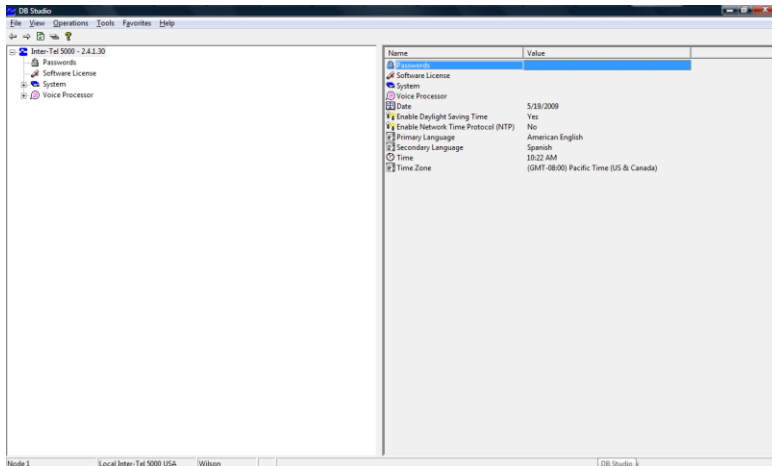
Make sure the IP address of your phone system is entered in the IP address box.

Click Start.

Your login process will occur at this point, you will see messages as connection to the phone system occurs.

Your system will require a password, enter the password assigned by your Inter-Tel certified technician.

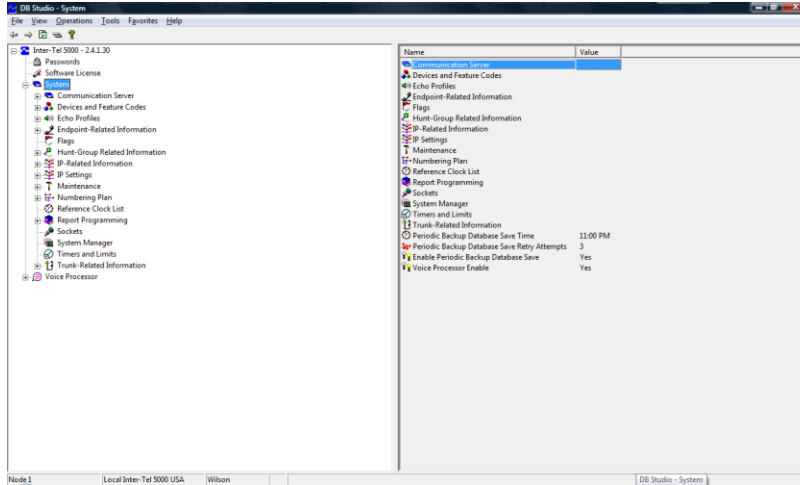
A second window will appear and you are now ready:



