IP Office Essential Edition

PARTNER Version ETR Phone User Guide

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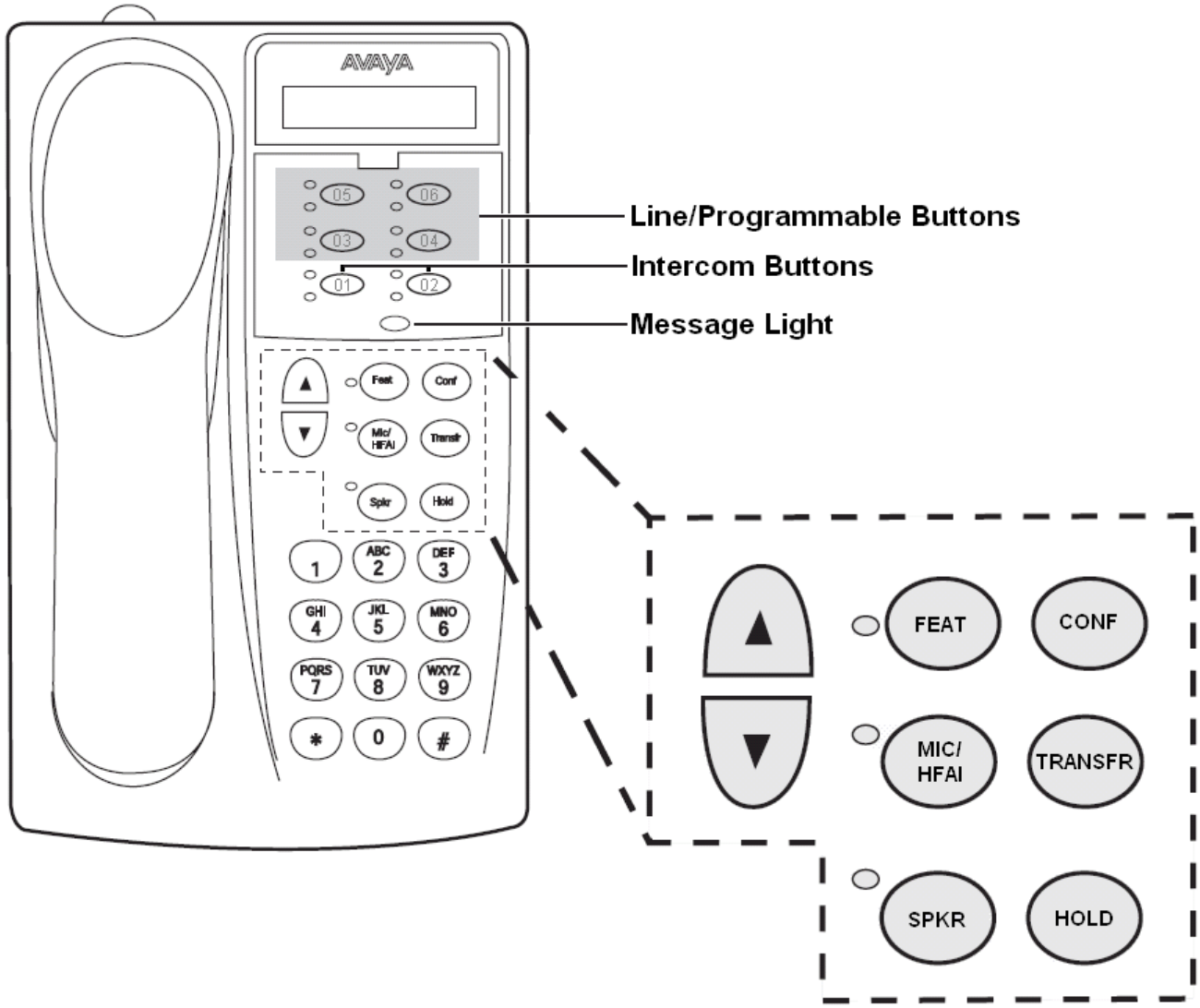
Chapter 1.
ETR Telephones

1. ETR Telephones

The IP Office PARTNER Version supports the ETR Series of Avaya phones. The models supported are the ETR 6D, ETR 18D and ETR 34D phones.

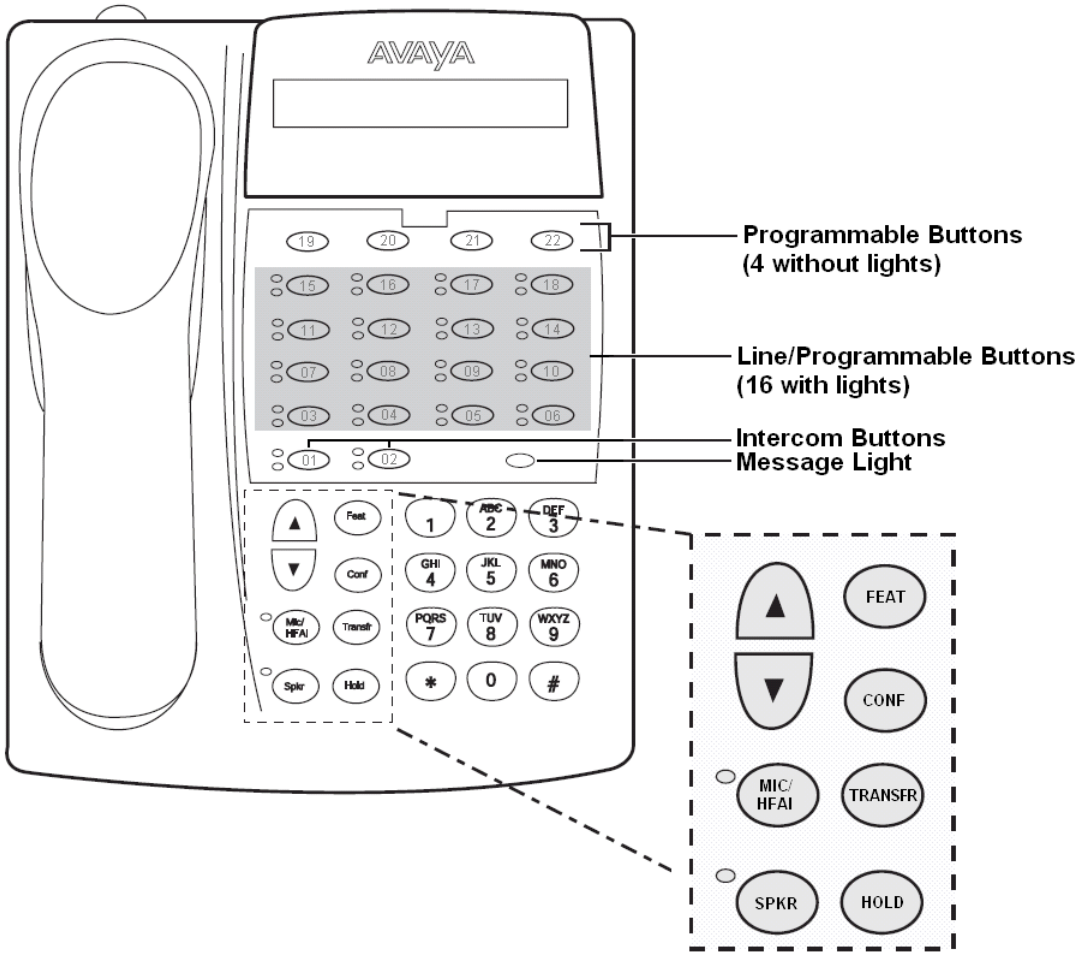
Feature	ETR 6	ETR 6D	ETR 18	ETR 18D	ETR 34D
Programmable buttons with lights	4	4	16	16	32
Programmable buttons without lights	0	0	4	4	4
Intercom Buttons with light	2	2	2	2	2
Display	No	Yes	No	Yes	Yes
Speakerphone	Yes	Yes	Yes	Yes	Yes

