# Using 1408/1416 Phones on IP Office

Release 12.1
Issue 7
January 2025

© 2022-2025, Avaya LLC
All Rights Reserved.

**Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

**Documentation disclaimer**

“Documentation” means information published in varying media which may include product information, subscription or service descriptions, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End user agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End user.

**Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

**Warranty**

Avaya provides a limited warranty on Avaya hardware and software. Please refer to your agreement with Avaya to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010 under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if the product(s) was purchased from an authorized Avaya channel partner outside of the United States and Canada, the warranty is provided by said Avaya Channel Partner and not by Avaya.

“**Hosted Service**” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

**Hosted Service**

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

**Licenses**

The Global Software License Terms (“Software License Terms”) are available on the following website https://www.avaya.com/en/legal-license-terms/ or any successor site as designated by Avaya. These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation. By installing, downloading or using the Software, or authorizing others to do so, the end user agrees that the Software License Terms create a binding contract between them and Avaya. In case the end user is accepting these Software License Terms on behalf of a company or other legal entity, the end user represents that it has the authority to bind such entity to these Software License Terms.

**Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

**Virtualization**

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

**Third Party Components**

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

**Service Provider**

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

**Compliance with Laws**

You acknowledge and agree that it is Your responsibility to comply with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

**Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

**Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, please contact your Avaya Sales Representative.

**Security Vulnerabilities**

Information about Avaya’s security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

**Trademarks**

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya LLC.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

**Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: https://support.avaya.com, or such successor site as designated by Avaya.

**Contact Avaya Support**

See the Avaya Support website: https://support.avaya.com for Product or Cloud Service notices and articles, or to report a problem with your Avaya Product or Cloud Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: https://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

# Contents


**Part 1: Your Phone** ..... 11
- **Chapter 1: Phone Overview** ..... 12
  - Important Safety Information ..... 12
  - 1408 Telephone ..... 12
  - 1416 Telephone ..... 14
  - Button Modules ..... 16
  - The Phone Stand ..... 17
- **Chapter 2: Phone Keys and Display** ..... 19
  - Phone Keys ..... 19
  - Call Soft Keys ..... 21
  - Programmable Feature Buttons ..... 22
- **Chapter 3: Status Display** ..... 23
  - Call Icons ..... 23
  - Status Letters ..... 24
- **Chapter 4: Appearance Buttons** ..... 25
  - Call Appearance Buttons ..... 26
  - Bridged Appearance Buttons ..... 26
  - Call Coverage Buttons ..... 27
  - Line Appearance Buttons ..... 27

**Part 2: Making and Answering Calls** ..... 29
- **Chapter 5: Making Calls** ..... 30
  - Making a Call ..... 30
  - Making Additional Calls ..... 31
  - Calling from Your Contacts ..... 31
  - Calling from the Call Log ..... 32
  - Redialling a Previous Number ..... 33
    - Redialling in List Mode ..... 33
    - Redialling in Last Number Mode ..... 33
  - Making a Page Call ..... 34
  - Busy Indication ..... 34
  - En-Bloc Dialing ..... 35
    - Dialing a Number in En-Bloc Mode ..... 35
    - Enabling/Disabling En-Bloc Dialing ..... 35
  - Withholding Your Number ..... 36
  - Adjusting the Call Volume ..... 36
  - Muting a Call ..... 37
  - Ending Calls ..... 37
- **Chapter 6: Answering Calls** ..... 38

Caller Display..... 38
Answering a New Call..... 39
Answering Another Call..... 40
Diverting a Call to Voicemail..... 41
Silence (Ignore) an Alerting Call..... 41
Dropping an Incoming Call..... 41
Page Calls..... 42
Displaying Other Calls..... 42
Using Call Pickup..... 43
Call Pickup Short Codes..... 43
**Chapter 7: Redialling**..... 45
Redialling in List Mode..... 45
Redialling in Last Number Mode..... 46
Selecting Your Redial Mode..... 46
**Chapter 8: Transferring Calls**..... 47
Transferring a Call to Voicemail..... 48
Transferring a Held Call..... 48
Transferring a Call to Your Mobile..... 49
**Chapter 9: Holding Calls**..... 50
Holding Conference Calls..... 51
Holding a Call..... 51
Taking a Call Off Hold..... 51
Switching Between Calls..... 52
Transferring a Held Call..... 52
**Chapter 10: Parking Calls**..... 54
Parking Short Codes..... 54
Parking Calls *(Features Menu)*..... 55
Unparking Calls Using the Status Menu..... 55
Park & Page..... 56
**Chapter 11: Conferencing**..... 58
Starting a Conference..... 58
Turning a Normal Call Into a Conference..... 59
Adding Another Party Using Hold..... 59
Adding Another Party Without Using Hold..... 60
Viewing Conference Details..... 60
Dropping/Muting Parties..... 61
Holding a Conference Call..... 61
Exiting a Conference..... 61
Context Sensitive Conferencing..... 62
Conference Short Codes..... 63
**Part 3: Redirecting Your Calls**..... 65
Call Redirection Options..... 65

**Chapter 12: Forwarding Calls** ... 67
Forward Unconditional *(Status Menu)* ... 68
Forward Unconditional *(Features Menu)* ... 69
Forward on Busy/No Answer *(Features Menu)* ... 69
Forward on No Answer *(Status Menu)* ... 70
Forward on Busy *(Status Menu)* ... 71
Call Forwarding Short Codes ... 72
**Chapter 13: Do Not Disturb** ... 73
DND On/Off *(Features Menu)* ... 73
DND Off *(Status Menu)* ... 74
Do Not Disturb Exceptions ... 74
Do Not Disturb Short Codes ... 75
**Chapter 14: Follow Me** ... 76
Follow Me To *(Features Menu)* ... 76
Follow Me *(Status Menu)* ... 77
Follow Me Here *(Features Menu)* ... 77
Follow Me Here *(Status Menu)* ... 78
Follow Me Short Codes ... 78
**Chapter 15: Twinning** ... 80
Switching Mobile Twinning On ... 81
Changing Your Twinning Number ... 81
Transferring a Call to Your Mobile ... 82
Reclaiming a Twinned Call ... 82
Switching Mobile Twinning Off ... 82
**Part 4: Contacts and Call Log** ... 84
**Chapter 16: Contacts** ... 85
How the Directory Search Works ... 86
Managing External Contacts ... 89
Viewing Contacts ... 89
Making a Call from the Directory ... 90
Using the Directory for Other Functions ... 91
Adding a New Contact ... 91
Adding a Contact from Your Call Log ... 92
Editing a Contact ... 93
Deleting a Contact ... 94
**Chapter 17: Using the Call Log** ... 95
Missed Calls ... 95
Missed Group Calls ... 96
Accessing Your Call Log ... 96
Making a Call from Your Call Log ... 97
Viewing Call Details ... 97
Deleting a Call from Your Call Log ... 98

Deleting the Whole Call Log..... 99
Adding a Call Log Call to Your Contacts..... 99
**Part 5: Voicemail**..... 101
**Chapter 18: Voicemail**..... 102
Message Waiting Indication..... 102
Accessing the Visual Voice Menus..... 103
Checking Messages Using Visual Voice..... 103
Leaving a Message..... 104
Using Voicemail Email..... 105
Recording Your Mailbox Greeting..... 105
Record Your Name..... 106
Changing Your Voicemail Code..... 107
Switching Voicemail On/Off..... 107
Transferring a Call to Voicemail..... 108
Sending an Incoming Call to Your Mailbox..... 108
Voicemail Short Codes..... 108
Other Mailbox Guides..... 109
**Part 6: Other Features**..... 110
**Chapter 19: Account Codes**..... 111
Forced Account Codes..... 111
Manual Account Code Entry..... 112
**Chapter 20: Headset Operation**..... 113
Using a Headset..... 113
Headset Caller Volume..... 114
Automatic Gain Control..... 114
Default Handsfree Audio Path..... 114
**Chapter 21: Handsfree Speaker Operation**..... 116
Using Handsfree..... 116
Speaker Volume..... 117
Default Audio Path..... 117
Automatic Gain Control..... 118
**Chapter 22: Logging In/Out**..... 119
Logging In..... 120
Logging In on Another User's Phone..... 120
Logging In on a "Not Logged In" Phone..... 121
Logging In on an Unregistered Phone..... 121
Logging Out..... 121
Changing Your Security PIN..... 122
Locking Your Phone..... 123
Unlocking Your Phone..... 123
Auto Lock..... 124
Login Short Codes..... 124

**Chapter 23: Groups** ..... 126
Group Membership ..... 126
Switching Your Group Membership On/Off (Status Menu) ..... 127
Switching Your Group Membership On/Off *(Features Menu)* ..... 127
Group Service Status and Fallback ..... 128
Changing a Group's Service Status *(Features Menu)* ..... 128
Changing a Group's Service Status (Status Menu) ..... 129
Changing a Group's Fallback Destination ..... 130
Short Codes ..... 130
**Part 7: Phone Configuration** ..... 132
**Chapter 24: Ringer Controls** ..... 133
Disabling the Ringer ..... 133
Switching Audible Alerting On/Off ..... 133
Switching Visual Alerting On/Off ..... 134
Coverage Ring ..... 134
Ringer Volume ..... 135
Internal Auto-Answer ..... 135
**Chapter 25: Display Controls** ..... 137
Display Brightness ..... 137
Display Contrast ..... 138
Last Call Duration Display ..... 138
Call Timer Display ..... 138
Display Language ..... 139
Auto Display Waiting Call ..... 139
Show Phone Screen ..... 140
Inactivity Timer (Auto-Return) ..... 140
**Chapter 26: Volume and Sound** ..... 142
Button Clicks ..... 142
Error Tones ..... 143
Ringer Volume ..... 143
Handset Volume ..... 143
Headset Volume ..... 144
Speaker Volume ..... 144
Automatic Gain Control ..... 144
Default Handsfree Audio Path ..... 145
**Chapter 27: Programmable Feature Buttons** ..... 146
Editing Your Programmable Buttons ..... 146
Programmable Button Features ..... 147
Abbreviated Dial Button ..... 148
Absence Text Button ..... 148
Account Code Button ..... 148
Auto Answer Button ..... 148

Call Forward All Button ... 148
Call Park Button ... 149
Call Park to Other Button ... 149
Call Pickup Button ... 149
Call Pickup Any Button ... 150
Conf Meet Me Button ... 150
Drop Button ... 150
Flash Hook Button ... 150
Group Button ... 150
Page Button ... 150
Park and Page Button ... 151
Ringer Off Button ... 151
Self-Administer Button ... 151
Send All Calls Button ... 151
Suppress Digits Button ... 151
Twinning Button ... 152
User Button ... 152
**Part 8: Miscellaneous** ... 153
**Chapter 28: Short Codes** ... 154
**Chapter 29: System Administration** ... 157
Checking the System Information ... 157
Checking the Time Server Status ... 158
Setting the Date ... 158
Setting the Time ... 159
Setting the Time Offset ... 160
Restarting the System ... 160
Managing the Memory Cards ... 161
Reporting System Alarms ... 163
**Chapter 30: The Status Menu** ... 164
Do Not Disturb ... 164
Follow Me To ... 165
Follow Me Here ... 165
Forward on Busy ... 165
Forward on No Answer ... 166
Forward Unconditional ... 167
Forwarded Here ... 167
Group Membership ... 168
Group Status ... 168
Switch Mobile Twinning Off ... 169
Parked Calls ... 169
System Alarms ... 170
**Chapter 31: Menus** ... 171

Status Menu ..... 171
Features Menu ..... 171
Menu Access Control ..... 171
**Chapter 32: Entering Text Characters** ..... 173
Entering Characters for a Directory Search ..... 173
Entering Additional and Accented Characters ..... 173
Entering Characters for Other Functions ..... 174
**Part 9: Further Help** ..... 175
**Chapter 33: Additional Help and Documentation** ..... 176
Forgotten Password ..... 176
Getting Help ..... 176
Additional Documentation ..... 177

# Part 1: Your Phone

# Chapter 1: Phone Overview

This guide covers using 1408 and 1416 telephones on an Avaya IP Office telephone system.

These phones are supported on a number of Avaya telephone systems and support different features depending on the telephone system. This guide covers only the features supported on an IP Office telephone system.

If this is not the correct guide that you need, see Additional Documentation on page 177.

**Related links**

Important Safety Information on page 12
1408 Telephone on page 12
1416 Telephone on page 14
Button Modules on page 16
The Phone Stand on page 17

## Important Safety Information

**Warning:**

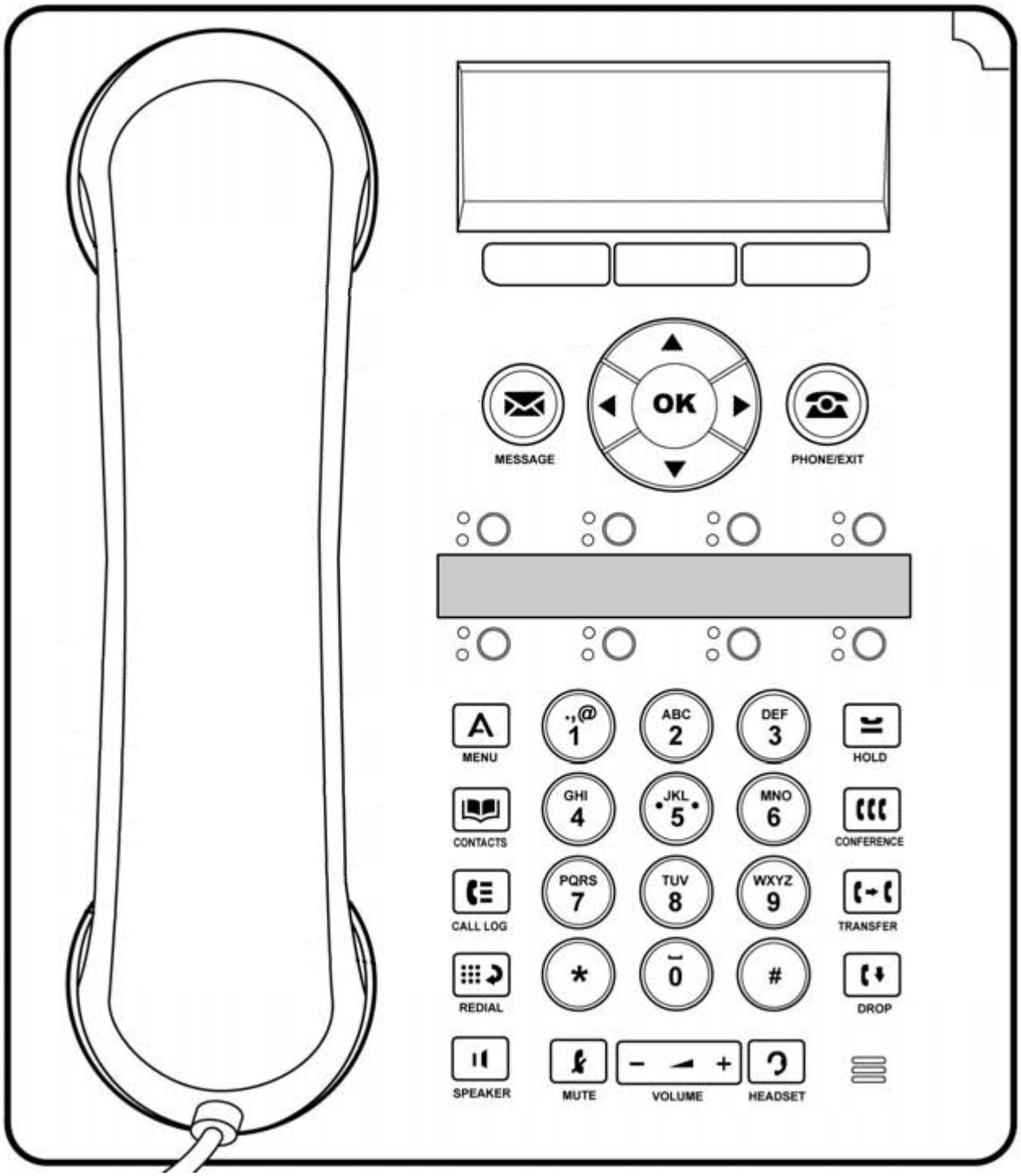
- This handset may pick up small metal objects such as metal pins or staples.
- During a power surge, EFT (Electronically Fast Transients), or ESD (Electrostatic Discharge), calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- The phone should not be connected directly to the outdoor telecommunication network.

