



# **IP Office Basic Edition**

## **Analog Phone User Guide**

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# Chapter 1.

# Introduction



# 1. Introduction

This manual covers the use of analog phones on IP Office Basic Edition systems.

## 1.1 Feature Codes

The following feature codes can be dialed after pressing **#**. A double-tone is heard once the feature is set or cleared.

Feature	Code	Description
<a href="#">DND On</a> <sup>(20)</sup>	#01	This function allows you to switch do not disturb on or off. Whilst on, you will not receive any calls. Calls to you are redirected to call coverage extension if set or to voicemail if on. Hunt group calls rings the other available members of the hunt group. When enabled you will hear <a href="#">interrupted dial tone</a> <sup>(10)</sup> .
<a href="#">DND Off</a> <sup>(20)</sup>	#01	
<a href="#">Call Forward</a> <sup>(18)</sup>	#11<ext><dest>	This function allows you to redirect all your calls to another number. If the system administrator has configured you for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination. When enabled you will hear <a href="#">interrupted dial tone</a> <sup>(10)</sup> .
<a href="#">Call Forward Cancel</a> <sup>(18)</sup>	#11<ext><ext>	
<a href="#">Account Code Entry</a> <sup>(19)</sup>	#12<account>	This function allows you to enter an account code prior to making a call or during a call.
<a href="#">Call Coverage On</a> <sup>(18)</sup>	#20<ext><dest>	This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension.
<a href="#">Call Coverage Off</a> <sup>(18)</sup>	#20<ext>	
<a href="#">Station Lock</a> <sup>(19)</sup>	#21<pin><pin>	This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter and confirm a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
<a href="#">Station Unlock</a> <sup>(19)</sup>	#21<pin>	
<b>Contact Closure 1</b>	#41	This function allows you to operate the system's contact closure 1 or 2 connection. These are used to operate devices such as door entry systems. To use these codes you must be a member of the system's contact closure group.
<b>Contact Closure 2</b>	#42	
<a href="#">System Speed Dial</a> <sup>(13)</sup>	#600 to #699	Dial the selected system speed dial number.
<a href="#">Personal Speed Dial</a> <sup>(13)</sup>	#80 to #99	Dial the selected personal speed dial number.

### Key:

- **<ext>** - Your own extension number.
- **<dest>** - The destination number for a feature.
- **<code>** - A valid account code.
- **<pin>** - A 4-digit number.

## 1.2 Hook Flash/Recall/R

When on a call, you may want to put that call on [hold](#) <sup>(16)</sup> and reconnect to system dial tone so that you can dial the code to activate a special feature or make another call, for example to transfer or conference a call. This can be done by sending a hook flash signal to the telephone system.

The method by which this is done varies depending on the individual model of analog phone that you are using:

- Some analog phones will have a recall button (not to be confused with redial). The button may be marked **R**, **Recall**, **Flash** or **Hold**.
- On phones without a dedicated button, you can send a flash hook signal by briefly tapping the handset hook switch.

## 1.3 Dialing Codes

The following features can be used by dialing the appropriate number:

Feature	Dial	Summary
Call Pickup	6 <Extension Number>	Answer the longest waiting call ringing at an extension.
Group Pickup	66 <Pickup Group>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Idle Line Pickup	8 <Line Number>	Seize the specified line if it is idle and then make a call using that line.
Active Line Pickup	68 <Line Number>	Answer or seize the call on the specified line.
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 <Calling Group>	Call the available extensions in one of the calling groups (1 to 4).
Group Calling – Page	*7 <Calling Group>	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting – Ring	77 <Hunt Group>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Page	*77 <Hunt Group>	Page the first available extension in one of the hunt groups (1 to 6).
Voicemail	777	Access the voicemail mailbox of the extension from which you are dialing.
Voice	778	Access the voicemail mailbox of a different extension.