ETR 6/ETR 6D



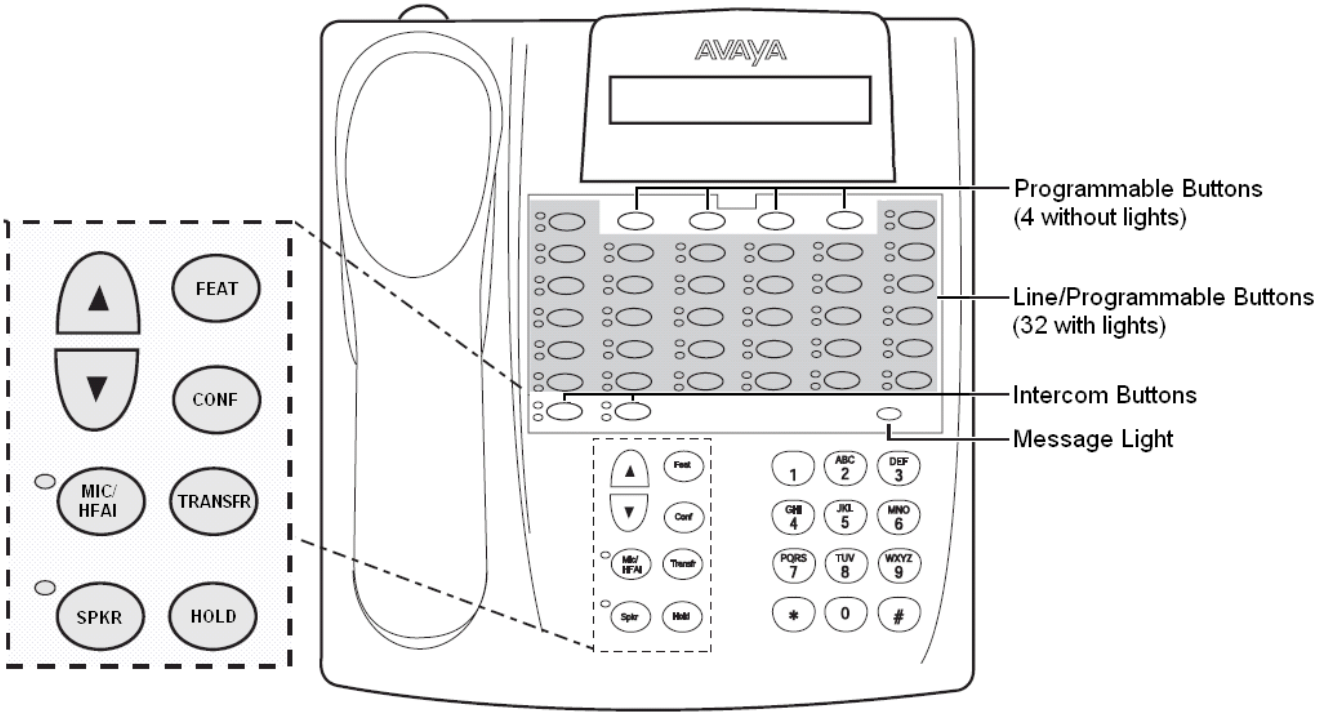
The ETR 6 does not include a display. The ETR 6D includes the display.

ETR 18/ETR 18D



The ETR 18 does not include a display. The ETR 18D includes the display.

ETR 34D



The number of ETR 34D phones supported is limited to a maximum of 4 (with a maximum of 2 per ETR6 base card).

1.1 Fixed Buttons

In addition to the line buttons, the telephones have some or all of the following fixed buttons, which are already imprinted:

- **INTERCOM** (not labeled)
  Press to make or answer a call to or from another extension. If you receive a call on a T1 line with Direct Inward Dialing (DID), and you cannot access that line from a line button, the call will appear on your Intercom button.
- **FEATURE**
  Press to change programmed settings or use system features.
- **CONF**
  Press to add other parties to your call.
- **TRANSFER**
  Press to pass a call to another extension.
- **HOLD**
  Press to put a call on hold.
- **SPKR**
  Press to turn on and off the speaker and microphone (if available), so you can dial and have a conversation without lifting the handset. The light next to this button shows when the speaker is turned on.
- **MIC/HFAI**
  Press to turn the microphone on and off. The light next to this button shows when the microphone is turned on. Leave on to use Hands-Free Answer on Intercom (HFAI) feature.
- **Volume Control Buttons**
  Press ▼ to decrease or ▲ to increase the volume as follows:
  - To adjust ringer volume, press while the telephone is idle or ringing and the handset is in the cradle.
  - To adjust speaker volume, press while listening to a call through the speaker.
  - To adjust handset volume, press while listening through the handset.