**Related links**

Phone Overview on page 12

## 1408 Telephone

The diagram below shows the main features of a 1408 phone.




- This phone has 8 programmable buttons.
  - By default the first 3 buttons are used as call appearance buttons for calls you make and receive. Your system administrator can configure additional appearance buttons. See Appearance Buttons on page 25.

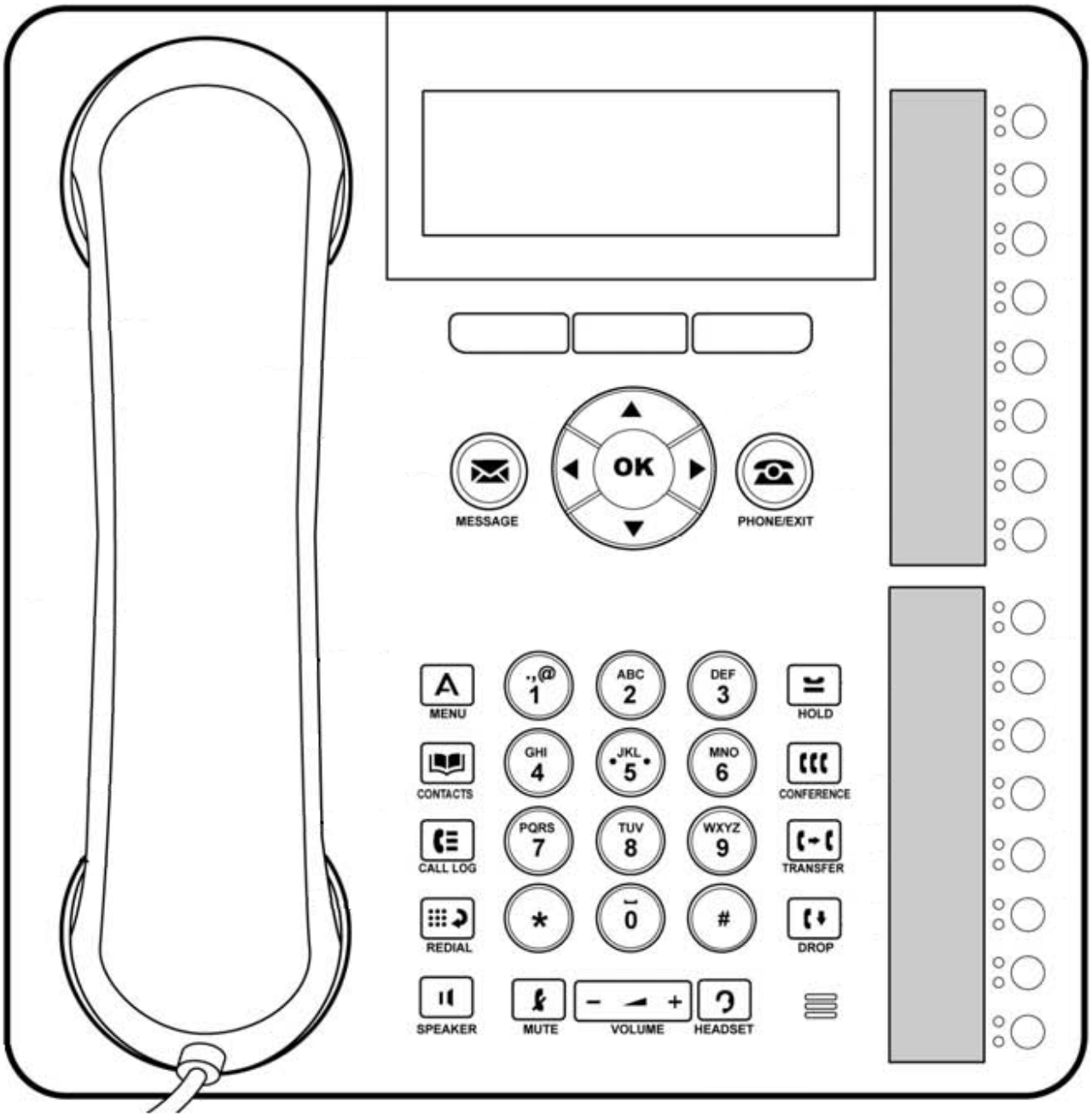
  - Any button not configured as appearance buttons can be configured for a range of telephone system features. These are called feature buttons. Your system administrator can do this or, for a limited number of functions, you can do this using the phones self-administration menu. See Programmable Feature Buttons on page 146.
- The phone includes a headset socket for connection of phone headsets.
- The phone includes a handsfree speaker and microphone for operation as a handsfree speakerphone. The speaker is located under the handset. The microphone is located at the bottom right of the keypad.
- The phone includes an integral stand that can be flipped to either of two positions without needing any tools. When used in the upright position, a plastic peg in the earpiece rest area for the handset can be reversed if a more secure grip on the handset when not in use is required.

**Related links**

Phone Overview on page 12

# 1416 Telephone

The diagram below shows the main features of a 1416 phone.




- This phone has 8 programmable buttons.
  - By default the first 3 buttons are used as call appearance buttons for calls you make and receive. Your system administrator can configure additional appearance buttons. See Appearance Buttons on page 25.
  - Any button not configured as appearance buttons can be configured for a range of telephone system features. These are called feature buttons. Your system administrator

can do this or, for a limited number of functions, you can do this using the phones self-administration menu. See Programmable Feature Buttons on page 146.

- Additional buttons can be added using up to 3 button modules. See Button Modules on page 16.

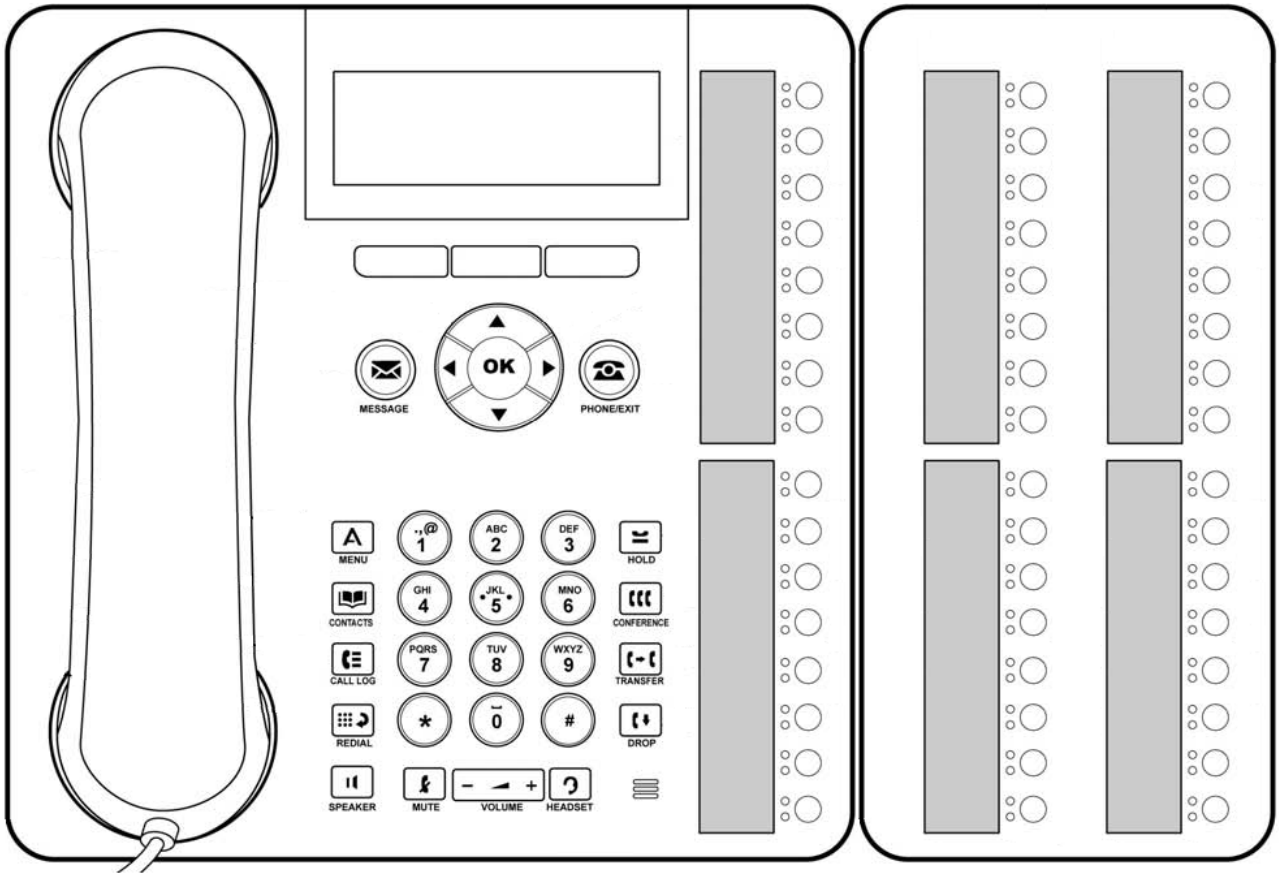
- The phone includes a headset socket for connection of phone headsets.
- The phone includes a handsfree speaker and microphone for operation as a handsfree speakerphone. The speaker is located under the handset. The microphone is located at the bottom right of the keypad.
- The phone includes an integral stand that can be flipped to either of two positions without needing any tools. When used in the upright position, a plastic peg in the earpiece rest area for the handset can be reversed if a more secure grip on the handset when not in use is required.

**Related links**

Phone Overview on page 12

# Button Modules

1416 phones can support addition units called button modules. For the 1416, this is the DBM32 button module.



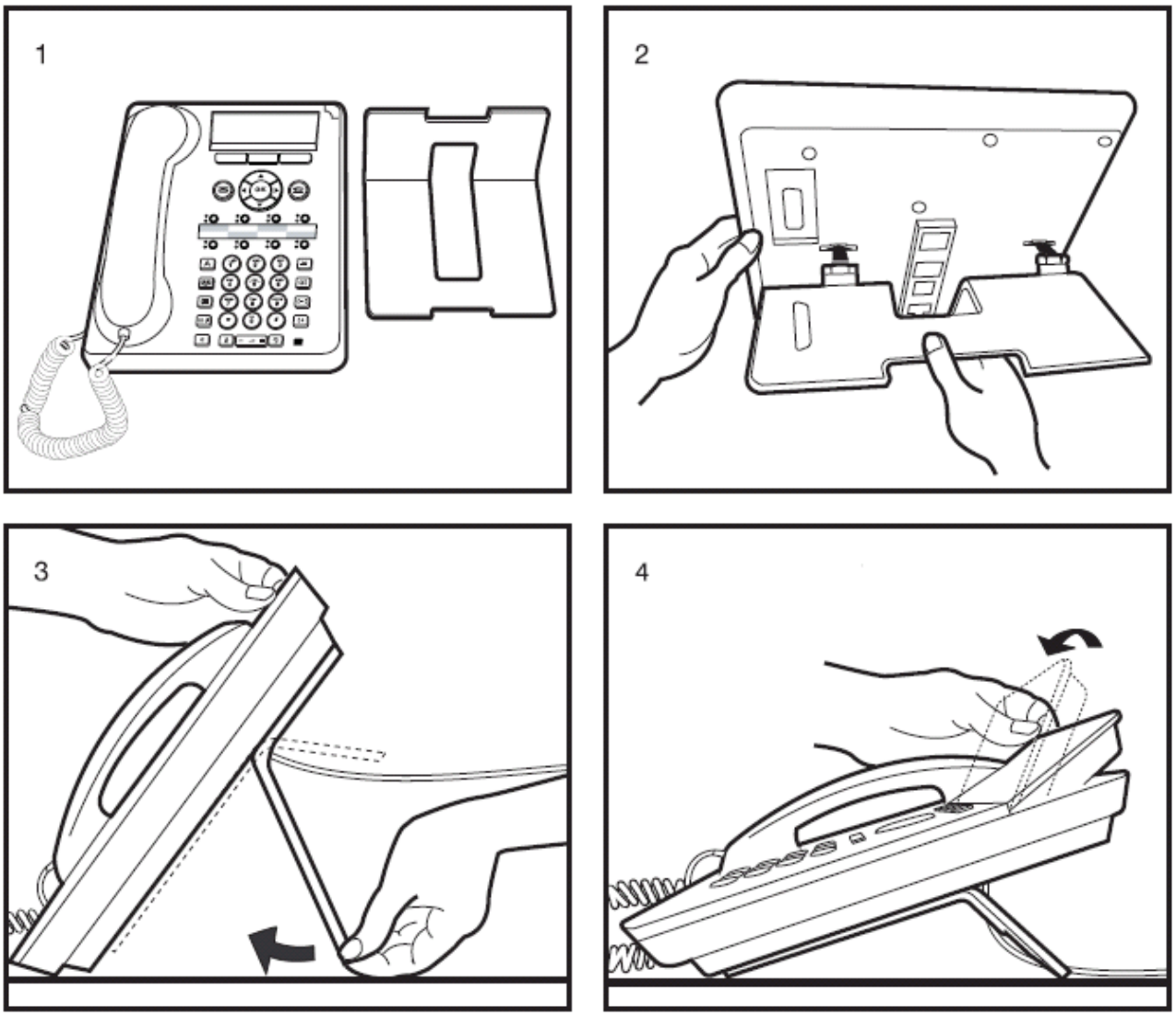

- Each button module provides the phone with an additional 32 buttons which can be used as appearance buttons and or feature buttons.
- Up to 3 button modules can be attached to the phone. However, the number of button modules supported by the telephone system may be limited by the total number of button modules attached to other phones on the telephone system.
- Do not connect or disconnect a button module yourself. Your system administrator will arrange this if necessary. Failure to connect and restart the equipment in the correct order may cause the phone to not function correctly.
- When used with buttons modules, the telephone needs a separate power supply unit.
- The DBM32 button modules used for 1416 phones are not interchangeable with the BM32 button modules used for 1616 phones and vice versa.

**Related links**

Phone Overview on page 12

# The Phone Stand

The phones all include a stand that clips to the base of the phone. The stand allows the phone to be used in either of two different angles.




- When changing the position of the stand, be sure to check that the stand has locked into the chosen position.
- When used in the upright position, a plastic peg in the earpiece rest area for the handset can be reversed to more securely anchor the handset when not in use.
- On the 1416 phones, the angle of the phone display can also be adjusted as shown.

**Related links**

Phone Overview on page 12

# Chapter 2: Phone Keys and Display

This section gives an overview of the keys and controls you will find on your phone.