Section II

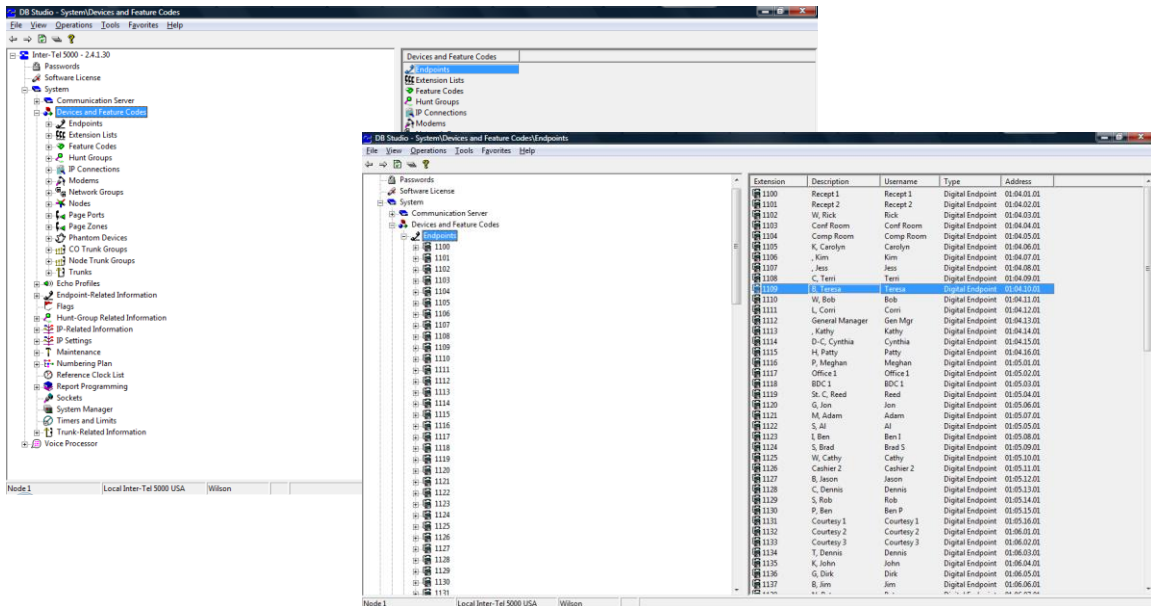
Inter-tel 5000 System Directory

Double click on System folder section on left pane. This is where user names and station information can be modified.



Changing User Names

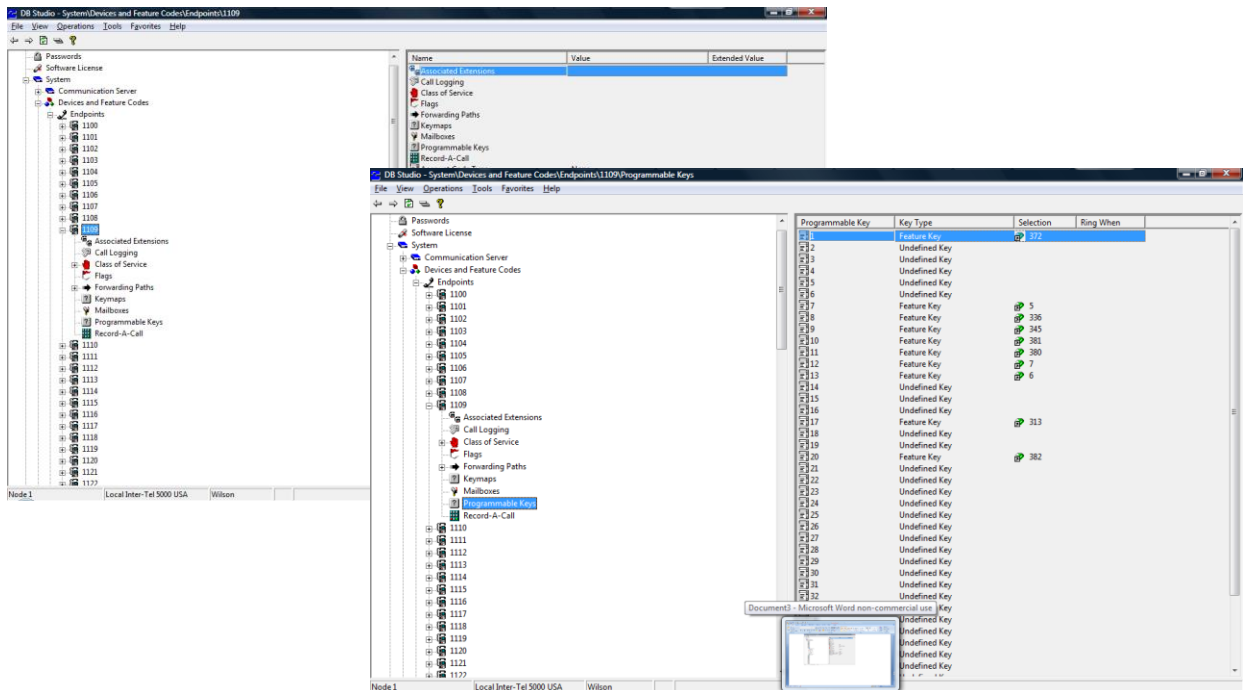
1. From System folder on left pane, double click on "Devices and Feature Codes"



2. Double Click on “Endpoints” from the menu on the left pane.
3. You will now see a selection of existing extensions and names, select the desired extension, using the scroll bar to the right if necessary.
4. Click once on the “Description” field, the box will open for programming. Enter new name. Always enter as: Last Name, First Name to assure spell by name directory functions properly. Press Enter and the system will update.
5. Click once on the “Username” field. Enter new name (this is the information that displays on the LCD of the phone.) Press Enter and the system will update.