1.2 Ringing Patterns

ETR phones use the following ring patterns:

Call Type	Ring Pattern	
Outside Call	ring... ring... ring	
Intercom Call	ring BEEP... ring BEEP... ring BEEP	• If you have a system display telephone, the caller's extension number (and name if programmed) appears on the display.
Recalling Call	ring BEEP BEEP... ring BEEP BEEP... ring BEEP BEEP.	• A transferred call, or an unanswered transferred or parked call that is ringing back at your extension

1.3 Dial Tones

There are two different dial tones when you call with a system telephone:

- Outside dial tone is generated by your local telephone company to indicate that you are connected with an outside line.
- Intercom dial tone is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside or intercom call.

1.4 Light Patterns

Some buttons have a green light and a red light. The meaning of these lights varies depending on whether the button is used to access an outside line or pool, is programmed with a system feature, or is programmed for Auto Dialing an extension number (Intercom Auto Dial button).

The meanings of the various light patterns for each possible button assignment are:

Light Pattern	Line Button	Programmable Button	Intercom / Auto Dial - Intercom Button
On	**Green** - You are using the line. **Red** - Line in use by another extension.	**Green** - Feature is on.	**Red** - Extension is busy.
Off	Line is idle	Feature is off.	Extension is idle.
Flash (long on, long off)	**Green** Flash - A call is ringing at your extension. **Red** Flash - A call is ringing on the line but not at your extension.	A user is entering a a four-digit code to lock or unlock their extension.	–
Alternating Red/Green	Alternating green and red flash appears at both extensions in a joined call.	–	–
Wink (long on, short off)	**Green** Wink - The call is on hold or parked at your extension. **Red** Wink - Call is on hold or parked at another extension. Anyone who has the line can retrieve the call.	–	–
Green Flutter (short on, short off)	–	Caller ID Inspect, Call Log or Absent Msg. is on. Absent Text Message Mgt. is active Call Logs is active	

1.5 Adjusting the Telephone Display

The phone must be idle and the handset must be in its cradle when you adjust the display contrast.

To adjust the display brightness

1. With the extension idle, press *.
2. Use the ▲ up arrow and ▼ down arrow keys to change the display brightness.

Chapter 2.
Basic Call Handling

2. Basic Call Handling

2.1 Making Calls

You can make a call by dialing an outside telephone number or an extension number.

- If the telephone number is one that is used frequently called it can be stored and dialed as a personal speed dial or using an auto dial button.

To make a call to another extension

1. Pick up the handset and press an idle **INTERCOM** button. The green light next to the button is on steady and you will hear the dial tone.
2. Dial the extension number.
    - On 1400 Series phones, if the other extension doesn't answer press **AutCB** (automatic callback) to have that extension call you after it is next used and then hangup.

To make an external call

1. Pick up the handset. The green light next to the button is on steady and you will hear the dial tone.
2. Dial the telephone number. The dialled number will appear on the display.

Using the last number redial

1400 Series phones users can use the fixed **REDIAL** button on their phone to view details of previous calls and redial those number.

1. Lift the handset.
2. Press **FEATURE 05**. The digits are displayed as they are dialed.

To create a last number redial button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 05**.
5. The current setting of the button will now be set to **Last Number Redial**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

2.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a call pickup 29 button for that specified extension.

To answer a call ringing at your own extension

1. Pick up the handset, you are connected to the incoming call. If more than one line is ringing, you are connected to the line that has been ringing for the longest time.
   - To answer a specific line press the button for that line.
   - On 1400 Series phones, the press **>>** to display additional options.
     - **To VM** can be used to send the ringing call to voicemail immediately.
     - **Ignore** can be used to quieten or suppress the ringer.

To answer a call ringing at another extension (call pickup)

1. Pick up the handset.
2. Press an **INTERCOM** button and dial **6** followed by the two-digit number of the extension at which the call is ringing or parked.

2.3 Using Handsfree

The ETR 6D, ETR 18D, ETR 34D telephones each have a speaker and microphone which you can turn on by pressing **SPKR** .

- In addition, on the ETR 6D, ETR 16D and ETR 34D telephones, you can turn just the microphone on and off by pressing **MIC/HFAI**. When the green light next to **MIC/HFAI** is on, the microphone is on.

Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your telephone in areas with high background noise caused by sources such as motor vehicles, manufacturing equipment, loud voices, radios, printers, copiers, typewriters, other noisy office equipment or heater and air conditioning fans.
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person's voice comes through.
- Do not use your speaker to make announcements over a loudspeaker paging system connected to your telephone system.
- When talking, always face your telephone and stay within two feet of it.
- Place your telephone at least six inches (15 cm) away from the edge of your desk.
- If you have difficulty hearing the other party, try increasing the speaker volume. If you have background noise, try turning off the microphone when the party at the other end is speaking and turning it on when you speak. If the difficulty persists, lift your handset to continue the conversation.
- In conference rooms, a separate speakerphone is recommended, since the built-in speaker on a system telephone is designed for individual use.

To make a call without lifting the handset

1. Press **SPEAKER** or **SPKR** to get a dial tone
2. Dial the number, you hear the call ringing. When the other party answers, you can talk without lifting the handset.

To switch modes

- If you are already on a call, you can switch from the handset to the speakerphone by pressing **SPEAKER** or **SPKR** and then hanging up the handset.
- If you are using the speakerphone and want to switch to the handset, lift the handset. The speaker and microphone are turned off.
- On ETR phones, to turn off the microphone when you are using the speaker, press **MIC/HFAI**. This will mute your voice so the other party cannot hear you. On 1400 Series phones to do this press the **MUTE** button.