**Related links**


Phone Keys on page 19
Call Soft Keys on page 21
Programmable Feature Buttons on page 22


## Phone Keys

The following keys may be found on the phone (the keys can vary depending on the particular model of phone):

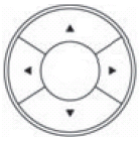
| Key | Description |
|---|---|
| **Appearance** or **Feature** | These keys have two roles:<br>• **Appearance Buttons** – These buttons are used to make and receive calls. Each button represents a separate call. For example, the currently connected call to which you are talking, a held call and a new incoming call that is waiting to be answered. See Appearance Buttons on page 25.<br>• **Feature Buttons** – Any other keys can be used for programmable feature buttons. The label next to the button indicates its function. You can reprogram some buttons, see Programmable Feature Buttons on page 146. |
| **Soft Keys** | The keys below the display have variable functions. When the key is active, its function is indicated by the text label that appears above it. See Call Soft Keys on page 21. |
| **Cursor Keys**  | This dial acts as a set of cursor key:<br>• You can use the up and down cursor keys to scroll through lists.<br>• You can also use the left and right cursor keys to enter and exit different levels of the menu. Menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) after its name or a > symbol.<br>• When changing settings, the left and right cursor keys can sometimes be used to scroll through possible settings. |

*Table continues…*

| Key | Description |
|---|---|
| **OK Button** | This button, in the center of the cursor keys has multiple functions:<br>• When the phone is idle, it can acts the same as going off-hook to dial.<br>• When on a call or in a menu, pressing it matches the function offered by the left-most soft key below the screen. |
| **MESSAGE** | This key is used to access your voicemail system. By default this uses a series of menus on your phone's display. See Voicemail on page 102. |
| **PHONE** | This key is used to exit any menu you are in and return to the phone's normal button display. During a call it can also be used to toggle the options displayed on the appearance menu. |
| **MAIN MENU**  | This key is used to access a menu for phone settings and information. These are settings stored by the phone itself rather than the telephone system. |
| **CONTACTS** | This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access. See Contacts on page 85. |
| **CALL LOG** | This key displays a record of your most recent calls (answered, missed, and outgoing). The button is illuminated when you have new missed calls. See Using the Call Log on page 95. |
| **VOLUME** – + | Press **+** plus or **–** minus ends of the key to adjust the volume. When the phone is idle, the button adjusts the ringer volume. When on a call, the button adjusts the caller volume on the handset, headset or speaker depending on which is being used at the time. |
| **HEADSET** | This key is used to answer and end calls using a headset connected to the phone's headset socket. The button is lit when you are connected to a call using the headset. |
| **MUTE** | This key can be used to mute your speech to the currently connected call. The button is lit while mute is active. |
| **SPEAKER** | This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree. |
| **REDIAL** | If there are outgoing numbers in your call log, display the list of those numbers. |
| **HOLD** | Put your currently connected call on hold. |
| **CONFERENCE** | Put your current call on hold and present dial tone for you to dial the number you want to add to a conference with the held caller. |
| **TRANSFER** | Put your current call on hold and present dial tone for you to dial the number to which you want to transfer the call. |

*Table continues…*

| Key | Description |
|---|---|
| **DROP** | If you are connected to the call, this option ends the call. If the call is a personal call alerting, this option sends the call to your forward on busy number if set or else to your voicemail if enabled. If it is a hunt group call that is alerting, this option sends the call to the next member of the group. |

**Related links**

Phone Keys and Display on page 19

# Call Soft Keys

The functions performed by the buttons just below the display change dynamically. Each buttons current function is shown by the label above it on the display.

- The soft keys relate to the currently highlighted appearance button.
- You can use the up and down cursor keys to change which appearance button is currently highlighted without interrupting the connected call. This allows you to access the soft key options for calls other than the connected call.

The following are some of the common soft key options. Note that some soft key options are only be available if enabled by your system administrator.

| Label | Function |
|---|---|
| **Account** | Enter an account code to associate with the call. |
| **Answer** | Answer a page call, turning it into a normal call. |
| **CallBack** | Set an automatic callback on the user that you have called but who has not answered. When they next end a call, the telephone system will call you and when answered, will automatically make a call to the user. |
| **Connect** | Take a call off hold. |
| **Dir** | Access the directory in order to select a number by name rather than dialing it. The type of names available in the directory is adjusted to match those suitable for use by the feature. |
| **Ignore** | Silence the ringer for the current alerting call. The call will continue alerting until either answered, it goes to voicemail, or the caller abandons the call. |
| **Pickup** | Answer the call that is held or alerting another user. |
| **ToVM** | Send an alerting call to your voicemail. |

**Related links**

Phone Keys and Display on page 19

# Programmable Feature Buttons

Those programmable buttons not assigned as appearance buttons by your administrator can be used for a range of other features. Those other features can be programmed by you or by your system administrator.

- Your administrator can restrict which buttons you can change.
- This guide covers only those features that assignable through the phone menus. Your administrator has access to a larger range of button functions.
- The use of the button lamps depends on the feature assigned to the button.
- Buttons programmed with a feature not supported by the phone, display **Invalid**.

For more details, see Programmable Feature Buttons on page 146.

**Related links**

Phone Keys and Display on page 19

# Chapter 3: Status Display

The top lines of the phone display shows information about you and your phone. For example:

- The top line shows the date and time plus various status icons.
- The next line shows information about the call/feature on the currently selected (outlined in white) button or your own extension/name if the button idle/unprogrammed. It can also display various status letter on the right-hand side.

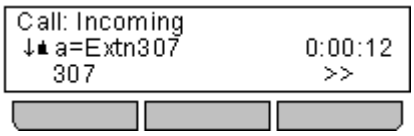
**Related links**

Call Icons on page 23
Status Letters on page 24

## Call Icons

These icons are shown to indicate the status of the call on the currently displayed appearance button:

1. Use the up and down arrow keys to scroll through details of the current call on each appearance button.




2. If there is currently a call on the appearance button, an icon will be displayed indicating the status of the call.

| Icon | Description |
|---|---|
| **Alerting** | The call is alerting your phone. |
| **Connected** | The call is the currently connected call to which you are talking. |
| **On Hold** | The call is on hold. |
| **Held Elsewhere** | The call has been put on hold by someone else who answered the call using an appearance button on their phone. |
| **Conference** | The call is a conference call. |

3. A >> double-arrow at the bottom left indicates that there are soft key options available that could be applied to the call. To access these, press the >> double-arrow soft key and select the required function.

**Related links**

Status Display on page 23

# Status Letters

The top lines of the display can include the following status letters. These letter may appear as a group of letters, for example **OG** or **NG**.

| Letter | Description |
|---|---|
| **B** | ***Barred***<br>The system administrator has prohibited you from making external calls. You can only make internal calls. |
| **G** | ***In Group***<br>You have been configured as a member of a hunt group and your membership of the group is enabled. This means you may receive calls targeted to the hunt group. See Group Membership on page 126. |
| **O** | ***Out of Service***<br>A group of which you are a member is in night service mode. Calls to the group are diverted to its fallback if set or otherwise to voicemail if available. See .Group Service Status and Fallback on page 128 |
| **S** | ***System Alarm***<br>If you are configured as a system administrator, this indicates a system alarm. See Reporting System Alarms on page 163. |
| **T** | ***Twinned***<br>Your phone is internally twinned with another extension. Calls to you alert on both phones and can be answered at either. See Twinning Button on page 152. |
| **!** | ***Cannot Retrieve Settings***<br>This indicates that the phone was not able to retrieve all your user settings. If this happens, it may limit some telephone functions. Contact your system administrator. |

**Related links**

Status Display on page 23

# Chapter 4: Appearance Buttons

Appearance buttons are used to represent calls made and received by you and other users on the telephone system. They are configured by your system administrator.

Normally, your first three buttons are call appearance buttons, but your administrator can configure additional appearance buttons for you if required.

Those buttons not programmed as appearance buttons can be programmed as feature buttons. See Programmable Feature Buttons on page 146.

There are several different types of appearance button:

- **Call Appearance Buttons** – These buttons are used to make and answer general calls.
- **Bridged Appearance Buttons** – This type of button mirrors another user's call appearance buttons and allows you to make and answer calls for a colleague.
- **Call Coverage Buttons** – Be alerted when a colleague has unanswered calls and answer those calls.
- **Line Appearance Buttons** – Make and answer external calls on a particular telephone line.

Which appearance button is currently selected and gets used when you go off-hook, for example by lifting the handset, is controlled by two system settings which are normally on by default. Those settings are:

- **Idle Line Preference** – Idle line preference automatically selects the first available call appearance or line appearance button as your currently selected button when you do not have a call connected. This means it will be the appearance button used when you go off hook. If this was not the case, you would need to select an appearance button before going off hook to make a call.
- **Ringing Line Preference** – If not connected to a call, when you receive an incoming call, ringing line preference automatically makes the alerting appearance button your selected appearance button. This means that you can answer the call by simply lifting the handset or pressing the **Headset** or **Speaker** button. Without ringing line preference, to answer the call on the alerting appearance button you must first press that appearance button to select it.

**Related links**

Call Appearance Buttons on page 26
Bridged Appearance Buttons on page 26
Call Coverage Buttons on page 27
Line Appearance Buttons on page 27

# Call Appearance Buttons

Call appearance buttons are used to display calls to and from your phone. By having several call appearance buttons, you are able to answer and make several calls, switch between calls, and perform other actions.

When all your call appearance buttons are in use, any further calls to your number follow your 'forward on busy' setting, if set. Otherwise, calls go to voicemail (if available).

By default **a=**, **b=** and so on is displayed. This can be replaced by another label if required.

When the user is not connected to a call, the button indicated as selected is the button that will be used if the user goes off hook without pressing an appearance button. When a user is connected to a call, that call is the selected button.

| Red | Green | Name | Description |
|---|---|---|---|
| Off | Off | Idle | The call appearance is not in use and is not currently selected. |
| On | Off | Idle+Selected | As above but this is the current selected button that will be used if you go off hook. |
| Off | Flash | Alerting | Alerting for an incoming call, accompanied by ringing. If already on a call, only a single ring is given. |
| On | Flash | Alerting+Selected | As above but this is the current selected button that answered if you go off hook.. |
| On | On | In Use Here | You have a currently connected call or are dialing. |
| Off | On | In Use Elsewhere | The call appearance button is in use on a bridged appearance. |
| Off | Fast Flash | On Hold Here | You have put a call on hold. |
| Fast Flash | Fast Flash | On Hold Pending Transfer | |
| Off | Intermittent Flash | On Hold Elsewhere | A call on a bridged appearance button matched to the call appearance has been put on hold. |
| Off | Broken Flash | Invalid | The button is not programmed for any function. |

**Related links**

Appearance Buttons on page 25

# Bridged Appearance Buttons

A bridged appearance button shows the state of one of another user's call appearance buttons. It can be used to answer or join calls on that other user's call appearance button.

It can also be used to make a call that the call appearance user can then join or retrieve from hold.

- When the user's call appearance button alerts, your matching bridged appearance button also alerts. The bridged appearance button can be used to answer the call on the call appearance button user's behalf.
- When the call appearance button user answers or makes a call using that call appearance, your matching bridged appearance button shows the status of that call, for example connected, on hold, etc. The bridged appearance button can be used to retrieve the call if on hold or to join the call if active.
- Bridged appearance buttons are not supported between users on different systems in a network.

**Related links**

Appearance Buttons on page 25

# Call Coverage Buttons

Each call coverage button is associated with another user on your telephone system. The button allows you to be alerted when that user has an unanswered call still ringing.

You can view the details of the call and answer it if required.

The settings of the user being covered control how long it rings at their phone before it also starts alerting on your call coverage button for that user.

Call coverage appearance buttons are not supported between users on different systems in a network.

**Related links**

Appearance Buttons on page 25

# Line Appearance Buttons

Line appearance buttons allow you to make and receive calls on a specific telephone line connected to your telephone system. The button also allows you to see when the line is in use by other users.

For incoming calls, the telephone system still determines the destination for the call. That may be a user or group. However, if you have a line appearance button for the line, you will see that there is a call alerting and can answer it if required.

- **Private Lines** – Special behavior is applied to calls when you are the system's default destination for a line for which you have a line appearance button. In that case, incoming calls on that line will alert only on the Line Appearance button and not on any other buttons. These calls will also not follow any forwarding.

**Related links**

Appearance Buttons on page 25

# Part 2: Making and Answering Calls

# Chapter 5: Making Calls

The phone provides a number of ways to make calls.

At its simplest, just dial the number required. When answered, continue handsfree or lift the handset if required.

**Related links**


Making a Call on page 30
Making Additional Calls on page 31
Calling from Your Contacts on page 31
Calling from the Call Log on page 32
Redialling a Previous Number on page 33
Making a Page Call on page 34
Busy Indication on page 34
En-Bloc Dialing on page 35
Withholding Your Number on page 36
Adjusting the Call Volume on page 36
Muting a Call on page 37
Ending Calls on page 37


## Making a Call

If you are not already on a call, then you can just dial the number. You can do this without lifting the handset.

### Procedure

With no connected call, start dialing:

- The first available appearance button is automatically selected for the call.
- If you started dialing without lifting the handset, the call uses either the phone's speaker or headset depending on the phone's default handsfree audio setting. To switch to the handset, just lift the handset.
- If you started dialing by lifting the handset, you will hear dial tone. If you have do not disturb or forward all calls enabled, the continuous dial tone is replaced with broken or interrupted dial tone (dial tone with pauses) as a reminder that your phone is set to not receive calls.

- If the number you dial matches a user or group on the telephone system, the directory name is shown and the call starts altering them. Otherwise, as soon as there are enough digits, the phone is connected to an external telephone line.
- If the call is to an internal user, and they do not answer, you can set a callback by pressing **CallBack** and then ending the call by pressing **Drop**. When a callback is set, the next time that user uses their phone or when they end their current call, the system will call you and when you answer, automatically make another call to the user.

**Related links**

Making Calls on page 30

# Making Additional Calls

If you are already on a call, you can still make and answer other calls.

### Procedure

1. Either:
   - Simply press any idle call appearance key. For example, **b=**.
   - Press **Hold**.
2. The existing call is automatically put on hold, shown by a fast flashing green lamp.
3. Make the additional call as normal.
4. Once the additional call is connected:
   - You can press the appearance buttons to switch between calls.
   - Press **Conference** to conference the calls together.

**Related links**

Making Calls on page 30

# Calling from Your Contacts

You can use any directory contact to make a call.

- You can also use the directory to select a contact anytime the **Dir** soft key is displayed in the function's menus. In that case, the system automatically only shows the types of contacts supported for the function.

### Procedure

1. Access the contacts directory:
   a. Press the **CONTACTS** key. The directory menu is displayed.

b. Use the left and right cursor keys to select the type of directory entries shown.
   - **All** - All directory entries.
   - **Personal** - Your own personal directory entries.
   - **External** - Directory entries stored by the telephone system for all users to use.
   - **Users** - The names and numbers of other users on the telephone system.
   - **Groups** - The names and numbers of hunt groups on the telephone system.

a. Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to display only matching entries as follows:
   - Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press.
   - For example, dialing **527** matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus any other letter combinations from those 3 key presses. See How the Directory Search Works on page 86.
   - To remove all the characters entered so far, press **Clear**.

b. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.

2. When the required entry is shown, press **Call**.

**Related links**

Making Calls on page 30

# Calling from the Call Log

You can use your call log to make calls.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. Press **Call** to call the number displayed in the call record. This option is not available if the caller withheld their number.

**Related links**

Making Calls on page 30

# Redialling a Previous Number

The **Redial** key is used to make a call to a previously used number.

Redial can work in one of two ways, set by your choice of redial mode see Selecting Your Redial Mode on page 46.

**Related links**

Making Calls on page 30
Redialling in List Mode on page 33
Redialling in Last Number Mode on page 33

# Redialling in List Mode

This redial method is used when your phone's redial mode is set to **Open Call Log**. See Selecting Your Redial Mode on page 46.

### Procedure

1. Access the redial list:
    a. Press **Redial**. The list of outgoing calls is displayed.
    b. Use the up and down cursor keys to scroll through the 10 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

**Related links**

Redialling a Previous Number on page 33
Redialling on page 45

# Redialling in Last Number Mode

This redial method is used when your phone's redial mode is set to **Last Dialled**. See Selecting Your Redial Mode on page 46.

### Procedure

1. Press **Redial**.
2. The number for the most recent outgoing call in your personal call log is redialed.
3. Continue in the same way as for a normal dialed call.