Programming Keys on individual phones:

1. Double click on the station you want to program on the left pane.



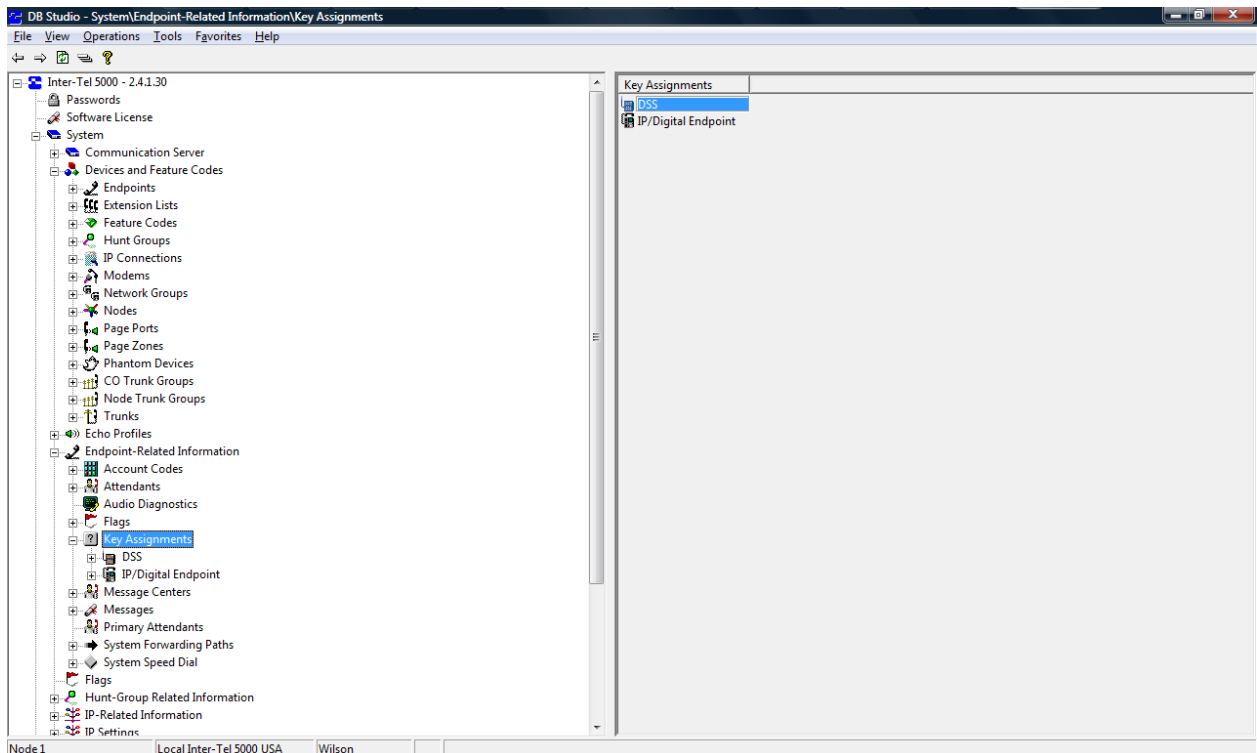
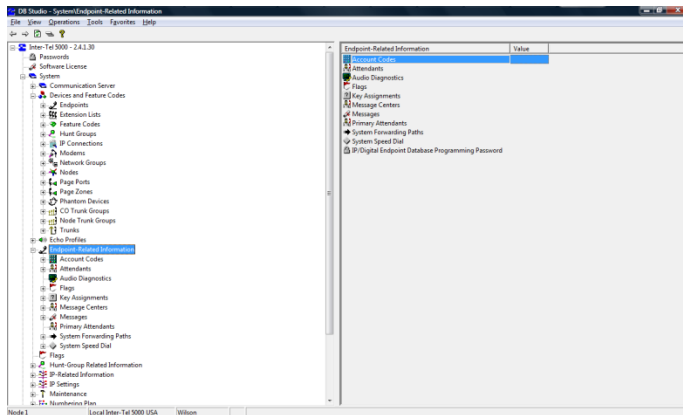
2. Double click on Programmable Keys
3. All programmable keys on the end users phones are using Programmable keys 1 – 6. See the keymap detail in the next section for more detail.
4. Click once in the key type field. Select the drop down box and choose the type of key to program.
5. Press Tab to move to the next field. If additional information is needed to complete the key programming, the Selection field will open for programming. Continue entering information if necessary.
6. Press Enter and the system will update.