## 1.4 Ringing Patterns

Analog phones use the following ring patterns:

Call Type	Ring Pattern	
Normal Call	long ring...	<ul style="list-style-type: none"> <li>If you have a display telephone, the caller's extension number may be displayed. An associated name may also be shown.</li> </ul>
Recalling Call	short ring, short ring, short ring...	<ul style="list-style-type: none"> <li>A transferred call, or an unanswered transferred or parked call that is ringing back at your extension</li> </ul>

## 1.5 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.
- **Interrupted dial tone:** Also called broken or stutter dial tone. This heard when you are either [forwarded to another extension](#)<sup>[18]</sup> or have [do not disturb](#)<sup>[20]</sup> enabled.
- **Four Rapid Beeps:** This indicates that the phone is waiting for an external line.
- **Double Beep:** The feature you dialed was completed. For example switching do not disturb on or off.

# Chapter 2.

# Making Calls

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## 2. Making Calls

### 2.1 Making Internal Calls

#### To make an internal call:

1. Dial the extension number, group number or the code for the [feature](#) you wanted to access.
  - **To call an extension:**  
Dial the extension number. If you put a \* in front of the extension number, the system will attempt to make a [direct voice call](#).
  - **To call a group:**  
Dial one of the numbers in the table below. If you put a \* in front of the group number, the system will make a [page call](#).

Feature		Dial	Summary
Loudspeaker Paging		70	Page the loudspeaker device attached to the system.
Simultaneous Paging		*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Calling Group	Ring	7<Calling Group>	Call the available extensions in one of the calling groups, numbered 1 to 4. Calls to a calling ring ring simultaneously on all available group members until answered by one member.
	Page	*7<Calling Group>	Page the available extensions in one of the calling groups (1 to 4).
Hunt Group	Ring	77<Hunt Group>	Call one of the hunt groups, numbered 1 to 6. The available group members are rung one at a time in extension number order starting from after the last rung member.
	Page	*77<Hunt Group>	Page the first available extension in one of the hunt groups (1 to 6).

### 2.2 Making External Calls

#### To make an external call:

1. Dial the external dialing prefix configured on your telephone system. This is typically either 9 or 0. Your system administrator will confirm the number.
2. Dial the external telephone number.

## 2.3 Speed Dialing

There are a number of ways that you can dial a stored number for external calls.

### 2.3.1 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dials. These are numbered 600 to 699. Any user in the system can use a system speed dial.

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

#### To use a system speed dial:

1. Press # and dial the three digit system speed dial code between 600 and 699.
2. The stored number is dialed.

### 2.3.2 Personal Speed Dials

Users with phone based admin access to the telephone system can configure personal speed dials for other users. Each user can have up to 20 personal speed dials. These are numbered 80 to 99.

The personal speed dial numbers programmed for a particular extension can only be used at that extension. Personal speed dials do not override any dialing restrictions that apply to your extension.

#### To use a personal speed dial

1. Press # and dial the 2-digit personal speed dial code between 80 and 99.
2. The stored number is dialed.

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## 2.4 Making Page or Direct Calls

Some of the phones attached to the telephone system may be able to connect calls without the user having to lift the handset or press any buttons. This is called 'auto-answer'.

Whilst auto-answer is not supported by analog phones, you can still make calls to phones that support auto-answer:

- **Direct Voice Calls** <sup>[14]</sup>  
Make a call direct to another extension. If auto-answered, this creates an immediate two-way call between you and the other extension.
- **Page Calls** <sup>[14]</sup>  
Make a call to a group of extensions. Those extension that support auto-answer will hear your speech though you will not hear them.
- **Loudspeaker Page** <sup>[14]</sup>  
In addition to phone's that support auto-answer, an external loudspeaker system can be connected to the system.

### 2.4.1 Making a Direct Voice Call

Some types of phone supported by the telephone system are able to connect calls without the phone user having to lift the handset or press any keys, ie. auto-answer. Those extension can accept direct voice calls.

You can make direct voice calls to any extension by dialing \* in front of the extension number. If the phone called supports auto-answer, then if free, the call is automatically answered after the called users hears 3 beeps. If the phone called does not support auto-answer or is not free, the call is turned a normal waiting call.