**Related links**

Redialling a Previous Number on page 33
Redialling on page 45

# Making a Page Call

In order to make page calls you must have access to a paging short code provided by the system administrator or a **Page** feature button.

You can use the self-administration function to assign one of your phone's feature buttons as a **Page** button. See Programmable Feature Buttons on page 146.

- If the short code or the paging button have been pre-configured with an extension number, the user or group at that number is paged if available.
- If the short code of paging button does not have a pre-configured extension number, it allows extension number entry when used.

### Procedure

1. Press the paging button.
2. Dial the number of the user or group you want to page.
3. When the dialing is completed, the page call is made.

**Related links**

Making Calls on page 30

# Busy Indication

By default, when making internal calls, the telephone system does not provide any indication if the internal user you call is available, already on a call or set to do not disturb. Instead the call either just rings or goes to voicemail.

However, there are various methods by which you can get some indication of their status:

- If you need status indication for a user without needing to make a call, you can add a 'user ' button to your phone. See Programmable Feature Buttons on page 146
- Other users can configure an absence message. If they have done that, the message is displayed on your phone when you call them. To set your own absence message, you can user a programmable set to the **Absence Text**button. See Programmable Feature Buttons on page 146.
- Your system administrator can enable busy indication for selected users or for the whole system. When enabled, calling those users displays **Do Not Disturb** or **On Another Call** on your phone if the call is not diverted to voicemail.

**Related links**

Making Calls on page 30

# En-Bloc Dialing

Through the phone's menus you can select whether you want to use traditional or en-bloc dialing when making calls. Your chosen setting is then applied whenever you use a phone that supports en-bloc dialing.

- En-bloc dialing allows you to compose and edit the number to dial on your phone's display before it is sent to the phone system to be dialed.
- With traditional dialing, when you start dialing a number on your phone, the phone immediately connects to the telephone system and starts passing the digits you dial to the phone system. You cannot correct the digits you have already dialed except by ending the call and starting over.

**Related links**

Making Calls on page 30
Dialing a Number in En-Bloc Mode on page 35
Enabling/Disabling En-Bloc Dialing on page 35

# Dialing a Number in En-Bloc Mode

**Procedure**

1. With no connected call, start dialing. Do not lift the handset or select the headset, speaker or an appearance button before dialing:
   - You can use the left cursor key or the **Bksp** key to delete the previous digit dialed.
   - Press **Clear** to erase the whole number dialed so far.
2. When you have completed the number, you can select how you want to make the call:
   - Lift the handset to make a call using the handset.
   - Press the **Call** soft key or **OK** button to start the call using the phone's default handsfree audio path (speaker or headset). You can also press one of your idle call appearance buttons to make the call using that appearance.
   - Press the **HEADSET** button to start the call on a headset connected to your phone.
   - Press the **SPEAKER** button to start the call on your phone's handsfree speaker.

**Related links**

En-Bloc Dialing on page 35

# Enabling/Disabling En-Bloc Dialing

You can enable or disable your en-bloc dialing setting through the phone's **Features** menu.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the **PHONE** key and then press **Features**.

2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Enbloc Dial**.
4. Change the setting as required.
5. Press **Save**.

**Related links**

En-Bloc Dialing on page 35

# Withholding Your Number

You can select to withhold your number on external calls.

- Your IP Office system administrator controls whether you can access this menu.

**Note:**

- Use of this option depends on the external line provider. In some cases, attempting to use this feature can causes calls to fail. If this occurs, the feature should be switched off.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Withhold Number**.
4. Change the setting as required.
5. Press **Save**.

**Related links**

Making Calls on page 30

# Adjusting the Call Volume

Whilst talking, you can adjust the volume of the incoming call. The volume is adjusted separately for whichever device is in use (handset, headset or speaker).

### Procedure

1. With the call connected, use the **+** plus and **–** minus keys to adjust the volume.
2. The display returns to normal after a few seconds.

**Related links**

Making Calls on page 30

# Muting a Call

Muting a call stops the caller from hearing you, however you can still hear them.

- Calls remain muted even if you switch between calls.
- The phone's mute control and indication, and those in an application such as Avaya one-X Portal controlling your calls, are separate. Use one or the other to mute calls. Using both will cause confusion.

### Procedure

1. To activate mute, press the **MUTE** key. The button is lit whilst the call is muted.
2. To switch mute off, press the **MUTE** key again.

**Related links**

Making Calls on page 30

# Ending Calls

### Procedure

There are multiple methods that can be used to a call. Either:

- To end the call currently highlighted on the display, press **Drop**.
- To end the call connected on the phone's handset, replacing the handset ends the call.
- To end the call connected on the phone's speaker, press the **SPEAKER** key.
- To end the call connected on the phone's headset, press the **HEADSET** key.

**Related links**

Making Calls on page 30

# Chapter 6: Answering Calls

Your phone lets you handle multiple calls at the same time. Whilst you can only have one call connected (talking) at any moment, you can have other calls waiting to be answered and further calls on hold.

Each call appears on one of the phone's appearance buttons, see Appearance Buttons on page 25. The system doesn't treat you as busy to further calls until all your available call appearance buttons are in use.

**Related links**

Caller Display on page 38
Answering a New Call on page 39
Answering Another Call on page 40
Diverting a Call to Voicemail on page 41
Silence (Ignore) an Alerting Call on page 41
Dropping an Incoming Call on page 41
Page Calls on page 42
Displaying Other Calls on page 42
Using Call Pickup on page 43
Call Pickup Short Codes on page 43

## Caller Display

For incoming calls, in addition to the audible ring and ringer light, the phone displays information about the caller.

### Name Matching

Where possible, the IP Office system displays a name rather than a caller's number.

- For internal callers, all users and groups have names in the IP Office system configuration.
- For external callers, it tries to match the caller's number to names in the systems directory. It can also match the number to a name in your personal directory. A personal directory match overrides any system directory match.

### Caller Display Text

In the table below, Caller represents the name or number of the caller.

| Call Type | Phone Display |
|---|---|
| **Direct Call**<br>A call that has been routed directly to you. | *Caller*<br>For example: *0123456789* or *Example*. |
| **Forwarded Call**<br>A call that has been forwarded from another user's to you. | *Caller*>*Original Target*<br>For example: *0123456789>Extn201* or *Example>Extn201*. |
| **Group Call**<br>A call to a group of which you are a member. | *Caller*>*Group Name*<br>For example: *0123456789>Main* or *Example>Main*. |
| **Transferred Call**<br>A call to another user which they are now transferring to you. | *Caller*[Transferer]<br>For example: *0123456789[Extn201]* or *Example[Extn201]*. |
| **Returning Call**<br>A call that you answered and then left parked or on hold for too long. | <*Caller*<br>For example: <*0123456789* or <*Example*. |

**Related links**

Answering Calls on page 38

# Answering a New Call

A slow flashing red lamp on an appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing.

- **Note:** This guide assumes that auto hold is enabled (the default). The system administrator can disable auto hold for the system, in which case calls are automatically disconnected rather than held.

## Procedure

1. If you are not already on a call, you can answer the alerting call in the following ways:
   - To answer the call using the handset, lift the handset.
   - To answer the call handsfree, press the **SPEAKER** key.
   - To answer the call on a headset, press the **HEADSET** key.
   - Just pressing the alerting appearance key answers the call either on the speaker or headset depending on the phone's default audio path setting. See Default Handsfree Audio Path on page 145.
2. Once you have answered the call, you can switch between different talk modes:
   - To switch to using the handset, lift the handset.

- To switch to handsfree, press the **SPEAKER** key. If you were using the handset you, can now safely replace it.
- To switch to headset mode, press the **HEADSET** key. If you were using the handset, you can now safely replace it.
- If you have answered the call on the speaker or headset, pressing the **SPEAKER** or **HEADSET** key again before you select another mode ends the call.
- Just pressing the call appearance key or any other appearance button puts the current call on hold.

**Related links**

Answering Calls on page 38

# Answering Another Call

Your phone lets you handle multiple calls at the same time. Whilst you can only have one call connected (talking) at any time, you can have other calls on hold.

A slow flashing red lamp on an appearance button indicates an alerting call. For additional calls, there is no ringing or just a single alert tone.

If you are already on a call, answering a new call automatically put that existing call on hold unless your first press **Drop**.

- **Note:** This guide assumes that auto hold is enabled (the default). The system administrator can disable auto hold for the system, in which case calls are automatically disconnected rather than put on hold.

**Procedure**

1. To answer the waiting call, press the appearance key indicating the new call. The new call is answered and your existing call is automatically put on hold.
2. You can switch between calls by pressing the appearance button of the call to which you want to speak.
3. The soft key functions shown relate to the call which is currently highlighted. Normally that is the call just answered or represented by the last appearance key pressed, but using the cursor keys below the display you can change which call is highlighted whilst still remaining connected to your current call.

**Related links**

Answering Calls on page 38

# Diverting a Call to Voicemail

You can transfer a call targeted at you directly to your voicemail mailbox.

### Procedure

1. If the call is not the currently highlighted call on the display, use the up and down cursor keys to highlight it.
2. Press the **ToVM** soft key. The call is redirected to your mailbox.

**Related links**

Answering Calls on page 38

# Silence (Ignore) an Alerting Call

You can silence the ringer of a currently alerting call.

### Procedure

1. If the call is not the currently highlighted call on the display, use the up and down cursor keys to highlight it.
2. Press the **Ignore** soft key. The call continues alerting but with no audible ring.

**Related links**

Answering Calls on page 38

# Dropping an Incoming Call

You can attempt to drop an incoming call rather than answering it. Doing this has different effects depending on the call type and other options:

- If the call is a hunt group call, dropping the incoming call causes it to be presented to the next agent in the group or follow other hunt group settings (which can include presenting the call to you again).
- If the call is a direct call to you, dropping it causes it to:
  - Go to your forward on no answer destination if set and enabled. See Forwarding Calls on page 67.
  - Else, the call goes to your voicemail if available.
  - Else, the call continues to ring (drop has no effect).
- If the call is returning from being held or parked for too long, you cannot drop it.

### Procedure

1. If the call is not the currently highlighted call on the display, use the up and down cursor keys to highlight it.
2. Press the **Drop** key.

**Related links**

Answering Calls on page 38

# Page Calls

Your phone can be paged if you have no other connected call in progress and your phone is currently idle. You can hear the caller but they cannot hear you.

The page is heard through the phone's speaker following a single beep. A page call is also indicated in the display by the word **Page**.

- To answer the page call, press the **Answer** key. The call is turned into a normal call. You can continue handsfree or pickup the handset.
- To ignore the page call, press the **Drop** key.

**Related links**

Answering Calls on page 38

# Displaying Other Calls

The phone can handle multiple calls at the same time. Whilst you can only have one connected call at any time, you can have other calls on hold, parked and further incoming calls alerting. The status of each call (except parked calls) is indicated by a separate call appearance button for each call.

Changing the currently displayed call before starting a conference affects which calls are conferenced. See Context Sensitive Conferencing on page 62.

### Procedure

Use the up and down cursor keys to select which call appearance is highlighted. This can be done without affecting any currently connected or held calls.

- The currently highlighted button is shown by a white border around the button label.
- The soft keys at the bottom of the display automatically change to reflect actions that can be performed on the call, if any, associated with the currently highlighted button.

**Related links**

Answering Calls on page 38

# Using Call Pickup

Pickup is used to answer a call ringing elsewhere on the phone system.

**Note:**

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Pickup**.
   - To answer any ringing call, press the **Any** soft key.
   - To answer a call ringing against a particular target, dial the extension number. Alternatively, press the **Dir** soft key to select the extension from the directory.
3. The menu then depends on the type of number entered:
   - **User Number**
     - To answer a call ringing against the user, press the **Pickup** soft key.
     - To return to entering a number, press the **Clear** key.
   - **Hunt Group Number**
     - To answer a call ringing against the members of the group, press the **Members** soft key. The call does not have to be a call to the hunt group.
     - To answer a call ringing for the hunt group, press the **Group** soft key.
     - To return to entering a number, press the **Clear** key.

### Related links

Answering Calls on page 38

# Call Pickup Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Call Pickup

| Feature | Dial | Description |
|---|---|---|
| **Pickup Any Call** | ***30** | Answer a call ringing on the telephone system. |
| **Pickup a Group Call** | ***31** | Answer a call ringing a group of which you are a member. You can use this even if your group membership is currently set to disabled. |
| **Pickup a Users Call** | ***32*N#** | Pickup a call ringing a user's extension number (***N***). |
| **Pickup a Group Members Call** | ***53*N#** | Pickup a call ringing the members of a group (***N***). This does not necessarily have to be a group call. |

**Related links**

Answering Calls on page 38

# Chapter 7: Redialling

The phone's redial operation works in one of the following modes:

- **Open Call Log** – In this mode, pressing **Redial** displays a list of your most recent outgoing calls. You can select the call that you want to redial from the list.
- **Last Dialled** – In this mode, pressing **Redial** immediately repeats your most recent outgoing call.

In either case, the redial function uses the outgoing call records in your personal call log. If you delete the records in your call log (see Deleting the Whole Call Log on page 99), redial will not work until new outgoing call records exist.

**Related links**

Redialling in List Mode on page 33
Redialling in Last Number Mode on page 33
Selecting Your Redial Mode on page 46

## Redialling in List Mode

This redial method is used when your phone's redial mode is set to **Open Call Log**. See Selecting Your Redial Mode on page 46.

### Procedure

1. Access the redial list:
   a. Press **Redial**. The list of outgoing calls is displayed.
   b. Use the up and down cursor keys to scroll through the 10 most recent outgoing calls.
2. Press **Call** to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

**Related links**

Redialling a Previous Number on page 33
Redialling on page 45

# Redialling in Last Number Mode

This redial method is used when your phone's redial mode is set to **Last Dialled**. See Selecting Your Redial Mode on page 46.

### Procedure

1. Press **Redial**.
2. The number for the most recent outgoing call in your personal call log is redialed.
3. Continue in the same way as for a normal dialed call.

**Related links**

Redialling a Previous Number on page 33
Redialling on page 45

# Selecting Your Redial Mode

You can select whether your phone uses the redial list or last call redial mode.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Redial Action**.
4. The current mode is displayed:
   - **Open Call Log** – In this mode, pressing **Redial** displays a list of your most recent outgoing calls. You can select the call that you want to redial from the list.
   - **Last Dialled** – In this mode, pressing **Redial** immediately repeats your most recent outgoing call.
5. To change the mode, press **Change**.
6. When the desired mode is displayed, press **Save**.

**Related links**

Redialling on page 45

# Chapter 8: Transferring Calls

You are able to transfer calls even if all your current call appearance buttons are in use.

- **Calls and Button Status Indication:**

  The status indication for a call on hold pending transfer differs from that used for standard held calls:

  - Both the green and red lamps fast flash (flutter) when the button represents a call on hold pending transfer.
  - The call status information shown when a call on hold pending transfer is highlight is prefixed with **On-Hold-Xfer** rather than **On-Hold**.

- **Switching Between Calls:**

  Switching from a connected call to an existing call on hold pending transfer puts the connected call on hold pending transfer.

### Procedure

1. Press **Transfer**. The current call is automatically put on hold pending transfer.
2. Dial the number for the transfer.
   - You can also press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.
   - By default, the IP Office will not let you to forward or transfer calls to external numbers unless enabled by your system administrator.
3. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.
4. To complete the transfer, press **Complete** . You can do this while the call is still ringing.
   - Transferring a call while it is still ringing is called an unsupervised transfer.
   - Transferring a call after ringing finishes is called a supervised transfer.

**Related links**

Transferring a Call to Voicemail on page 48
Transferring a Held Call on page 48
Transferring a Call to Your Mobile on page 49

# Transferring a Call to Voicemail

When set to visual voice mode, the **MESSAGE** key can be used to transfer your current call to the voicemail mailbox of another user or group.