2.4 Hands-Free Answer on Intercom

When you receive a voice-signaled intercom call, your telephone beeps once to indicate that your speaker has been turned on automatically, and you hear the caller's voice over your telephone's speaker. If you leave your microphone on all the time, you can start talking when you hear the caller, without lifting the handset. This feature is called Hands-Free Answer on Intercom (HFAI).

Any user in the system can make a voice-signaled call to an idle system telephone by pressing an intercom button and * and then dialing an extension number.

You cannot make a voice-signaled call to an extension that has the Cell Phone Connect feature active. (The call will not appear at the extension.)

1. The HFAI feature can be turned on or off only when your telephone is idle. On ETR phones use the HFAI button, on 1400 Series phones use the MUTE button. Muting your voice while you are on a call only turns off the microphone for the duration of the call.
2. If you are already on a call, any additional voice-signaled call to your extension is turned into a normal ringing call instead.

2.5 Adjusting the Volume

While the phone is idle or ringing, you can adjust the ringer volume. When the phone is connected to a call you can adjust the speaker or handset volume.

To adjust the ringer volume

1. Use the ▲ up arrow and ▼ down arrow keys to change the ringer volume.

To adjust the caller volume

The volume that gets adjusted will depend on whether you are using the handset or speakerphone at the time you use this process.

1. Use the ▲ up arrow and ▼ down arrow keys to change the volume.

2.6 Holding Calls

When a call is on hold you can make and receive other calls on another line.

If a call is left on hold for longer than the specified interval it will recall to the extension that put it on hold.

To place a call on hold

1. During the call press the **HOLD** button or the button on which the call is taking place. The **Green** light next to the button will wink to show that the call is on hold.

To retrieve a call that you put on hold

1. Press the button next to the winking **Green** light. You are reconnected to the call. The green light changes to a steady green light.

To retrieve a call that somebody else put on hold

1. Press the button next to the winking **Red** light. You are reconnected to the call. The **Red** light changes to a steady green light.

2.7 Transferring Calls

Transferring a call lets users "pass" a call from one extension to another. Users can transfer both outside and internal calls to another extension.

To transfer a call

1. While the call is active press the **TRANSFER** button. The call is put on hold and the green light next to the line or intercom button will wink.
2. When you hear the inside dial tone, dial the number to which the call is to be transferred. Then do one of the following:
   - To transfer the call without announcing it (an unsupervised transfer) hang up or press the transfer button again as soon as you hear the extension ringing. The transfer is complete. If the call is not answered it will be returned to your extension. When your extension rings, lift the handset to be reconnected to the caller.
   - To announce the call before completing the transfer (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or press the transfer button again to complete the transfer. If no one answers or the call is refused, press the button next to the winking green light to be reconnected to the caller.

2.8 Conferencing Calls

The Conference feature allows you to conference other parties (including yourself) into a call. The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunk in each conference.

To create a conference call

1. While active on a call, press the **CONF** or **CONFERENCE** button. The first party is now on hold.
2. When you hear the inside dial tone, dial the telephone number of the second party.
3. When the call is answered press the **CONF** or **CONFERENCE** button again to add the second party to the call.
4. You can now speak to the first and second parties. An alternating **Red**/**Green** Flash appears at any extension connected during a conference call.
5. Repeat step 2 to add more parties.

To use hold during a conference call

If you need to answer or make another call during a conference call you can use the Hold feature. When you put a conference call on hold, the other parties can still talk to each other.

1. Press the **HOLD** button.
2. The **Green** light next to the intercom or line button will wink to show that the call is on hold.
3. To re-join the conference call press the button next to the **Green** light. You will rejoin the conference. An alternating **Red**/**Green** Flash appears next to your intercom or line button to indicate that you are in a conference call.

2.9 Joining Calls

Joining is adding yourself to a call in progress, the same way you do on a home telephone by picking up an extension.

You cannot:	• Join an intercom call or a conference call at anther extension. • Join a call at any extension that has Privacy activated. • Put a joined call on hold.
You can:	• Tell when someone has joined a call of yours when the lights next to the line button change to alternately flashing **Red** and **Green**. • Program Privacy onto a system telephone button to allow or prevent others from joining your calls. • Join a call that is being answered by the voice messaging system. When you join the call, the voice messaging system disconnects automatically so you can speak to the caller. • Use Direct Line Pickup-Active Line to join a call on that line if a line is not assigned to your extension and access to that line is not restricted for that extension.

To join a call

A steady red light next to a line button indicates that a call is in progress on that line.

1. Press the line button next the the steady red light and lift the handset. Alternatively press **INTERCOM** and dial **68** followed by the two-digit line number.
2. The red and green lights alternately flash. You are now joined with the call.

Chapter 3.
Advanced Features

3. Advanced Features
3.1 Feature and Intercom Codes

Intercom Codes
The following features are accessed by pressing an idle intercom button. The two intercom buttons are the programmable buttons at the bottom.

Feature	Dial	Summary
Call Pickup	Intercom 6 <*Extension Number*>	Answer the longest waiting call ringing at an extension.
Group Pickup	Intercom 66 <*Pickup Group*>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Direct Line Pickup —Idle Line	Intercom 8 <*Line Number*>	Seize the specified line if it is idle and then make a call using that line.
Direct Line Pickup —Active Line	Intercom 68 <*Line Number*>	Answer or seize the call on the specified line.
Loudspeaker Paging	Intercom 70	Page the loudspeaker device attached to the system.
Simultaneous Paging	Intercom *70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling —Ring	Intercom 7 <*Calling Group*>	Call the available extensions in one of the calling groups (1 to 4).
Group Calling —Page	Intercom *7 <*Calling Group*>	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting —Ring	Intercom 77 <*Hunt Group*>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting —Voice Signal	Intercom *77 <*Hunt Group*>	Page the first available extension in one of the hunt groups (1 to 6).

Using Feature Codes

There are a wide range of features that can be used with your extension. They are accessed by pressing FEATURE and dialing the required feature code. Depending on the feature be used this is done either when the phone is idle or during a call.