Section III

Endpoint Related Information

Programming keys for all phones:

1. Keep in mind you will be changing a key for all phones in a keymap group with this programming:
2. Double click on “Endpoint related information” on the left pane.



DB Studio - System/Endpoint-Related Information/Key Assignments/IP/Digital Endpoint

File View Operations Tools Favorites Help


Inter-Tel 5000 - 2.4.1.30

- Passwords
- Software License
- System
 - Communication Server
 - Devices and Feature Codes
 - Endpoints
 - Extension Lists
 - Feature Codes
 - Hunt Groups
 - IP Connections
 - Modems
 - Network Groups
 - Nodes
 - Page Ports
 - Page Zones
 - Phantom Devices
 - CO Trunk Groups
 - Node Trunk Groups
 - Trunks
 - Echo Profiles
 - Endpoint-Related Information
 - Account Codes
 - Attendants
 - Audio Diagnostics
 - Flags
 - Key Assignments
 - DSS
 - IP/Digital Endpoint**
 - Default
 - 2
 - Message Centers
 - Messages
 - Primary Attendants
 - System Forwarding Paths
 - System Speed Dial
 - Flags
 - Hunt-Group Related Information

ID	Description	Keymap Type
Default	Default	All
2	Agent Log In	8662/8660/8620/8560/8520 Keymap

Node1 | Local Inter-Tel 5000 USA | Wilson

Default Keymap



Number	Value	Selection	Ring When
1	SPKR Key		
2	SPCL Key		
3	Feature Key	336, Hold -- Individual	
4	Call Key	1	
5	Call Key	2	
6	Call Key	3	
7	Call Key	4	
8	Intercom (IC) Key		
9	Feature Key	314, Mute On/Off	
10	Feature Key	372, Do-Not-Disturb On/Off	
11	Feature Key	7, Page	
12	Feature Key	382, Station Speed Dial	
13	Feature Key	381, System Speed Dial	
14	Feature Key	380, Redial	
15	Feature Key	5, Conference	
16	Feature Key	345, Transfer To Ring	
17	Feature Key	365, Message	
18	Forward Key		
19	User Programmable Key	2	

Change Keymap Show: 8662/8660/8620/8560/8520

OK Cancel

Forward Paths

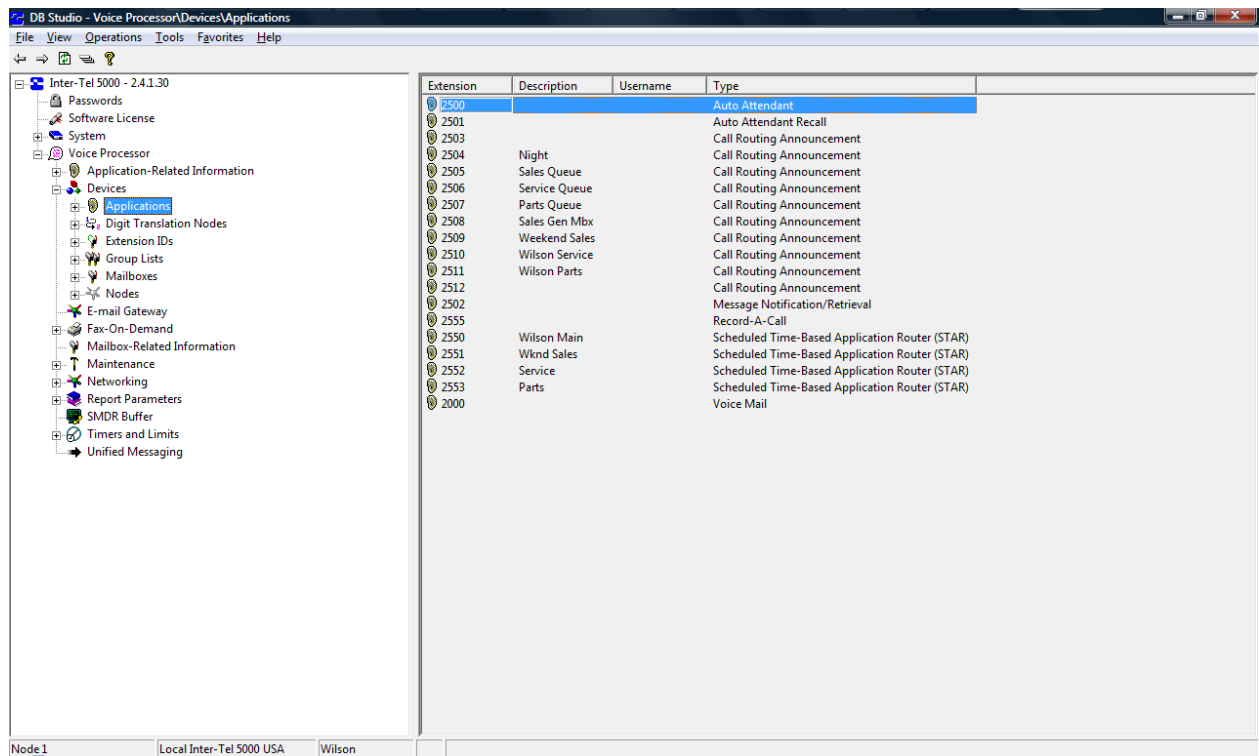
All phones use one existing path to forward calls to Voice Mail. You can also set up an individual phone to ring longer before forwarding to Voice Mail or forward one phone to another person.