### Procedure

1. With the call connected, press the **MESSAGE** key. You are still connected to the call and can continue talking.
2. Dial the extension number of the user or group to which you want to transfer the call.
3. When the number matches a user or group, their name is displayed.
   - To transfer the call to the user or group's mailbox, press **Select**. The caller hears a few seconds of ringing and then the mailbox greeting.
   - To cancel the transfer, press **Cancel**.

**Related links**

Transferring Calls on page 47

# Transferring a Held Call

There are various call transfer scenarios to consider:

- **Note:** It is also possible to transfer a held call by starting a conference and then dropping yourself from that conference. However, if you are the only internal user in the conference, depending on your telephone system's configuration, dropping yourself might end the conference.

### Procedure

1. **Transfer to a Held Call:** If you have multiple calls on hold and you want to transfer a connected call to one of the held calls:
   a. Press **Transfer** and use the up and down cursor keys to highlight the desired call appearance.
   b. When you are satisfied, press **Complete** to transfer the call while the other held call(s) remain on hold.
2. **Transfer to a New Call:** If you have calls on hold but you want to connect your current call with a new destination:
   - Press **Transfer**, enter the destination manually using the numerical keypad and press **Complete**.
   - Alternatively, press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.

3. **Consult the Caller Before Transferring:** If you have a destination call connected but you wish to refer back to the originating call before completing the transfer:
    a. Do NOT press **Complete** to transfer the destination call as in scenario #2.
    b. Select the originating call ('on hold pending transfer') by pressing its call appearance button. This places the destination call 'on hold pending transfer' so that you can notify the originating caller.
    c. With the originating call connected, you can now press **Complete** to connect the two calls.
    d. Held calls that are not pending transfer are not affected. Moreover, it is not possible to have more than one call 'on hold pending transfer'.

**Related links**

Transferring Calls on page 47
Holding Calls on page 50

# Transferring a Call to Your Mobile

If you have been configured as a mobile twinning user, you can transfer a call to your mobile device using the **Features** menu.

### Procedure

1. Press the **Features** soft key if shown.
    - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Transfer to Mobile**.

**Related links**

Transferring Calls on page 47

# Chapter 9: Holding Calls

You can hold one or more calls.

- The held call still occupies the appearance button on which it was made or answered. A fast flashing green lamp is used to indicate held calls.
- The caller hears music on hold. If your system does not have music on hold available, the caller hears double-beep tones every few seconds.
- Calls that you leave on hold for too long return to your phone (when it is idle). The default return delay is 15 seconds, but can be changed by the system administrator. Returning calls ignore any forwarding or do not disturb settings.
- If you have more than one held call, or one held call and a connected call, pressing the **Conf** soft key starts a conference between yourself and the calls.

Holding a call and parking a call are two similar actions. The table below summarizes the main differences between parking a call and holding a call.

| When used to park or hold a call... | Hold | Park |
|---|---|---|
| ... the call occupies an appearance button. | ✓ | – |
| ... the caller hears music on hold if available. | ✓ | ✓ |
| ... the call can be retrieved by other users dialing a short code. | – | ✓ |
| ... the call recalls you automatically if your phone is idle. | ✓ | ✓ |
| ... can be used with conference calls. | ✓ | ✓ |
| ... can be used to start or add calls to a conference. | – | – |
| ... the call is assigned a unique ID. | – | ✓ |

**Related links**


Holding Conference Calls on page 51
Holding a Call on page 51
Taking a Call Off Hold on page 51
Switching Between Calls on page 52
Transferring a Held Call on page 48

# Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking.

You are also still listed as a member of the conference call in the conference details.

**Important:**

This only applies to conference calls hosted by your own telephone system. Holding your call to a conference hosted on another telephone system may cause that conference to hear your system's music on hold.

**Related links**

Holding Calls on page 50

# Holding a Call

## Procedure

To put your current call on hold, press **Hold** or press the call's appearance button.

- The held call is indicated by its call appearance button with a fast-flashing green lamp.
- The phone displays **On-Hold** before the call information.
- Whilst held, the caller hears music on hold. If your system does not have music on hold available, the caller hears double beep tones every few seconds.

**Related links**

Holding Calls on page 50

# Taking a Call Off Hold

Either of the following methods can be used to retrieve a call from hold. If you have a currently connected call, that call is automatically put on hold.

## Procedure

1. Press the appearance button with the fast-flashing green call appearance.
2. Scroll the display using the up/down cursor keys. To take the call off hold, press the **Cancel** soft key.

**Related links**

Holding Calls on page 50

# Switching Between Calls

With a call on hold (fast-flashing appearance button) and another call connected (red call appearance button), you can switch between calls by pressing the appearance button of the held call. The current call is automatically put on hold and the previously held call is connected.

When you place a call on hold in order to make a transfer, the call is considered '*on hold pending transfer*' and is indicated by fast-flashing red *and* green appearance buttons.

**Related links**

Holding Calls on page 50

# Transferring a Held Call

There are various call transfer scenarios to consider:

- **Note:** It is also possible to transfer a held call by starting a conference and then dropping yourself from that conference. However, if you are the only internal user in the conference, depending on your telephone system's configuration, dropping yourself might end the conference.

### Procedure

1. **Transfer to a Held Call:** If you have multiple calls on hold and you want to transfer a connected call to one of the held calls:
   a. Press **Transfer** and use the up and down cursor keys to highlight the desired call appearance.
   b. When you are satisfied, press **Complete** to transfer the call while the other held call(s) remain on hold.
2. **Transfer to a New Call:** If you have calls on hold but you want to connect your current call with a new destination:
   - Press **Transfer**, enter the destination manually using the numerical keypad and press **Complete**.
   - Alternatively, press **Dir** to select a destination from the directory or use the **Redial** option, if applicable.
3. **Consult the Caller Before Transferring:** If you have a destination call connected but you wish to refer back to the originating call before completing the transfer:
   a. Do NOT press **Complete** to transfer the destination call as in scenario #2.
   b. Select the originating call ('on hold pending transfer') by pressing its call appearance button. This places the destination call 'on hold pending transfer' so that you can notify the originating caller.
   c. With the originating call connected, you can now press **Complete** to connect the two calls.

d. Held calls that are not pending transfer are not affected. Moreover, it is not possible to have more than one call 'on hold pending transfer'.

**Related links**

Transferring Calls on page 47
Holding Calls on page 50

# Chapter 10: Parking Calls

Parking a call is similar to holding a call. However, parked calls can be unparked by other users on the phone system.

Each parked call is given a number. By default, the number is your extension number plus a digit.

Calls that you park return to your phone (when idle) if they remain parked for too long. The default return delay is five minutes. This is a system delay that is applied to all users and can be changed by the system administrator. Returning calls ignore any forwarding or do not disturb settings.

A feature button set to the **Call Park** action can be used to park and unpark calls and to indicate parked calls.

Holding a call and parking a call are two similar actions. The table below summarizes the main differences between parking a call and holding a call.

| When used to park or hold a call... | Hold | Park |
|---|---|---|
| ... the call occupies an appearance button. | ✓ | – |
| ... the caller hears music on hold if available. | ✓ | ✓ |
| ... the call can be retrieved by other users dialing a short code. | – | ✓ |
| ... the call recalls you automatically if your phone is idle. | ✓ | ✓ |
| ... can be used with conference calls. | ✓ | ✓ |
| ... can be used to start or add calls to a conference. | – | – |
| ... the call is assigned a unique ID. | – | ✓ |

**Related links**


Parking Short Codes on page 54
Parking Calls (Features Menu) on page 55
Unparking Calls Using the Status Menu on page 55
Park & Page on page 56


## Parking Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Park/Unpark

| Feature | Dial | Description |
|---|---|---|
| **Park Call** | ***37*N#** | Parks the held call using the park number dialed in place of ***N***. |
| **Unpark Call** | ***38*N#** | Unpark the call parked using the park number ***N***. |

### Related links

Parking Calls on page 54

# Parking Calls *(Features Menu)*

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select one of the following:
   - **Call Park** – Park the call on the system with parked call indication on your phone
   - **Call Park To Other** – Park the call on the system with parked call indication on another selected extension.
3. Press **Select**.

### Related links

Parking Calls on page 54

# Unparking Calls Using the Status Menu

While parked calls are parked on the telephone system and can be unparked by any other user, the parked call indication is sent to a particular extension. If there are any calls parked against your phone, you can view and unpark them via the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. If you have any parked calls, the **Parks...** option is displayed. The option is not present if you do not have calls parked against your extension.
3. Press the **Details** soft key.
4. Use the cursor keys to scroll through the parked calls.
5. To unpark a particular call, highlight it and then press the **Connect** soft key.

**Related links**

Parking Calls on page 54

# Park & Page

This method of parking calls is available only if specifically configured on your telephone system. To use it, you also need to add a **Park and Page** button on your phone. See Programmable Feature Buttons on page 146.

- Park and page uses a set of park slot numbers, configured by your system administrator, that act like extension numbers.
- When you parked a call in one of those park slots, you or any other user on the system can dial that park slot number to unpark the call.
- Your system administrator can also configure up to 3 hunt groups for paging. When you park a call, after displaying the park slot number used, your phone displays options for paging.
- Calls parked using Park & Page are not indicated in your phone's **Status** menu. However, calls that you park recall to your phone if left parked for too long.
- If your phone has any **Call Park** buttons set to match the park slot numbers configured for Park & Page, those buttons indicate when a call is parked in that park slot and can be used to unpark it. However, when used to park a call, the phones does not display the page options.

### Procedure

1. Press the **Park and Page** button on your phone. The call is parked and the parked slot number needed to unpark the call is displayed.
2. If you want to make a page announcement of the parked call, press **Page**. Otherwise, press **Exit**.
3. There are several methods by which you can select the user or hunt group that you want to page:
   - Select one of the pre-configured hunt groups and press **Page**.

- Press **Dir**. Select the required user or hunt group from the directory and press **Page**.
- Dial the extension number of the user or hunt group that you want to page and then press **Page**.

**Related links**

Parking Calls on page 54

# Chapter 11: Conferencing

The telephone system supports multiple conference calls, with additional parties addable to any conference call until the system's conference capacity is reached. A maximum of 64 parties in any particular conference call is supported.

- If you are the only internal user in the conference, depending on your telephone system's configuration, dropping yourself might end the conference. Consult your system administrator for details.

**Related links**


Starting a Conference on page 58
Turning a Normal Call Into a Conference on page 59
Adding Another Party Using Hold on page 59
Adding Another Party Without Using Hold on page 60
Viewing Conference Details on page 60
Dropping/Muting Parties on page 61
Holding a Conference Call on page 61
Exiting a Conference on page 61
Context Sensitive Conferencing on page 62
Conference Short Codes on page 63


## Starting a Conference

This is a simple method for creating a conference. For more complex scenarios, see Context Sensitive Conferencing on page 62.

### Procedure

1. If not already on a call, make a call to the first party or answer a call.
2. Press the **Conf** key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
   - If they answer and want to join the call, press **Conf** again. This call and your current held calls are turned into a conference call.
   - If they do not want to join the call or do not answer, press **Drop**. Then press the appearance key of the previously held call to reconnect to that call.

**Related links**

Conferencing on page 58

# Turning a Normal Call Into a Conference

If your system administrator has configured a **Conference Add** button on your phone, you can press that button to turn your current call into a two-party conference. That then gives you access to the conference details features such as adding, muting and dropping conference parties without having had to put the existing call on hold.

Contact your system administrator for details of adding a **Conference Add** button.

**Related links**

Conferencing on page 58

# Adding Another Party Using Hold

This method of adding someone to a conference temporarily put your connection to the conference on hold. That allows you to hear the call progress and talk to the whoever answers the new call without the existing conference parties hearing that conversation.

The other parties already in the conference are able to continue talking to each other whilst you try to add the new party. You can also add a new party without using hold.

### Procedure

1. Press **Conf** to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
2. Press an available appearance key on which to make a call.
3. Dial the party that you want to add to the conference.
   - If they answer and want to join the call, press **Conf** again. This call and your current held calls are turned into a conference call.
   - If they do not want to join the call or do not answer, press **Drop**. Then press the appearance key of the previously held call to reconnect to that call.

**Related links**

Conferencing on page 58

# Adding Another Party Without Using Hold

You can add another party to a conference without putting your connection to the conference on hold. This means that everyone in the conference hears the call progress and can immediately hear the other party when they answer.

You can also add a new party using hold if you do not want the existing conference to hear the process.

### Procedure

1. If not already highlighted, press the up or down cursor keys to display and highlight the conference call.
2. Press the **Details** soft key.
3. Press **Add**.
4. Enter the number of the party you want to add and press **Call**. Alternatively, press **Dir** to select a name from the directory.
5. If the other party does not answer, is not available or does not want to join the conference, press **Drop**.

**Related links**

Conferencing on page 58

# Viewing Conference Details

You can display a list of the parties involved in a conference call.

### Procedure

1. If not already highlighted, press the up or down cursor keys to display and highlight the conference call.
2. Press the **Details** soft key.
3. You can perform various actions:
   - To scroll through the list of callers in the conference, use the up and down cursor keys.
   - To drop a caller from the conference, highlight them and press **Drop**. To leave the conference, drop yourself.
   - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   - To add another party to the conference without putting the conference on hold, press **Add**.
   - To return to the call display, press the **Back** soft key.

**Related links**

Conferencing on page 58

# Dropping/Muting Parties

You can drop parties from a conference call, including yourself. You can also mute other parties.

- If you are the only internal user in the conference, depending on your telephone system's configuration, dropping yourself might end the conference. Consult your system administrator for details.

### Procedure

1. While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
2. You can then perform the following actions:

**Related links**

Conferencing on page 58

# Holding a Conference Call

Using the **Hold** soft key you can put a conference call on hold in the same way as you can for a normal call. The appearance key for the conference call shows a fast-flashing red lamp.

To take the conference call off hold, press the appearance key.

**Important:**

- You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You are still be listed as a member of the conference call in the conference details.
- This only applies to conference calls hosted by your own telephone system. Holding your call to a conference hosted on another telephone system may cause that conference to hear your system's music on hold.

**Related links**

Conferencing on page 58

# Exiting a Conference

- If you are the only internal user in the conference, depending on your telephone system's configuration, dropping yourself might end the conference. Consult your system administrator for details.

### Procedure

1. If not already highlighted, press the up or down cursor keys to display and highlight the conference call.
2. Press the **Details** soft key.
3. Normally your own name is already selected by default. However, if not use the up or down cursor keys to select your own name.
4. Press **Drop**.

**Related links**

Conferencing on page 58

# Context Sensitive Conferencing

The previous starting a conference method in this manual covers just simple scenarios where you want your current call and all held calls to be conferenced together. However, there may be some scenarios where you have multiple calls in progress where you may want to only conference particular calls.

This can be done by scrolling the display to change which call is highlighted when you press **Conf**. For example:

- **To conference the current call and a particular held call:** Scroll the call display to highlight the required held call. Press **Conf**. That held call is conferenced with your current call without affecting any other held calls.

The table below summarizes which calls are conferenced based on which call is currently highlighted on the telephone's display. A 'held pending transfer' call is one which has been put on hold by pressing **Conf** or **Transfer**.