- On ETR phones, the **FEATURE** button is used to start dialing a feature code.
- On 1400 Series phones, select **Feature** on the display to start dialing a feature code. During a call you may need to select **>>** first to display the Feature option.
- On analog phones, at dial tone dial # followed by the feature code. To do this during a call you need to press recall first to get to dial tone.

The table below lists some of the features. Note that some feature may have restrictions on which extensions and or types of phone can us the feature.

Feature	Dial	Summary
Do Not Disturb On/Off 30	FEATURE 01	Switch your do not disturb on/off.
Recall	FEATURE 03	Send a recall or hook switch flash signal during a call.
Save Number Redial	FEATURE 04	Save the number dialed during a call. Then redial that number when idle.
Last Number Redial	FEATURE 05	Redial the last dialed number.
Conference Drop	FEATURE 06	Drop the last added party from a conference.
Privacy On/Off	FEATURE 07	Turn privacy on/off during a call.
Call Forwarding 22	FEATURE 11 *<Extension Number>*	Forward your calls to another extension.
Remote Call Forwarding 22	FEATURE 11 *<Personal Speed Dial>*	Forward your calls to an external number by selecting one of your personal speed dials as the destination.
Cell Phone Connect 22	FEATURE 11 * *<Personal Speed Dial>*	Similar to remote call forwarding but with your calls ringing at both your extension and the external number.
Account Code Entry	FEATURE 12	Enter and exit account code entry mode during a call.
Voice Mailbox Transfer 31	FEATURE 14 *<Extension Number>*	Transfer your current call to an extension's mailbox.
VMS Cover On/Off 40	FEATURE 15	Turn your voicemail cover on/off.
Caller ID Name Display	FEATURE 16	Toggle the display between name and number information.
Caller ID Inspect	FEATURE 17	See the call details of a call on another line button without interrupting your own current call.
Call Coverage 23	FEATURE 20 *<Own Extension>* *<Covering Extension>*	Enable call coverage from your extension to another extension. To disable call coverage, enter your own extension number twice.
Lock/Unlock 26	FEATURE 21	Lock or unlock your extension.
Absent Text Message 21	FEATURE 28	Set/clear an absent text message.
Contact Closure 1	FEATURE 41	Operate the system's first contact closure switch.
Contact Closure 2	FEATURE 42	Operate the system's second contact closure switch.
System Release	FEATURE 59	Display the software version of the system.

3.2 Naming Your Extension

You can assign a name to your extension, up to 15 characters long. The name is then displayed on the phone and also on other extensions when you make or receive calls.

To change your extension name (ETR 18D/34D)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press **Intercom 1**.
4. Enter the extension name.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!”$%&’()+,-./		**2**	2abcABC		**3**	3defDEF
4	4ghiGHI		**5**	5jklJKL		**6**	6mnoMNO
7	7pqrsPQRS		**8**	8tuvTUV		**9**	9wxyzWXYZ
*****	*:;<=>?@[\]^_`		**0**	0 Space		**#**	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique.
- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.
- To remove the current name, press the **MIC/HFAI** key.

3.3 Absent Text Messages

The absent text message feature assists internal callers by displaying a message on their telephone. When another extension calls your extension, your active absent text message appears on the caller's display.

This feature is only supported on ETR 18D and ETR 34D telephones. It is not supported on ETR 6D telephones.

To set and clear an absent text message you need to assign the feature to a programmable button with lights. The button can then be used to activate, select and deactivate the message.

To create an absent message button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
3. Dial **FEATURE 28**.
4. The current setting of the button will now be set to **Absent Message**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To activate an absent text message

1. Press the absent text message button. The first absent text message is displayed.
2. Scroll through the default messages by pressing the button beneath the word **Next** until the required message is displayed.

• Back soon • Do not disturb • Out to lunch • Away from desk	• Please Call • At lunch until • Don't disturb until • With cust. until	• Back tomorrow • On Vacation • At home • Be right back	• On Holiday Until • Meeting until • With visitors until

3. Press the button beneath the word **Activ** to select the message shown on the display.
4. To add additional text or edit the existing text press **More** and then **Edit**.
5. To complete the process press the absent text message button again.

To deactivate the absent text message

1. Press the absent text message button. The green light flutters and the active absent text message is displayed. W/* in pos 1.
2. Press the button beneath the word **Dactiv**.
3. To complete the process press the absent text message button again.

3.4 Forwarding Calls

All external, internal and transferred calls directed to your extension can be diverted to a different internal extension number. You can enter the destination extension telephone number and select when calls are redirected using a programmed button.

Before you can automatically forward calls you need to assign the feature to a button with lights. The button can then be used to turn call forwarding on and off as required.

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your personal speed dials 27 as the forwarding destination.
- Some users may also be able to use cell phone connect, again consult your system administrator. With cell phone connect the call will ring at both your extension and at the remote call forwarding destination. This is sometimes called mobile twinning.
- DID calls can be forwarded.
- You receive a slow interrupted intercom dialling tone when call forwarding is active.

To create a call forwarding button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
3. Dial **FEATURE 11**.
4. At the **Call Coverage Orig:** prompt enter the extension number for which the button is being programmed.
5. At the **Call Coverage Dest:** prompt enter the destination number for the call coverage calls.
    - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
    - To forward using cell phone connect/mobile twinning, enter * followed by the personal speed dial (80 to 99) that contains the required external number.
6. The current setting of the button will now be set to **Call Forward O** <*covered extension*> **D** <*destination extension*>.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.5 Call Coverage

Call coverage is used to redirect all intercom, transferred, DID and outside calls on lines assigned to your, or to another extension. When call coverage is in use, covered calls are routed to the covering extension after a specified number of rings set by the system administrator.