Unlike a page call, the called user can also speak without having to take any further action if their phone has a handsfree microphone. Otherwise they need to pickup the handset to be heard.

#### To make a direct voice call:

1. Dial \* and then the extension number of the user.
  - If the user's phone is idle and supports auto answer, you can speak and be heard by them immediately. You can also hear them.
  - If you hearing ringing, then either the user called already has another call in progress or has a phone that does not support answer.

### 2.4.2 Making a Page Call

When you call a group, putting a \* in front of the group's extension number turns the call into a page call.

Whilst you cannot hear the users being paged, they can answer the page call if they want. That turns the page call into a normal call between just you and the answering user.

#### To make a page call

1. The method and type of page depends on the type of group called:
  - **Calling Group Page:** Dial \***7** and the group number 1 to 4.  
All available group members who have phones that support auto-answer, hear a single beep and can then hear you.
  - **Hunt Group Page:** Dial \***77** and the group number 1 to 6.  
The first-available extension who has auto-answer after the last rung member hears a single beep and can then hear you.

### 2.4.3 Paging the Loudspeaker

The telephone system can include a connection to a loudspeaker paging device.

#### To page the loudspeaker:

1. Dial **70**.

#### To page the loudspeaker and calling group 1 extensions:

1. Dial \***70**.

# Chapter 3.

# Call Handling

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## 3. Call Handling

### 3.1 Holding Calls

#### To put a call on hold:

1. During the call, press your phone's [recall button](#) (probably marked **R** or **RECALL**). You are connected to normal dial tone and can make another call if necessary.
  - If you have held a call, hanging up leaves the call on hold. However, after a short period, 15 seconds by default, the held call will re-ring your phone.
  - If you have two calls in progress, one connected and one on hold, hanging up will connect the two calls together (see [Transferring Calls](#)).
  - If you have two calls in progress, one connected and one on hold, pressing your phone's [recall button](#) will start a [conference](#) between all the calls.

### 3.2 Transferring Calls

Transferring a call lets you pass a call to another extension.

#### To transfer a call:

1. While on a call, press your phone's [recall button](#) (probably marked **R** or **RECALL**). The call is put on hold.
2. Make a call to the transfer destination. Then do one of the following:
  - **Unsupervised/Blind Transfer**  
To transfer the call without announcing it hang up. You can do this as soon as you hear ringing. The transfer is complete.
    - Note that calls transferred to another extension will return (recall) to you extension if they remain unanswered at the other extension.
  - **Supervised Transfer**  
To announce the call before completing the transfer, wait for the call to be answered. Press your phone's [recall button](#) again creates a conference between all the calls. You can then hang up to exit the conference.

### 3.3 Conferencing Calls

The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunks in each conference.

#### To create a conference call:

1. Make a call to the first party that you want in the conference.
2. Once connected, press your phone's [recall button](#) (probably marked **R** or **RECALL**). The call is put on hold.
3. Make a call to the second part that you want in the conference.
4. When answered, press your phone's [recall button](#) again. The held call and your current call are put into a conference.

### 3.4 Call Pickup

If you hear another phone ringing, there are a number of ways that you can answer the call if you know the user, group or line being called.

#### To pickup a call ringing elsewhere:

1. When you hear the other extension ringing:
  - **To pickup a call ringing at a particular extension:**  
Dial **6** followed by the extension number at which the call is ringing or parked.
  - **To pickup the longest waiting call in a pickup group:**  
Dial **66** followed by the pickup group number (1 to 4).
  - **To pickup the call ringing on a particular line:**  
Dial **68** followed by the two digit line number.

# Chapter 4.

## Other Features

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## 4. Other Features

### 4.1 Call Forwarding

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.

- Your system administrator can enable Remote Call Forwarding which allows forwarding of calls to an external number. When enabled, this allows you to enter a [personal speed dial](#) <sup>[13]</sup> (#80 to #99) as your forwarding destination.
- DID calls can be forwarded.
- You will hear [interrupted dial tone](#) <sup>[10]</sup> (also sometimes called broken or stutter dial tone) when you have call forwarding enabled.