Number	Description	Forwarding Point 1	Forwarding Point 2	Forwarding Point 3	Forwarding Point 4
1	VM	2000	NONE	NONE	NONE
2	example	1109	2000	NONE	NONE
3	another example	1109	1102	NONE	NONE
4		NONE	NONE	NONE	NONE
5		NONE	NONE	NONE	NONE
6		NONE	NONE	NONE	NONE
7		NONE	NONE	NONE	NONE
8		NONE	NONE	NONE	NONE
9		NONE	NONE	NONE	NONE
10		NONE	NONE	NONE	NONE
11		NONE	NONE	NONE	NONE
12		NONE	NONE	NONE	NONE
13		NONE	NONE	NONE	NONE
14		NONE	NONE	NONE	NONE
15		NONE	NONE	NONE	NONE
16		NONE	NONE	NONE	NONE
17		NONE	NONE	NONE	NONE
18		NONE	NONE	NONE	NONE
19		NONE	NONE	NONE	NONE
20		NONE	NONE	NONE	NONE
21		NONE	NONE	NONE	NONE
22		NONE	NONE	NONE	NONE
23		NONE	NONE	NONE	NONE
24		NONE	NONE	NONE	NONE
25		NONE	NONE	NONE	NONE
26		NONE	NONE	NONE	NONE
27		NONE	NONE	NONE	NONE
28		NONE	NONE	NONE	NONE
29		NONE	NONE	NONE	NONE
30		NONE	NONE	NONE	NONE
31		NONE	NONE	NONE	NONE
32		NONE	NONE	NONE	NONE
33		NONE	NONE	NONE	NONE
34		NONE	NONE	NONE	NONE
35		NONE	NONE	NONE	NONE
36		NONE	NONE	NONE	NONE
37		NONE	NONE	NONE	NONE
38		NONE	NONE	NONE	NONE

Section IV

Voice Processor Directory

To access Voice Mail Programming click once on Voice Processor on the left pane, click once on Devices. All parts of routing incoming calls are done from Applications:

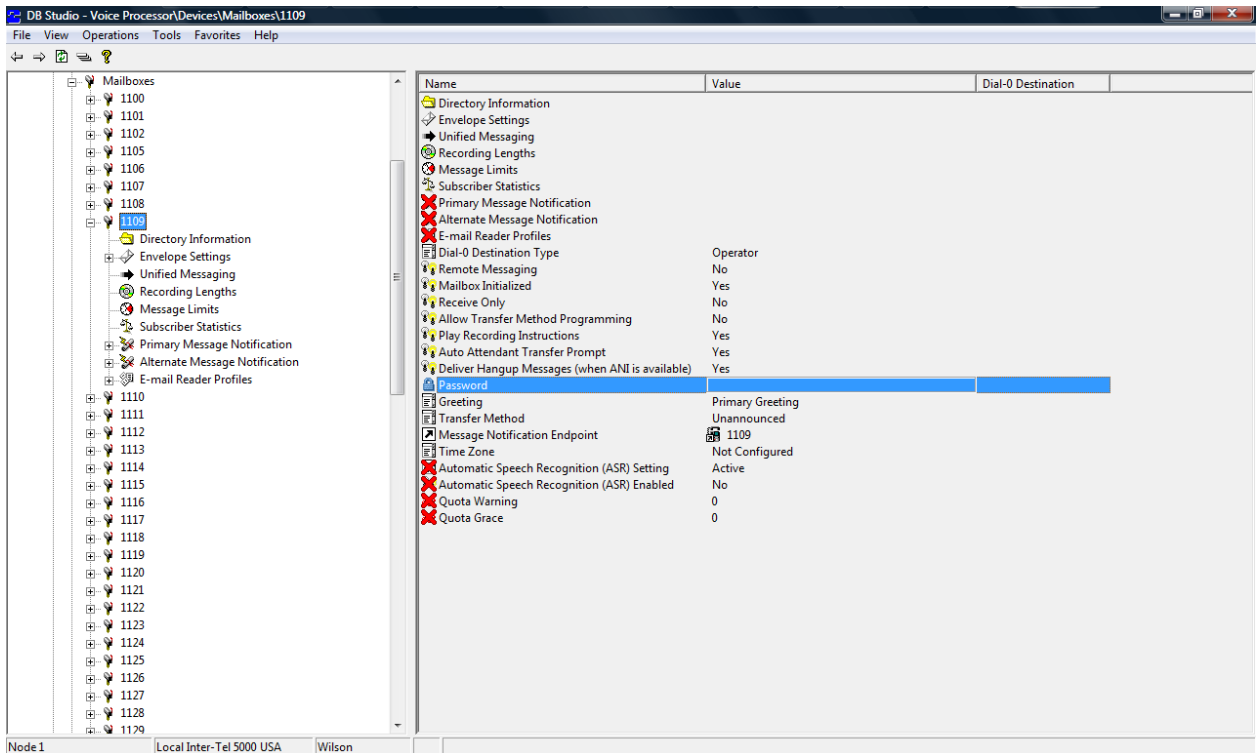


Programming STAR:

Scheduled Time-based Application Routing. This is how the phone system sorts calls coming in for automatic day/night switching. Please see your Inter-tel certified trainer for more information if your system uses this feature.

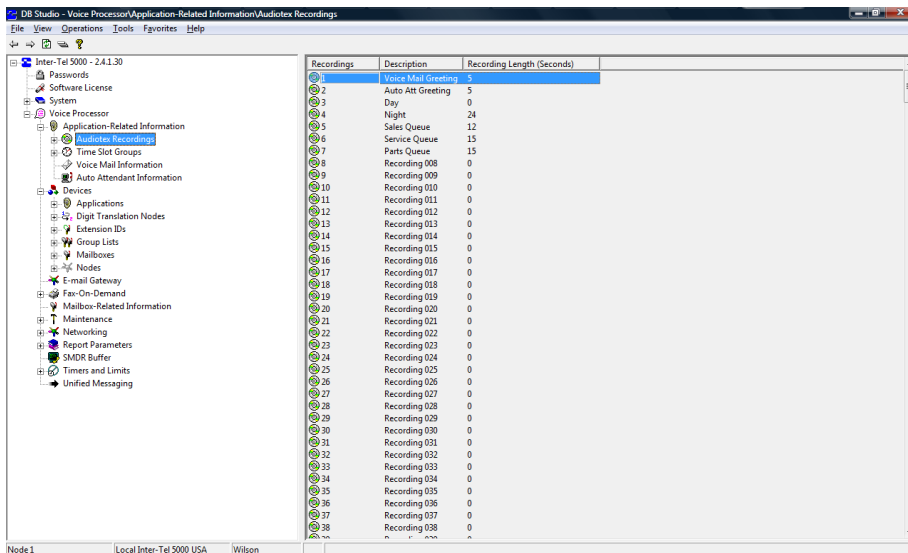
Mailboxes:

To Change a password on a mailbox, click once on the mailbox in the left pane. Right click on the password field and choose change. Enter the desired password.



Helpful Information for recording Company Greetings

Left click on Application related information and then Audio text Recordings. Here you will find the description of each recording.



Use mailbox 5000 to record the greetings.

Section V

Backup Database

Go to Operations, then Database Operations. Choose Database Save. Choose the desired backup location and press Start.