- Intercom, transferred, DID, and outside calls on lines assigned ownership can be covered.
- Group calls, forwarded calls, transfer-return calls, voice-signaled calls, Voice Interrupt On Busy calls, and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions; however, an extension programmed for call coverage can have only one covering extension. Only one call coverage button can be programmed per extension.
- If you activate call coverage at your extension, you still can intercept an outside call rerouted by coverage by pressing the outside line button that has the call appearance.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the green light is on, your calls are being covered; when the green light is off, call coverage is not active.
- If call coverage and do not disturb are already on, covered calls are routed immediately to the covered extension without ringing the covered extension. Similarly, if Call Coverage is on and a call begins to ring, you can turn on Do Not Disturb 30 to send that call immediately for coverage.
- If an extension has Call Coverage and VMS Cover 40 active, calls ring at the covering extension.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. If the covering extension has Do Not Disturb 30 active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- If an extension has Call Coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of Call Coverage Rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings (if VMS cover is not active).
- If an extension has Call Coverage and Call Forwarding active, calls are routed to the Call Forwarding destination extension (Call Forwarding takes precedence).

To send calls for coverage manually

1. Press **FEATURE 20**.
2. Dial the extension number of the covering extension.

To remove call coverage manually

1. Press **FEATURE 20**.
2. Dial your extension number again.

To use a call coverage button

1. Press the programmed button. When on, if programmed on a button with a light, the button's green light will be on.

To create a call coverage button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 20**.
5. At the **Call Coverage Orig:** prompt enter the extension number for which the button is being programmed.
6. At the **Call Coverage Dest:** prompt enter the destination extension number for the call coverage calls.
7. The current setting of the button will now be set to **Call Coverage O** *<covered extension>* **D** *<destination extension>*.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.6 Auto Dialing

Auto dialing uses numbers stored under one of the phone's programmable buttons. Whenever a number need to be dialed, pressing the button will dial the stored number.

To use an auto dial button

1. At dial tone or whenever you want to dial a number, press the programmed auto dial button.
2. The stored number is dialed.

To create an auto dial button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. To create an auto dial button to store an extension number press **Intercom 1**. For a button to store any other type of number press **Intercom 2**.
5. Enter the number for calls made using the button. The number can include ***** and **#** and the following special characters: (Intercom 2 type only)

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

6. The current setting of the button will now be AD-I (auto dial intercom) or **AD-O** (auto dial other) followed by the stored number.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.
- To clear, press the **MIC/HFAI** key.

3.7 Locking Your Extension

You can use the lock feature to prevent unauthorized people from making outside calls from your extension while you are away from the extension.

To lock your extension

1. Press **FEATURE 21**.
2. Dial a four digit code using the 0 to 9 numbers .
3. Redial the four digit code.

To unlock your extension

1. Press **FEATURE 21**.
2. Dial the four digit code you used to lock the extension.

3.8 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dial numbers 600 to 699. Any user in the system can use a system speed dial by pressing **FEATURE** and dialing the three digit code of the system speed dial required.

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.

To use a system speed dial

1. At dial tone or whenever you want to dial a number, press **FEATURE** and dial the three digit system speed dial code between 600 and 699.
2. The stored number is dialed.

3.9 Personal Speed Dials

You can create up to 20 personal speed dial codes, 80 to 99, to store frequently dialed numbers. The numbers can be quickly dialed by pressing **FEATURE** and the two-digit code for that personal speed dial.

The personal speed dial numbers programmed for a particular extension can only be used at that extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal speed dials do not override any dialing restrictions that apply to an extension.

To use a personal speed dial

1. At dial tone or whenever you want to dial a number, press **FEATURE** and dial the two digit personal speed dial code between 80 and 99.
2. The stored number is dialed.

To edit personal speed dials (ETR 18D/34D)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press **Feature** and the speed dial number to be programmed which must be between 80 and 99.
4. The current setting of the speed dial entry is displayed.
5. Enter the external number. The number can be up to 28 characters in length. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

6. To remove the existing number press **MIC/HFAI**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.10 Account Codes

The Account Code Entry feature is used to enter an account code up to 6 digit for any outside call, incoming or outgoing. An account code is typically used to identify a department, project, or client for charge-back or tracking purposes. An account code can be either forced or optional. When an extension is set up with the forced account code feature, the user must enter an account code before they can dial outside calls

To create an account code entry button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
3. Dial **FEATURE 12**.
4. The current setting of the button will now be set to **Account Code Entry**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To enter an account code using an account code entry button

1. After lifting the handset or while already active on an outside call, press the programmed **Account Code Entry** button. If the button has lights, the green light turns on.
2. Enter an account code by dialing the account code using the telephone's dial pad. You can also use a system or person speed dial number programmed with the account code or press an Auto Dial button programmed with the account code.
3. Continue with the call.

To enter an account code without using a preprogrammed button

1. After lifting the handset (or while already active on an outside call), press **FEATURE** and dial **12**.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Continue with the call.

To create an account code entry button (ETR 18D/ETR 34D Phone)

4. At the phone press **Feature 00**.
5. **Program Extension:** is shown on the display.
6. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 12**.
5. The current setting of the button will now be set to **Account Code Entry**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.11 Parking Calls

Use this feature to place a call on a special type of hold where it can be retrieved from any extension in the system.

- You should park only one call at a time to ensure that you know which caller you are talking to when you retrieve the parked call.
- If you frequently park calls and you have a system telephone, program your extension number on an Auto Dial button, so you can park a call simply by pressing that button during the park process. See the section on Auto Dialing 25.

To park a call

1. While on a call, press **TRANSFER** and and dial your own two-digit extension number.
2. Hang up. If the call is not picked up within three minutes, it rings back at your extension.

To retrieve a parked call

1. Press an intercom button and **6** followed by the extension number of the extension that parked the call.

3.12 Call Pickup

You can use this feature to answer any intercom, outside, or transferred call ringing at another specified extension. This feature is useful for office colleagues who agree to answer each other's calls.

To create an call pickup button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **6** followed by the target extension number.
5. The current setting of the button will now be **Call Pickup** followed by the target extension number.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To use a call pickup button

1. Press the **Call Pickup** programmed button for the specified extension number. You are connected to the call that was ringing the specified extension.

3.13 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls or answer calls that are on your extension (for example, line appearance calls).

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with VMS Cover 40 turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with Call Coverage 23 turned on can activate Do Not Disturb to send all calls immediately to the covering extension.