#### To set forwarding:

1. Press **#11**.
2. Enter your own extension number.
3. Enter the extension number to which you want to forward calls.
  - If the system administrator has enabled external call forwarding for you, you can also enter a personal speed dial.

#### To cancel forwarding:

1. Press **#11**.
2. Enter your own extension number.
3. Enter your own extension number again as the destination.

### 4.2 Call Coverage

Call coverage is used to redirect all direct calls to you to another extension if unanswered.

- Intercom, transferred, DID and outside calls on lines assigned to you are 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 for multiple extensions. However, an extension can only cover to one extension.
- When in use, call coverage normally occurs after a specified time set for the system by your system administrator. If you also have [Do Not Disturb](#) <sup>[20]</sup> enabled, call coverage occurs immediately. If your covering extension has Do Not Disturb enabled, your calls go to your voicemail mailbox immediately instead.
- If you have voicemail on, your covered calls that are unanswered at your covering extension are redirected to your voicemail mailbox.
- 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 a short period.
- If an extension has call coverage and call forwarding enabled, calls are routed to the call forwarding destination.

#### To enable call coverage:

1. Press **#20**.
2. Dial your own extension number.
3. Dial the extension number of the covering extension.

#### To disable call coverage:

1. Press **#20**.
2. Dial your own extension number.

---

## 4.3 Locking Your Extension

You can use the lock feature to prevent other people from making external calls from your extension.

This feature uses a 4-digit PIN code which you set when you lock the phone. The same code is required to unlock the phone. If you forget your code that you set, a system phone user can unlock your extension remotely.

### To lock your extension:

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

## 4.4 Account Codes

The telephone system can associate account codes of up to 6 digit with for incoming and outgoing external calls. An account code is typically used to identify a department, project or client for charge-back or tracking purposes.

- All users can enter an account code to be associated with a call. This is called voluntary account code entry. In this case the account code entered is not validated against the list of account codes set in the telephone system.
- Some users can be required to always enter an account code when making external calls. This is called forced account code entry. In this case the account code entered is validated against the list of account codes set in the telephone system and the call only allowed if a matching code is found.

### To enter an account code

1. After starting an external call, for example by dialing the external dialing prefix, dial **#12**.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Continue with the call.

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## 4.5 Do Not Disturb

This function allows you to switch do not disturb on or off. Whilst on, you will not receive any calls. Calls to you are redirected to call coverage extension if set or to voicemail if on. Hunt group calls rings the other available members of the hunt group. When enabled you will hear [interrupted dial tone](#).

Use this feature to incoming calls for the extension from ringing. You can still use the extension to make calls.

- 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 need to you leave your desk. Calls to the hunt group will then skip your extension and instead ring the next available extension in the group.
- Hold return and transfer return calls are still able to recall to your extension. That is, any calls that you have left on hold for too long or have remained unanswered for too long after you transferred them.
- If you also have [Call Coverage](#) set, when you use **Do Not Disturb**, your calls are redirected to the covering extension.
- If you also have voicemail on, after call coverage (if set), your calls are sent to your voicemail mailbox.
- Whilst you have **Do Not Disturb** on, when you lift the handset to make a call you will hear interrupted dial tone (also sometimes called broken or stutter dial tone).

### To switch Do Not Disturb on/off:

1. Dial **#01**.
2. A double-tone indicates that the command has been accepted.

## 4.6 Using Voicemail

The telephone system includes embedded voicemail which provide every extension with a voicemail mailbox. 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).

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

- **Embedded Voicemail User Guides**

The embedded voicemail system can operate two different ways, each of which uses different key presses once you have logged in to a mailbox. The modes are called 'Intuity emulation' mode and 'IP Office' mode. Your system administrator will inform you which mode your system is using and provide the appropriate embedded voicemail user guide for that mode.

- **Automatic Deletion of Messages**

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.

### To accessing your mailbox:

1. Press an idle intercom or call appearance button and dial **777**.
  - To access your mailbox from another extension, dial **778** and enter your own extension number when asked which mailbox you want to access.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter your access code and press **#**.
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.

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