The below only applies to conferences initiated from the telephone. The traditional behavior of conferencing the current and all held calls regardless of hold type still applies if the conference is initiated from elsewhere, for example an application.

| Highlighted Call | Other conditions in priority order | Result when Conf is pressed: | Current Call | Held Calls | Held Pending Transfer |
|---|---|---|---|---|---|
| **Connected Call** | No call held pending transfer | Conferences the connected call and all held calls. | ✓ | ✓ | – |
| | Call held pending transfer | Conferences the connected call and the held pending transfer call. Any other held calls are unaffected. | ✓ | – | ✓ |

*Table continues…*

| Highlighted Call | Other conditions in priority order | Result when Conf is pressed: | Current Call | Held Calls | Held Pending Transfer |
|---|---|---|---|---|---|
| **Held Call** | Connected call | Conferences the held call and the connected call. Any other held calls including held pending transfer are unaffected. | ✓ | – | – |
| | Held pending transfer call | Conferences the held and held pending transfer call. All other held calls are unaffected. | – | – | ✓ |
| | Held calls | Conferences with all other held calls. | – | ✓ | – |
| **Held Pending Transfer Call** | Connected call | Conferences the held pending transfer call to a connected call. Any other held calls are unaffected. | ✓ | – | ✓ |
| | Held calls | Conferences the call held pending transfer with all other held calls. | – | ✓ | ✓ |

### To change which call is currently highlighted:

1. Use the up and down cursor keys to select the current highlighted call appearance. This can be done without affecting any currently connected or held calls.
   - The currently highlighted button is shown by a white border around the button label.
   - The soft keys at the bottom of the display automatically change to reflect actions that can be performed on the call, if any, associated with the currently highlighted button.

**Related links**

Conferencing on page 58

# Conference Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Conference

| Feature | Dial | Description |
|---|---|---|
| **Conference Held Calls** | ***47** | Start a conference between yourself and any calls that you have on hold. |
| **Join a Conference** | ***55*N#** | Join a conference where **N** is the conference ID. |

**Related links**

Conferencing on page 58

# Part 3: Redirecting Your Calls

## Call Redirection Options

The telephone system supports a number of different ways in which you can redirect your calls. The main methods are:

- **Follow Me** – Temporarily redirect all your calls to another phone shared with that phone's normal user. This function can be used in two ways:
  - **Follow Me To** – Set the follow me destination from your own phone.
  - **Follow Me Here** – Set the follow me destination from the phone that you want to use.
- **Forward** – Forward calls to an internal or external number.
  - **Forward on Busy** – Forward calls when you have reached the limit of the number of calls that the phone can present to you.
  - **Forward on No Answer** – Forward calls if they have rung unanswered at your phone.
  - **Forward Unconditional** – Immediately forward calls. Forwarding to voicemail can be selected as an option.
- **Do Not Disturb** – Redirect all calls to voicemail, if available. Otherwise, calls are redirected to a busy tone.
  - Do not disturb exception numbers can be used to allow calls from specific numbers to ignore do not disturb.
- **Twinning** – Twinning is a process whereby your calls ring on other phones than your own. Twinning is only available if configured by your system administrator. The system supports several twinning methods:
  - **Internal Twinning** – Ring on your extension and on another internal extension.
  - **Mobile Twinning** – Ring on your extension and an external number.
  - **Fallback Twinning** – Ring on an external number when the system cannot detect a connection to your normal phone.

| Method | Calls Redirected | | | Destination | | |
|---|---|---|---|---|---|---|
| | Internal | External | Group | Internal | External | Voicemail |
| Follow Me | | | | | | |
| Follow Me To | ✓ | ✓ | ✓ | ✓ | – | – |
| Follow Me Here | ✓ | ✓ | ✓ | ✓ | – | – |
| Forward | | | | | | |
| Forward on Busy | ✓ | ✓ | – | ✓ | ✓ | – |
| Forward on No Answer | ✓ | ✓ | – | ✓ | ✓ | – |
| Forward Unconditional | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Do Not Disturb | ✓ | ✓ | – | – | – | ✓ |
| Twinning | | | | | | |
| Internal | ✓ | ✓ | ✓[1] | ✓ | ✓ | ✓ |
| Mobile | ✓ | ✓ | ✓[1] | – | ✓ | – |
| Fallback | ✓ | ✓ | ✓[1] | – | ✓ | – |

1. Configured by your system administrator.

# Chapter 12: Forwarding Calls

Forwarding is used to redirect calls to another extension or an external number.

- By default, the IP Office will not let you to forward or transfer calls to external numbers unless enabled by your system administrator.

### Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- Through the phone menus, you can select which types of calls are forwarded. By default, forwarding is applied to incoming internal and external calls to you, but not to calls to a hunt group of which you are a member.
- When enabled, all calls matching the settings are forwarded to the number set as your forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you lift the handset, the IP Office replaces the normal continuous dial tone with broken or interrupted dial tone (dial tone with pauses) as a reminder that your phone is set to not receive calls.
- If you also have forward on no answer set, if the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system redirects the call to your forward on no answer destination if different. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if a forwarded call remains unanswered, the IP Office redirects the call to voicemail. Note, this is not always possible for calls forwarded to an external number.

### Forward on Busy

'Forward on busy' redirects your calls when your phone is not able to present you with any more alerting calls.

- Through the phone menus, you can select which types of calls are forwarded. By default, forwarding is applied to both your incoming internal and external calls.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- 'Busy' is defined has having no available call appearance buttons on which further calls can be presented.
- Hunt group calls are not presented when you are busy and so are not forwarded by this setting.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled, if a forwarded call remains unanswered, the IP Office redirects the call to voicemail. Note, this is not always possible for calls forwarded to an external number.

### Forward on No Answer

Forward on no answer redirect calls that have alerted your phone but have not been answered for some reason.

- Through the phone menus, you can select which types of calls are forwarded. By default, forwarding is applied to both your incoming internal and external calls.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Hunt group calls are not forwarded.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled, if a forwarded call remains unanswered, the IP Office redirects the call to voicemail. Note, this is not always possible for calls forwarded to an external number.

**Related links**

Forward Unconditional (Status Menu) on page 68
Forward Unconditional (Features Menu) on page 69
Forward on Busy/No Answer (Features Menu) on page 69
Forward on No Answer (Status Menu) on page 70
Forward on Busy (Status Menu) on page 71
Call Forwarding Short Codes on page 72

# Forward Unconditional *(Status Menu)*

You can clear or change your 'forward unconditional' settings through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward Unconditional**.
   - To switch off forward unconditional, press the **Off** soft key.
   - To change the forwarding settings, press the **Details** soft key.
3. Press **Save**.

**Related links**

Forwarding Calls on page 67

# Forward Unconditional *(Features Menu)*

You may be able to change your 'forward unconditional' settings using the **Features** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.
3. Use the cursor keys to select **Forward Unconditional**.
   - **To Switch Forwarding On/Off** – Select **Forward Unconditional**. Press **On** or **Off** to change the current setting. If no destination is currently set when you switch 'forward unconditional' on, the display jumps to the destination field.
   - **To Select Which Calls as Forwarded** – Select **Call type**. Press **Change** to see the different options. When the required option is displayed, press **Save**. The options are **External Only**, **External and Group**, **Non Group Calls** and **All Calls**.
   - **To Set the Destination** – Select **Destination**. Either press **Edit** and enter the number required or press **ToVM** for the 'forward to voicemail' option.
     - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
     - If you select voicemail as the destination, to enter a different destination, you first need to switch 'forward unconditional' off.
4. Press **Save**.

### Related links

Forwarding Calls on page 67

# Forward on Busy/No Answer *(Features Menu)*

You may be able to use the **Features** menu to switch 'forward on no answer' and 'forward on busy' on or off.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.

3. Use the cursor keys to select **Forward Busy/No Answer**.
4. Use the cursor keys to scroll through the menu options:
   - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
   - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
   - To select which calls are forwarded, highlight **Call type**. Press **Change** to change the option between **All Calls** or **External Only**.
   - To change the destination, highlight **Destination** and press **Edit**. Enter the number and press **Select**.
     - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
   - Press **Save** to save any changes.

**Related links**

Forwarding Calls on page 67

# Forward on No Answer *(Status Menu)*

If your phone is set to 'forward on no answer' you can clear or change the forward settings through the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward on No Answer**.
3. To switch forwarding off, press **Off**.
4. To change the setting, press **Details**.
   - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
   - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
   - To select which calls are forwarded, highlight **Call type**. Press **Change** to change the option between **All Calls** or **External Only**.

- To change the destination, highlight **Destination** and press **Edit**. Enter the number and press **Select**.
  - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
- Press **Save** to save any changes.

**Related links**

Forwarding Calls on page 67

# Forward on Busy *(Status Menu)*

If your phone is set to 'forward on busy' you can clear or change the forward settings through the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward on No Answer**.
3. To switch forwarding off, press **Off**.
4. To change the setting, press **Details**.
   - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
   - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
   - To select which calls are forwarded, highlight **Call type**. Press **Change** to change the option between **All Calls** or **External Only**.
   - To change the destination, highlight **Destination** and press **Edit**. Enter the number and press **Select**.
     - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
   - Press **Save** to save any changes.

**Related links**

Forwarding Calls on page 67

# Call Forwarding Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Forwarding

| Feature | Dial | Description |
|---|---|---|
| **Set the Forward Unconditional Destination** | ***07*N#** | Set the destination number (***N***) for 'forward unconditional' when it is switched on. |
| **Switch Forward Unconditional On** | ***01** | Switch on 'forward unconditional.' A destination must have been set. |
| **Switch Forward Unconditional Off** | ***02** | |
| **Include Hunt Group Calls in Forward Unconditional** | ***50** | |
| **Exclude Hunt Group Calls from Forward Unconditional** | ***51** | |
| **Set the Forward On Busy/No Answer Destination** | ***57*N#** | Set the destination number (***N***) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions use the 'forward unconditional' number if set. |
| **Switch Forward On Busy On** | ***03** | |
| **Switch Forward On Busy Off** | ***04** | |
| **Switch Forward on No Answer On** | ***05** | |
| **Switch Forward on No Answer Off** | ***06** | |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Related links

Forwarding Calls on page 67

# Chapter 13: Do Not Disturb

When you enable 'do not disturb':

- Calls to you are redirected to voicemail if available. Otherwise, the callers hear busy tone.
- People calling from numbers in your 'do not disturb' exceptions list can still call you and forwarding can still be applied to these calls.
- Calls to any hunt group of which you are a member are no longer presented to you (unless you are the last available member of the group).
- Call already alerting your phone are not affected and continue alerting.
- You can still use the phone to make outgoing calls. When you lift the handset, the IP Office replaces the normal continuous dial tone with broken or interrupted dial tone (dial tone with pauses) as a reminder that your phone is set to not receive calls.

**Related links**

DND On/Off (Features Menu) on page 73
DND Off (Status Menu) on page 74
Do Not Disturb Exceptions on page 74
Do Not Disturb Short Codes on page 75

## DND On/Off *(Features Menu)*

Enabling DND does not affect any calls already being presented to your phone.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the cursor keys to select **Do Not Disturb**.
4. Change the setting as required.
5. Press **Save**.

**Related links**

Do Not Disturb on page 73

# DND Off *(Status Menu)*

You can use the **Status** menu to switch off 'do not disturb.'

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Do Not Disturb**.
3. To clear the 'do not disturb' setting, press the **Off** soft key.

**Related links**

Do Not Disturb on page 73

# Do Not Disturb Exceptions

These numbers are used to indicate callers who you want to be allowed to call you as normal even when you have 'do not disturb' on. This does not include group calls which are not presented when you are in 'do not disturb'.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the cursor keys to select **DND Exceptions**.
   - To add a number, highlight **Add Another**. Dial the number and press **Add**.
     - If your system uses an external dialing prefix to make outgoing calls, add the prefix when adding an external number as an exception.
   - To remove an existing number, highlight it and press **Remove**.
4. Press **Done** when completed.

**Related links**

Do Not Disturb on page 73

# Do Not Disturb Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Do Not Disturb

| Feature | Dial | Description |
|---|---|---|
| **Switch Do Not Disturb On** | ***08** | Set your phone to 'do not disturb.' |
| **Switch Do Not Disturb Off** | ***09** | Switch off 'do not disturb.' |
| **Add a Do Not Disturb Exception Number** | ***10*N#** | Add a number (***N***) to your list of 'do not disturb' exceptions. |
| **Delete a Do Not Disturb Exception Number** | ***11*N#** | Remove a number (***N***) from your list of 'do not disturb' exceptions. |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Related links

Do Not Disturb on page 73

# Chapter 14: Follow Me

'Follow me to' is used to redirect your calls to another extension that you are temporarily sharing.

The calls are presented with your user name so that they can be distinguished from calls for the extension's normal user. This allows you to share another person's phone without logging them off their phone.

All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.

- **'Follow me to'** is the used to enable 'follow me' from your own phone.
- **'Follow me here'** is used to enable 'follow me' at the extension to which you want your calls redirected.

**Related links**

Follow Me To (Features Menu) on page 76
Follow Me (Status Menu) on page 77
Follow Me Here (Features Menu) on page 77
Follow Me Here (Status Menu) on page 78
Follow Me Short Codes on page 78

## Follow Me To *(Features Menu)*

Using the phone's **Features** menu, you can set and clear follow me to settings.

- Your IP Office system administrator controls whether you can access this menu.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.
3. Use the cursor keys to select **Follow Me To**.
4. Dial the number of another user. When it matches a user, their name is displayed. Alternatively, use the **Dir** soft key to select a user from the directory.

5. Select an action:
   - **Save** – Save the selected number as your 'follow me to' destination. All calls to your extension number are redirected to that destination.
   - **Clear** – Clear the currently selected or set number.
   - **Back** – Go back to the previous menu.

**Related links**

Follow Me on page 76

# Follow Me *(Status Menu)*

If you have set a 'follow me to' destination for your calls, you can clear or change the setting through your phone's **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Follow Me To**.
   - To clear the 'follow me to' setting, press the **Clear** soft key.
   - To change the destination of the setting, press the **Details** soft key.

**Related links**

Follow Me on page 76

# Follow Me Here *(Features Menu)*

You may be able to change 'follow me here' using the **Features** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.
3. Use the cursor keys to select **Follow Me Here**.
4. Use the menu to add or remove users:
   - Use the up and down cursor keys to scroll through the names.

- To remove a user, press the **Clear** soft key.
- To add a user, press the **Add** soft key.
  - Dial the number of another user. When it matches a user, their name is displayed. Alternatively, use the **Dir** soft key to select a user from the directory.
  - Press the **Save** soft key to add them.

5. Press **Save**.

**Related links**

Follow Me on page 76

# Follow Me Here *(Status Menu)*

If other users has a 'follow me' set to your phone, you can clear or change the setting through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Follow Me Here**.
   - To clear the setting, press the **Clear** soft key.
   - To change the destination of the setting, press the **Details** soft key.

**Related links**

Follow Me on page 76

# Follow Me Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Follow Me

| Feature | Dial | Description |
|---|---|---|
| **Follow Me Here** | ***12*N#** | Dialed at the extension to which you want your calls redirected. Use your own extension number (***N***) when dialing the short code. |
| **Follow Me Here Cancel** | ***13*N#** | Dialed at the extension from which you had redirected calls. Use your own extension number (***N***) when dialing the short code. |
| **Follow Me To** | ***14*N#** | Dialed at your phone. Dial the extension number (***N***) to which you want your calls redirected. You can dial just ***14#** to cancel follow me. |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Related links

Follow Me on page 76

# Chapter 15: Twinning

Twinning allows your calls to ring on two phones. Twinning is only available if configured by for you by your system administrator.

The IP Office supports the following methods of twinning:

| Feature | Description |
|---|---|
| **Mobile Twinning** | Mobile twinning allows your calls to ring at both your phone's and at another phone's number, which can include an external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the number to which you are twinned.<br>Using the phone menus, you can switch use of mobile twinning on/off and change the destination number for twinned calls. |
| **Internal Twinning** | This method of twinning twins your normal phone with another internal phone. Your incoming calls ring on both phones. You can also make your calls from either extension.<br>• You cannot change your internal twinning settings from your phone. Contact your system administrator.<br>• A typical example for internal twinning would be a user who uses both a normal desk phone and also needs a DECT phone when moving around the building.<br>• Your settings are applied to both phones. Similarly, message waiting indication and voicemail access from either phone accesses your mailbox.<br>• If both phones are phones that store your contacts and call history on the system, the contacts and call history on each is the same. |

**Related links**


Switching Mobile Twinning On on page 81
Changing Your Twinning Number on page 81
Transferring a Call to Your Mobile on page 82
Reclaiming a Twinned Call on page 82
Switching Mobile Twinning Off on page 82

# Switching Mobile Twinning On

The twinning menu is only available if you have been configured by the system administrator to be able to use mobile twinning.