- You receive a slow interrupted intercom dialling tone when Do Not Disturb is active.

To manually switch do not disturb on/off

1. Dial **FEATURE 01**.

To create a do not disturb button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **Feature 01**.
5. The current setting of the button will now be set to **Do Not Disturb**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.14 Voice Mailbox Transfer

You can transfer a caller to directly to an extension's voice mailbox for the caller to leave a message without first ringing the extension. This feature is useful when you know that the extension user is not present and has not set do not disturb.

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.

To transfer a caller to an extensions mailbox

1. During the call press FEATURE 14 or press a **Voice Mailbox Transfer** button if the extension has one programmed.
2. Dial the two digit extension number of the extension for which the caller wants to leave a message. The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.

To create a voice mailbox transfer button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 14**.
5. The current setting of the button will now be set to **Voice Mailbox Transfer**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

Chapter 4.
Using Voicemail

4. Using Voicemail

Each extension on the system has a voicemail mailbox by default. Except for special cases, for example the extensions connected to the fax machine and loudspeaker, the mailboxes are used when the extension has calls it does not answer within a set time (by default 15 seconds though this can be adjusted for each extension by the system administrator).

In addition to accessing your mailbox 35 and listening to your messages 36, you can perform a range of other actions:

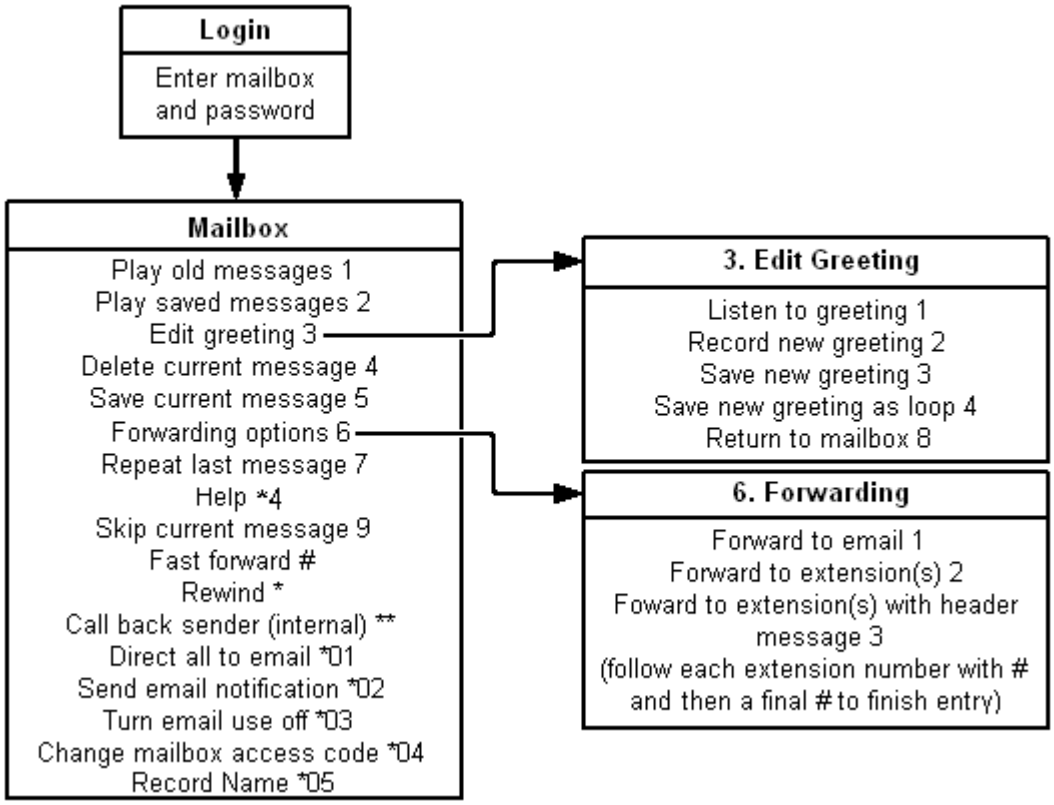
- **Record Your Name** 37
  Your can replace the extension number played to callers with a recording of your name.
- **Set an Access Code** 38
  You can set an access code that must be entered whenever you try to access your mailbox.
- **Record a Greeting** 39
  You can replace the default greeting asking a caller to you mailbox to leave a message with your own recorded greeting.
- **Switch Voicemail Cover On/Off** 40
  You can select whether voicemail should be used to cover calls ringing at your extension.
- **Forward a Message** 41
  You can forward a message to another extension or extensions. You can also add you own comments to the message.
- **Call a Message Sender** 41
  If the message includes the caller ID, you can initiate a call back to the message sender.
- **Voicemail Email** 42
  You can use email to receive notification of a new voicemail message.

4.1 Accessing Your Mailbox

Your system administrator can also configure other methods of access including access to your mailbox from other phones.

Accessing Your Mailbox

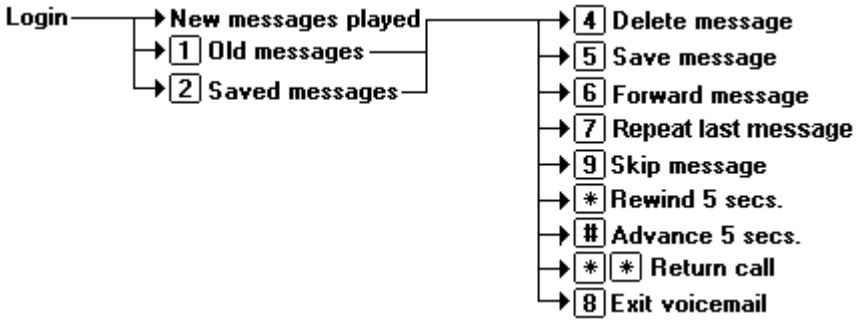
1. Press the **Intercom 1** or **Intercom 2** button and dial **777**.
2. If your mailbox has an access code 38 set, you will be prompted to enter it. Enter your access code.
3. You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.
4. You can use the controls indicated below to manage your mailbox and messages.