- Setting a button to the **Twinning** function is recommended. The button allows you to transfer calls to your twinning destination, reclaim twinned calls, and quickly access the twinning menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.
3. Use the cursor keys to select **Mobile Twinning**.
4. If no twinning number has been set yet, select **Destination** and click **Edit**. Enter the number required and press **Select**.
5. Select **Twinning**. Press **On**.
6. Press **Save**.

### Related links

Twinning on page 80

# Changing Your Twinning Number

The mobile twinning number is used for both mobile and fallback twinning. It is not used for internal twinning. See Twinning on page 80.

It should be an external number. If your system users an external dialing prefix you should include that in the number you set.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Forward**.
3. Use the cursor keys to select **Mobile Twinning**.
4. Highlight **Destination** and press **Edit**.
   - Use the **Bksp** to remove the last digit of the existing number.
   - Use **Clear** to remove the whole number.
   - Dial the number you want to use for twinning and press **Select**.

5. Press **Save**.

**Related links**

Twinning on page 80

# Transferring a Call to Your Mobile

If you have been configured as a mobile twinning user, you can transfer a call to your mobile device using the features menu.

- Your IP Office system administrator controls whether you can access this menu.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Transfer to Mobile**.

**Related links**

Twinning on page 80

# Reclaiming a Twinned Call

When using mobile twinning, you can use the status menu to take back a call that has been redirected to and answered at your mobile twinning destination.

**Procedure**

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Mobile Twin Call**.
3. Press **Connect**.

**Related links**

Twinning on page 80

# Switching Mobile Twinning Off

If you have been configured as a mobile twinning user, you can use the status menu to switch mobile twinning mode off.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Mobile Twinning**.
   - To clear the setting, press the **Off** soft key.
   - To access the twinning menu instead, press **Details**.

**Related links**

Twinning on page 80

# Part 4: Contacts and Call Log

# Chapter 16: Contacts

This menu is accessed by pressing the **CONTACTS** key. It is used to display names and numbers that you can then use for making calls.

The directory includes names stored for use by all users, names stored for use by just you and the name and numbers of all the other users and groups on the phone system.

The contacts shown in the directory come from a number of sources.

| Source/Type | Description |
|---|---|
| **Personal** | These contacts are stored by the telephone system as part of your user settings.<br>• They are displayed on the phone while you are using it. If you hot desk to another phone that also stores your contacts on the system, your personal contacts move with you.<br>• You can have up to 250 personal directory entries that you can add, edit and delete through the phone.<br>- **Note:** While you are allowed up to 250 personal directory entries, the total capacity of the system may limit that if it has been reached.<br>• The system administrator can add, edit and delete your personal directory entries.<br>• The system administrator can apply an exclude from directory setting to particular users and hunt groups. They are then not included in the directory seen by other users. |
| **Users** | These contacts list all the other users on the telephone system. If your system is part of a network of telephone systems, it includes users on the other systems. |
| **Groups** | These contacts list all the hunt groups on the telephone system. If your system is part of a network of telephone systems, it includes those hunt groups that the system administrator has configured to be advertised across the network. |
| **External** | These contacts are viewable and usable by all phone users. These are two types of external contacts:<br>• Some external contacts are entered into the telephone system configuration by the system administrator.<br>• Other external contacts are those imported by the telephone system from other directory sources. |

**Related links**

How the Directory Search Works on page 86
Managing External Contacts on page 89
Viewing Contacts on page 89
Making a Call from the Directory on page 90
Using the Directory for Other Functions on page 91
Adding a New Contact on page 91
Adding a Contact from Your Call Log on page 92
Editing a Contact on page 93
Deleting a Contact on page 94

# How the Directory Search Works

The phone's directory search works by applying a progressive match as you dial additional keys. That matching is applied simultaneously to all parts of the names.

For example:

1. Starting by pressing **4** (the **GHI** key). That matches all names where part of the name begins with a ***G***, ***H*** or ***I***.
2. Then pressing **3** (the **DEF** key) reduces the matches shown to those where part of the name begins with ***Gd***, ***Ge***, ***Gf***, ***Hd***, ***He*** and so on.
3. As you dial further characters, the possible matches are reduced further.
4. At any time, you can scroll the list of matches and select one of the matches or press another dialpad key to improve the matching further.

For example, to search for *"Henry Jones"*, you can dial **HENRY** by pressing 43679.

| Dial | H | E | N | R | Y |
|---|---|---|---|---|---|
| **Matches** | **4GHI** | **3DEF** | **6MNO** | **7PQRS** | **9WXYZ** |
| Adam Johns | Claire **G**reggs | **Ge**mma Jones | **Gem**ma Jones | **Henr**ietta Green | **Henry** Jones |
| Bob Smith | **G**emma Jones | **He**nrietta Green | **Hen**rietta Green | **Henr**y Jones | **Henry** Smith |
| Claire Greggs | **H**arold Bishop | **He**nry Jones | **Hen**ry Jones | **Henr**y Smith | |
| Gemma Jones | **H**enrietta Green | **He**nry Smith | **Hen**ry Smith | Tony **Geor**ge | |
| Harold Bishop | **H**enry Jones | **Id**a James | Tony **Geo**rge | Simon **Henr**icks | |
| Henrietta Green | **H**enry Smith | IT **He**lpdesk | Simon **Hen**ricks | | |
| Henry Jones | **I**da James | Tony **Ge**orge | | | |
| Henry Smith | **I**T Helpdesk | Simon **He**nricks | | | |
| Ida James | Tony **G**eorge | Sales **He**lp | | | |
| IT Helpdesk | Simon **H**enricks | | | | |
| London Office | Sales **H**elp | | | | |
| John Smith | | | | | |
| Tony George | | | | | |
| Simon Henricks | | | | | |
| Sales Support | | | | | |
| Sales Help | | | | | |

Alternatively to search for *"Henry Jones"*, you could dial **JONES** by pressing 56637.

| Dial | J | O | N | E | S |
|---|---|---|---|---|---|
| **Matches** | **5JKL** | **6MNO** | **6MNO** | **3DEF** | **7PQRS** |
| Adam Johns | Adam **J**ohns | Adams **Jo**hns | Gemma **Jon**es | Gemma **Jone**s | Gemma **Jones** |
| Bob Smith | Gemma **J**ones | Gemma **Jo**nes | Henry **Jon**es | Henry **Jone**s | Henry **Jones** |
| Claire Greggs | Henry **J**ones | Henry **Jo**nes | **Lon**don Office | **Lond**on Office | |
| Gemma Jones | Ida **J**ames | **Jo**hn Smith | | | |
| Harold Bishop | **J**ohn Smith | **Lo**ndon Office | | | |
| Henrietta Green | **L**ondon Office | Peter **Jo**hnson | | | |
| Henry Jones | Peter **J**ohnson | | | | |
| Henry Smith | | | | | |
| Ida James | | | | | |
| IT Helpdesk | | | | | |
| John Smith | | | | | |
| London Office | | | | | |
| Peter Johnson | | | | | |
| Tony George | | | | | |
| Simon Henricks | | | | | |
| Sales Support | | | | | |
| Sales Help | | | | | |

### Dialing Additional and Accented Characters

The keys on the telephone number pad can be used to enter characters other than those marked on the button.

For example, though marked with just **ABC**, the 2 key also matches the accented forms of those characters, for example À, Á, Á, Ã, Ä, Å and Ç. The set of additional unmarked characters matched varies depending on the language settings of your system.

### Alternate Search Methods

By default, the name matching is applied simultaneously all parts of the contact names. That is, the first, middle and last parts of the displayed names. Your system administrator can change this to a more basic search if required; for example to match from just the start of the first name or last name. However, the change applies to all phones on the system.

**Related links**

Contacts on page 85

# Managing External Contacts

If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.

- This only applies to external directory contacts entered locally into configuration of the telephone system to which you are logged in.
- External directory contacts imported by the system from other sources cannot be edited. However, if a local entry is created with the same name or number as an imported entry, the imported entry is discarded in favor of the local one.

**Related links**

Contacts on page 85

# Viewing Contacts

**Procedure**

1. Access the directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right cursor keys to select the type of directory entries shown.
      - **All** - All directory entries.
      - **Personal** - Your own personal directory entries.
      - **External** - Directory entries stored by the telephone system for all users to use.
      - **Users** - The names and numbers of other users on the telephone system.
      - **Groups** - The names and numbers of hunt groups on the telephone system.
   a. Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to display only matching entries as follows:
      - Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press.
      - For example, dialing **527** matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus any other letter combinations from those 3 key presses. See How the Directory Search Works on page 86.
      - To remove all the characters entered so far, press **Clear**.
   b. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Details** to display the name, number and type of contact.
3. Use the up and down cursor keys to scroll through the contacts.

4. The soft keys available depends on the type of directory entry:
   - **Call** - Make a call to the stored number.
   - **List** - Return to the list of contacts.
   - **More** - If the contact is one you can edit, the **More** soft key allows you to access the options below.
   - **Edit** - Edit the name and number.
   - **Delete** - Delete the name and number.
   - **New** - Add a new personal directory contact.

**Related links**

Contacts on page 85

# Making a Call from the Directory

You can use any directory contact to make a call.

- You can also use the directory to select a contact anytime the **Dir** soft key is displayed in the function's menus. In that case, the system automatically only shows the types of contacts supported for the function.

### Procedure

1. Access the contacts directory:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right cursor keys to select the type of directory entries shown.
      - **All** - All directory entries.
      - **Personal** - Your own personal directory entries.
      - **External** - Directory entries stored by the telephone system for all users to use.
      - **Users** - The names and numbers of other users on the telephone system.
      - **Groups** - The names and numbers of hunt groups on the telephone system.
   a. Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to display only matching entries as follows:
      - Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press.
      - For example, dialing **527** matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus any other letter combinations from those 3 key presses. See How the Directory Search Works on page 86.
      - To remove all the characters entered so far, press **Clear**.

b. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.

2. When the required entry is shown, press **Call**.

**Related links**

Contacts on page 85

# Using the Directory for Other Functions

Within other menus where entry of a number is required, it may be possible to use the directory to select an existing number by name. If this option is available, it is indicated by the **Dir** soft key appearing.

When using the directory in this way, the contacts shown depend on the type of function being set. For example, for some functions only group names are displayed, for others only user names.

**Procedure**

1. Press the **Dir** soft key.
2. Either dial the name to see a list of matches or press the **List** soft key to list all names.
   a. Use the up and down cursor keys to scroll through the list. Alternately start dialing the name you want to find to display only matching entries. If you dial a name, to return to the full list press the **Clear** soft key.
   b. To view more details of the highlighted name press **Details**. To return to the directory press **List**.
3. When the required entry is highlighted, press **Select**.
4. You are returned to the menu in which you selected the **Dir** soft key.

**Related links**

Contacts on page 85

# Adding a New Contact

So long as the telephone system capacity has not been reached, you can add up to 250 personal directory entries.

- If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.

### Procedure

1. Access your personal directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right cursor keys to select your **Personal** directory.
2. Press the **New** soft key.
   a. Use the menu to edit the name and number. See Entering Text Characters on page 173.
   b. Use the up and down cursor keys to switch between number and name entry.
   c. To exit without making any changes, press the **Cancel** soft key.
   d. When you have entered the name and number, press **Save**.
3. If you have system phone rights, select where you want to save the new contact:
   - **Personal Contact** - Save the contact as one of your private contacts.
   - **External Contact** - Save the contact as a system contact that all users can see and call.

### Related links

Contacts on page 85

# Adding a Contact from Your Call Log

You can add a name and number shown in your call log to your personal contacts.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. Press **More** and then press the **+Contact** soft key.
3. Use the up and down cursor keys to switch between the name and number details for the new contact.
4. Using the telephone keypad and the **Bksp** soft key you can edit the name and the number. See Entering Text Characters on page 173.
5. To return without saving the name and number, press the **Cancel** soft key.

6. When the name and number are set as required, press the **Save** soft key.
7. If you have system phone rights, select where you want to save the new contact:
   - **Personal Contact** - Save the contact as one of your private contacts.
   - **External Contact** - Save the contact as a system contact that all users can see and call.

**Related links**

Contacts on page 85

# Editing a Contact

You can edit the contacts in your own personal directory.

- If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.

### Procedure

1. Access your personal directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right cursor keys to select your **Personal** directory.
   a. Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to display only matching entries as follows:
      - Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press.
      - For example, dialing **527** matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus any other letter combinations from those 3 key presses. See How the Directory Search Works on page 86.
      - To remove all the characters entered so far, press **Clear**.
   b. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. Locate the required entry and press **Details**.
3. Press **More** and then **Edit**.
   a. Use the menu to edit the name and number. See Entering Text Characters on page 173.
   b. Use the up and down cursor keys to switch between number and name entry.
   c. To exit without making any changes, press the **Cancel** soft key.
   d. When you have entered the name and number, press **Save**.

**Related links**

Contacts on page 85

# Deleting a Contact

You can delete a contact from your own personal directory.

- If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.

### Procedure

1. Access your personal directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right cursor keys to select your **Personal** directory.
   a. Use the up and down cursor keys to scroll through the list. Alternatively, you can start dialing the name you want to display only matching entries as follows:
      - Pressing a key enters all of the characters represented by that key. Pressing another key adds the characters from that button to the previous key press.
      - For example, dialing **527** matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus any other letter combinations from those 3 key presses. See How the Directory Search Works on page 86.
      - To remove all the characters entered so far, press **Clear**.
   b. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. Locate the required entry and press **Details**.
3. Press **More** and then **Delete**.
4. Press **Delete** again to confirm the action.

### Related links

Contacts on page 85

# Chapter 17: Using the Call Log

This menu is accessed by pressing the key. The call log you see is a call log stored on the telephone system.

If you log in at another phone, your call history moves with you.

Your call history contains your most recent answered calls, the most recent calls you made and the most recent missed calls. If configured by the system administrator, it can also include the most recent calls missed by each hunt group of which you are a member.

**Related links**


Missed Calls on page 95
Missed Group Calls on page 96
Accessing Your Call Log on page 96
Making a Call from Your Call Log on page 97
Viewing Call Details on page 97
Deleting a Call from Your Call Log on page 98
Deleting the Whole Call Log on page 99
Adding a Call Log Call to Your Contacts on page 99


## Missed Calls

Missed calls are calls to you that you did not answer. Your system administrator can also configure whether or not the log includes calls presented to you but are answered by someone else or by voicemail.

The button is illuminated when you have any new missed calls in your call log. The lamp is extinguished when you have viewed the missed call in the call log or the record of that call is no longer in your call log.

**Related links**


Using the Call Log on page 95

# Missed Group Calls

If you are a member of any hunt groups, the system administrator can configure whether or not your missed calls log should also include missed hunt groups calls.

Missed hunt group do not have to have rung at your phone. They are recorded as missed if presented to the hunt group and not answered by any of the members.

**Related links**

Using the Call Log on page 95

# Accessing Your Call Log

**Procedure**

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. You can use the functions listed at the bottom of the display by pressing the soft key below the function name.
   - **Call** – Make a call to the number stored in the currently displayed call log record.
   - **Details** – Display more details about the current call log record. You can also add the caller details to your personal directory if required.
   - **More** – Switch between the different sets of available soft key functions.
   - **Delete** – Deletes the currently displayed record.
   - **Del All** – Delete all the call log records, not just the current types of records being shown.
   - **+Contact** – Add the currently highlighted call log record to your personal contacts.
3. To exit the call log, press **PHONE** button.