IMPORTANT
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** while listening to the message.

4.2 Listening to Your Messages

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours unless you mark the message as saved.



When you listen to any of your messages you have the following options:

- Press **4** to delete the message.
- Press **5** to save the message.
- Press **6** to forward the message. See Forwarding a Message 41.
- Press 7 to repeat the last message.
- Press **8** to exit voicemail.
- Press **9** to skip to the next message.
- Press ***** to rewind the message a few seconds.
- Press **#** to advance the message a few seconds.
- Press ****** to return the call. See Replying to Messages 41.

To listen to an old message

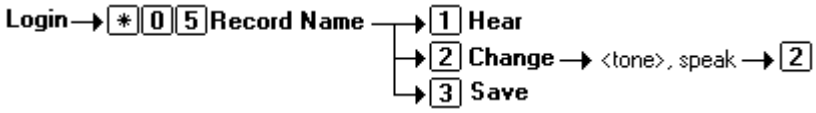
1. Login 35 to your mailbox.
2. Press **1** to listen to your old messages.

To save a message

1. Press **5** when listening to a new or old message.

4.3 Record Your Name

You can record your name if required. Your name recording is then used for various features such as telling callers which mailbox they have reached rather than just stating the extension number.



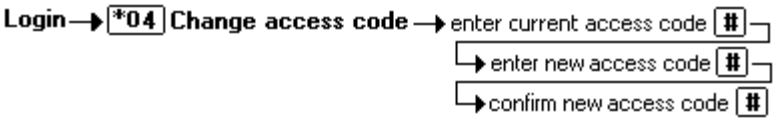
To record or change your greeting

1. Login to your mailbox.
2. Press ***05** to select the option to record your name.
3. Press **1** to hear your current name recording.
4. Press **2** to record your name. .
5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6. Press **2** when you have finished recording your name.
7. Press **1** to listen to your new name recording. After you have listened you can:
   - Press **3** to save the new recording.
   - Press **2** to record the new name again.

4.4 Changing Your Access Code

You can set an access code for your mailbox. If you set an access code, it will be requested whenever you access the mailbox to collect messages. When changing your access code:

- Enter at least four digits. If you enter less than four digits you will be prompted to enter a longer code.
- Do not set an obvious code, for example:
  - Do not match your extension number.
  - Do not use a sequence of digits, for example 1234.
  - Do not use the same repeated digit, for example 1111.
- If you forget your access code, your system administrator can clear it.



To change your access code

1. Login 36 to your mailbox.
2. Press ***04** to change your access code.
3. Enter your current access code and press **#**. If you have no current access code just press **#**.
4. Enter your new access code followed by **#**. The access code must be between 4 and 15 digits in length.
5. Re-enter your new access code followed by **#**.The access code will now be changed.
   - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

To remove your access code

1. Log in to your mailbox.
2. Press ***04** to change your access code.
3. Enter your current access code and press **#**.
4. When you are asked to enter your new access code, press **#**.
5. When you are asked to re-enter your access code, press **#**. Your access code will have been removed.

4.5 Changing Your Greeting

By default the system will play a general greeting to callers who are directed to your mailbox, stating your extension number, or name if you have recorded on, and askign them to leave a message after the tone. You can override the default greeting with your own personal greeting.



To listen to your greeting

1. Login 35 to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **1** to hear your greeting. If no greeting has been recorded your will hear *"The message has not yet been recorded"*. You need to record a message.

To record or change your greeting

1. Login 35 to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **2** to change your greeting.
4. When you are prompted speak your new greeting.
   - The greeting must be longer than 3 seconds.
   - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press **2** when you have finished recording your greeting.
6. Press **1** to listen to your new greeting. After you have listened to your greeting you can:
   - Press **3** to save the new greeting. Your new greeting will be used.
   - Press **2** to re-record the new greeting.
   - Press **4** to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting to a caller; the caller will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

4.6 Voicemail Coverage On/Off

You can chose to have calls to your extension be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMS Cover. The number of rings used for your extension is set by your system administrator.

- If an extension has Call Coverage 23 and VMS Cover active, a covered calls ring at the covered extension for the specified number of Call Coverage Rings. It will then start ringing the covering extensionIf the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has Do Not Disturb 30 active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate Do Not Disturb 30 to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use forwarding 41 to send messages to your mailbox.

To create a VMS cover button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 15**.
5. The current setting of the button will now be set to **VMS Cover**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then place it back in the cradle.

4.7 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you forward a message you can record your own comment to the start of the message.

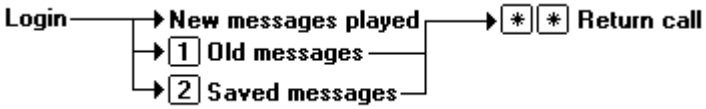


To forward a message

1. When you are listening to a message, press **6**.
   - To forward the message without adding a comment press **2**.
   - To forward the message after adding a comment at the start press **3**. Record your comment after the tone. Record your comment and press **#** to finish recording.
2. Enter the extension number to which you want to forward the message and press **#**.
   - If you want to send the message to more than one mailbox enter each mailbox extension number separated by a **#**.
3. Press **#** to finish addressing and forward the message.

4.8 Calling a Message Sender

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. For external callers, you can only reply if their caller ID was available when the message was left.



To reply to a voice message

1. While you listen to a message, press ******. If a caller ID was received when the message was left, a call will be placed to that number.

4.9 Voicemail Email

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

In order to use this feature your system administrator must configure your phone system to use email and enter your email address into the system configuration. If this has not been done your will hear *'Email is not enabled on this mailbox*' whenever you try to use an email option.



To switch on email notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. Login 35 to your mailbox.
2. Select the required type of email notification.
   - For a email alert press ***02**.
   - To have the message forwarded to your email, press ***01**.

To forward a message to email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press **6**.
2. Press **1**. The message is forwarded to your email address.

To switch off email notification

If you have chosen any of the email notification options, you can switch them off from your telephone.

1. Log into your mailbox.
2. Press ***03**. You hear a confirmation message to tell you that the option is now turned off.

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