**Related links**

Using the Call Log on page 95

# Making a Call from Your Call Log

You can use your call log to make calls.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. Press **Call** to call the number displayed in the call record. This option is not available if the caller withheld their number.

**Related links**

Using the Call Log on page 95

# Viewing Call Details

You can view additional details about the currently shown call.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. Press the **Details** soft key. The individual details of the currently selected call record are displayed. The possible values are:
   - **Name** - The name of the caller if known.
   - **Number** - The number of the caller if available.
   - **Time and Date** - The time of the call.
   - **Call Type Icon** - The type of call record.

- **Count** - How many time a call of the same type, name and number has occurred. Only the details of the most recent call are kept in your call log. However the count indicates if the caller has rung or has been rung several times.
- **Duration -** The length of the call.

3. While you are in the details of a call record, the soft key functions available are:
   - **Call** – Make a call to the number stored in the currently displayed call log record.
   - **List** - Go back to the normal call screen to select another call record. You can also use the up and down cursor keys to view the previous or next record.
   - **Delete** – Deletes the currently displayed record.
   - **More** – Switch between the different sets of available soft key functions.
   - **Del All** – Delete all the call log records, not just the current types of records being shown.
   - **+Contact** – Add the currently highlighted call log record to your personal contacts.

**Related links**

Using the Call Log on page 95

# Deleting a Call from Your Call Log

You can delete the currently displayed call record. If the record is a missed hunt group call, the record is also deleted from the call log of other users configured to see the same hunt group's missed calls.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. When the required record is highlight, press **More** and then press **Delete**.

**Related links**

Using the Call Log on page 95

# Deleting the Whole Call Log

You can delete all call records from your call log. This action deletes all call logged , not just the type you are currently viewing.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. When the required record is highlight, press **More** and then press **Del All**.

**Related links**

Using the Call Log on page 95

# Adding a Call Log Call to Your Contacts

You can add a name and number shown in your call log to your personal contacts.

### Procedure

1. Access your call log:
   a. Press the **CALL LOG** button.
      - If you have any new missed calls, the button is illuminated and opening the call log shows missed calls.
   b. Use the left/right cursor keys to select the type of records shown: **All**, **Outgoing**, **Answered** and **Missed**.
   c. Use the up/down cursor keys to scroll through the records.
2. Press **More** and then press the **+Contact** soft key.
3. Use the up and down cursor keys to switch between the name and number details for the new contact.
4. Using the telephone keypad and the **Bksp** soft key you can edit the name and the number. See Entering Text Characters on page 173.
5. To return without saving the name and number, press the **Cancel** soft key.
6. When the name and number are set as required, press the **Save** soft key.

7. If you have system phone rights, select where you want to save the new contact:
   - **Personal Contact** - Save the contact as one of your private contacts.
   - **External Contact** - Save the contact as a system contact that all users can see and call.

**Related links**

Using the Call Log on page 95

# Part 5: Voicemail

# Chapter 18: Voicemail

If your telephone system includes a voicemail server, pressing the **MESSAGE** button accesses voicemail. Your system administrator can configure whether that access uses either spoken prompts from the voicemail server or visual menus on the phone called 'visual voice'. This guide assumes the default operation of using the visual voice menus.

This section covers just the visual voice functions that you can use from the phone's menus. For the full range of mailbox controls that you may be able to use, see Other Mailbox Guides on page 109.

**Related links**

Message Waiting Indication on page 102
Accessing the Visual Voice Menus on page 103
Checking Messages Using Visual Voice on page 103
Leaving a Message on page 104
Using Voicemail Email on page 105
Recording Your Mailbox Greeting on page 105
Record Your Name on page 106
Changing Your Voicemail Code on page 107
Switching Voicemail On/Off on page 107
Transferring a Call to Voicemail on page 108
Sending an Incoming Call to Your Mailbox on page 108
Voicemail Short Codes on page 108
Other Mailbox Guides on page 109

## Message Waiting Indication

The message lamp on your phone is used to indicate when you have new messages in your voicemail mailbox.

The system administrator can also configure it so that you receive new message waiting indications for hunt groups or other users.

**Related links**

Voicemail on page 102

# Accessing the Visual Voice Menus

Normally, pressing the ✉ **MESSAGE** key accesses your phone's visual voice menus. However, if your system has been configured to use spoken prompts by default, you can still access the visual voice menus by using the following process.

- The number of simultaneous users using voicemail can be limited by the system licenses. In order to prevent licenses being used unnecessarily, the phone will automatically exit the visual voice menus after 10 minutes if idle.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Visual Voice**.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.

### Related links

Voicemail on page 102

# Checking Messages Using Visual Voice

### Procedure

1. Press the ✉ **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. The numbers shown against the **Listen** option indicate the number of new, old, and saved messages in your mailbox.
   - If the system administrator has configured you to receive message waiting indication for any other users and/or hunt group mailboxes, you can also use the up and down cursor keys to highlight their names access the messages in those mailboxes.
4. Highlight **Listen** and press **Select**
5. Use the up and down cursor keys to highlight which messages (**New**, **Old** or **Saved**) you want to listen to and press **Select**. The details of the first message of that type are displayed.
6. You can use the up and down cursor keys to scroll through the messages.
7. Use the soft keys to control the playback actions for the currently highlighted message:
   - To select the next message or previous message, use the up and down cursor keys.

- To fast forward or rewind the current playing message by 5 seconds, use the left and right cursor keys.
- **Call** – Call the person who left the message.
- **Back** – Return to the previous menu.
- **Play**/**Pause** – Start/stop playback of the currently displayed message.
- **Delete** – Delete the message.
- **Save** – Mark the message as saved. Saved messages are not normally automatically deleted.
- **Copy** – Copy the message to another mailbox. The menu prompts you to enter the destination number.

**Related links**

Voicemail on page 102

# Leaving a Message

You can use visual voice to record and send a voicemail message to other users' mailboxes.

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the cursor keys to select **Message**.
4. Press **Record** to start recording a messages.
5. To stop recording, press **Stop**.
6. You can now use the following soft keys:
   - **New** – Record the message again.
   - **Send To** – Enter the number to which you want to send the message and press **Add**. You can add several numbers. When the list of numbers to which the message should be sent is complete press **Send**.
   - **Play** – Listen to the recording.
   - **Cancel** – Abandon the message.

**Related links**

Voicemail on page 102

# Using Voicemail Email

Voicemail email is a feature where emails are sent to your email address when your voicemail mailbox receives a new voicemail message. The email can include the voicemail message as an attachment or it can be just an alert.

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the up and down cursor keys to scroll to the option **Email**. This option is only available if your email address has been set in your voicemail settings by the system administrator.
4. The menu displays your current voicemail email mode setting. Press **Change** to scroll through the possible settings:
   - **Off** - Do not send any emails.
   - **Copy** - Send an email with a copy of the new voicemail message attached.
   - **Forward** - Send an email with the new voicemail message attached and delete the message from the voicemail mailbox.
   - **Alert** - Send an email telling you there is a new message but do not attach a copy of the message.
5. When the required setting is displayed, press **Save**. To exit without changing the setting, press **Cancel**.

### Related links

Voicemail on page 102

# Recording Your Mailbox Greeting

Whilst the voicemail system plays a generic greeting to callers, prompting them to leave a message, you can replace it with your own greeting for your mailbox.

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the up and down cursor keys to select **Greeting** and press **Select**.

4. Use the soft keys to listen to and record your mailbox greeting:
   - **Record** - Record a new greeting. Note that the greeting must be at least three seconds long or the voicemail system discards it.
   - **Listen** - Listen to the current greeting or the new greeting just recorded.
   - **Submit** - Submit the new recording as your mailbox greeting.
   - **Delete** - Delete your mailbox greeting. Your mailbox returns to using the system's default mailbox greeting.
   - **Cancel** - Cancel any new recording and return to the main visual voice menu.

**Related links**

Voicemail on page 102

# Record Your Name

Use the following procedure to record a mailbox name. This feature is only available on systems using Embedded Voicemail.

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the cursor keys to select **Name**.
4. Use the soft keys to listen to and record your mailbox name:
   - **Record** - Record a new name.
   - **Listen** - Listen to the existing recording or the one just recorded.
   - **Submit** - Submit the new recording as your mailbox name.
   - **Delete** - Delete your current name.
   - **Cancel** - Cancel any new recording and return to the main visual voice menu.

**Related links**

Voicemail on page 102

# Changing Your Voicemail Code

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the cursor keys to select **Password**.
4. Enter your current password and press **Save**.
5. Enter the new password that you want to use. When the desired password is complete, press **Save**.
   - Your system administrator set the rules for the required length of the code and to block the use of obvious codes (1234, 1111). You cannot save a new code until those requirements have been meet. Contact your system administrator for details of your system's settings if necessary.

### Related links

Voicemail on page 102

# Switching Voicemail On/Off

You can control whether the telephone system uses voicemail to answer your unanswered calls. This does not switch off your mailbox which you can still access to play existing messages and use other functions.

### Procedure

1. Press the **MESSAGE** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed.
3. Use the up and down cursor keys to highlight **Voicemail**.
4. Press the **Change** to switch between **On** or **Off**.
5. Press **Save** to save the change.

### Related links

Voicemail on page 102

# Transferring a Call to Voicemail

When set to visual voice mode, the **MESSAGE** key can be used to transfer your current call to the voicemail mailbox of another user or group.

### Procedure

1. With the call connected, press the **MESSAGE** key. You are still connected to the call and can continue talking.
2. Dial the extension number of the user or group to which you want to transfer the call.
3. When the number matches a user or group, their name is displayed.
   - To transfer the call to the user or group's mailbox, press **Select**. The caller hears a few seconds of ringing and then the mailbox greeting.
   - To cancel the transfer, press **Cancel**.

### Related links

Voicemail on page 102

# Sending an Incoming Call to Your Mailbox

You can transfer a call targeted at you directly to your voicemail mailbox.

### Procedure

1. If the call is not the currently highlighted call on the display, use the up and down cursor keys to highlight it.
2. Press the **ToVM** soft key. The call is redirected to your mailbox.

### Related links

Voicemail on page 102

# Voicemail Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Voicemail

| Feature | Dial | Description |
|---|---|---|
| **Check Messages** | ***17** | Access mailboxes to check for messages. |
| **Voicemail On** | ***18** | Allow voicemail to be used to answer calls. |
| **Voicemail Off** | ***19** | Stop voicemail being used to answer calls. |
| **Voicemail Ringback On** | ***48** | Have voicemail ring your phone when you have any new messages. It rings after you next use the phone. |
| **Voicemail Ringback Off** | ***49** | |

**Related links**

Voicemail on page 102

# Other Mailbox Guides

In addition to accessing messages from the phone's menus, you can dial `*17` to access your mailbox through spoken menu prompts. Your system administrator can also configure methods to access the spoken mailbox prompts remotely.

Depending on the voicemail server being used and the mode it is running in, use one of the following user guides to understand the features available:

- Using IP Office Embedded Voicemail IP Office Mode
- Using IP Office Embedded Voicemail Intuity Mode
- Using a Voicemail Pro Intuity Mode Mailbox
- Using a Voicemail Pro IP Office Mode Mailbox

**Related links**

Voicemail on page 102

# Part 6: Other Features

# Chapter 19: Account Codes

The telephone system can store a number of account codes. Account codes may be used to keep track of calls in relation to particular activities or clients. They can also be used to keep track of calls by particular users or sets of users.

- When an account code is entered while making a call or during a call, that account code is included in the call records output by the system.
- Accounts entered are checked against those stored by the telephone system. If an invalid code is entered, the account code is requested again.
- The system administrator can configure certain numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.
- The system administrator can also configure a requirement for you to enter an account code before making any external call.

**Related links**

Forced Account Codes on page 111
Manual Account Code Entry on page 112

## Forced Account Codes

The system administrator can configure certain numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.

### Procedure

1. The **Account Code** menu is displayed when you are required to enter an account code.
2. Enter the account code that you want to use.
3. Press the **Done** soft key.
4. If the account code was not a valid account code, the **Reenter Account** menu is displayed.

**Related links**

Account Codes on page 111

# Manual Account Code Entry

You can enter account codes during a call or before making a call. The account code that you enter must match an account code set on the telephone system.

- Your IP Office system administrator controls whether you can access this menu.
- Access to this menu can be assigned to a programmable button configured with the **Account Code** action. See Programmable Feature Buttons on page 146.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Account Code**.
4. Press the **Set** soft key.
5. Enter the account code that you want to use.
6. Press the **Done** soft key.
7. If the account code was not a valid account code, the **Failed** menu is displayed.

### Related links

Account Codes on page 111

# Chapter 20: Headset Operation

Your phone has a telephony headset socket suitable for the connection of phone headsets that connect via a HIS headset cable.

- If there are no currently connected call, a call answered or made by pressing an appearance button is connected either handsfree or through the headset according to the phone's audio path setting. See Default Handsfree Audio Path on page 114. The same applies to dialing a new call.
- If there is already a connected call to which you are talking through the headset, answering another call by pressing the appearance button, answers that call using the headset.

**Related links**

Using a Headset on page 113
Headset Caller Volume on page 114
Automatic Gain Control on page 114
Default Handsfree Audio Path on page 114

## Using a Headset

- **To answer a call using a headset:** Press the **HEADSET** button.
- **To end a headset call:** Press the **HEADSET** button. If the other party ends the call, the **HEADSET** button remains active. Press the button to end the headset usage.
- **To switch from the headset to the handset:** To switch from the headset to the handset, simply lift the handset.
- **To switch to handsfree from the headset:** To switch to handsfree from the headset, press the **HEADSET** button. Replace the handset.
- **To switch from the headset to handsfree:** Press the **SPEAKER** button. See Handsfree Speaker Operation on page 116.
- **To switch to headset from handsfree:** Press the **HEADSET** button. The button remains lit whilst you have a call connected handsfree.
- **To mute the call while on the headset:** Press the **MUTE** button. The button remains lit whilst the call is muted.

**Related links**

Headset Operation on page 113

# Headset Caller Volume

While talking via the headset, you can adjust the volume of the caller.

### Procedure

1. Use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

**Related links**

Headset Operation on page 113

# Automatic Gain Control

When using automatic gain control (AGC), the phone tries to maintain a constant audio level even if the incoming call changes between loud and quiet.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Advanced**.
3. Use the cursor keys to select **Audio**.
4. Use the cursor keys to select **Handset AGC**, **Headset AGC** or **Speaker AGC** as required.
5. To change the current setting, press **Change**.
6. When completed, press **Save** or **Done**.
7. Press **Back**/**Exit** to exit the menus.

**Related links**

Headset Operation on page 113

# Default Handsfree Audio Path

By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

If you have a headset attached, you can change the phone's behavior so that the audio is played through the headset by default rather than the speaker.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Audio path**.
4. Use the left and right cursor keys to switch between **Headset** or **Speaker**.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Headset Operation on page 113

# Chapter 21: Handsfree Speaker Operation

Your phone has a speaker and microphone that allows you make and answer calls handsfree. The speaker is located under the handset. The microphone is located near the bottom right of the phone's keypad.

- If there are no currently connected calls to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting.
- If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button answers that call handsfree.

### Conference Phones

Your phone is not designed as a conference room speakerphone. It is designed for use by a user located directly in front of the phone, with no obstructions between themselves and the microphone. Phones designed to be used as conference speakerphones typically have multiple microphones and are able to handle sounds coming from multiple directions. For details of conference speakerphones supported by your phone system, contact your system administrator.

**Related links**


Using Handsfree on page 116
Speaker Volume on page 117
Default Audio Path on page 117
Automatic Gain Control on page 118


## Using Handsfree

### Procedure

Use the following options to work handsfree:

- **To answer a call handsfree:** Press the **SPEAKER** button. The button remains lit whilst you have a call connected handsfree.
- **To end a handsfree call:** Press the **SPEAKER** button again.
- **To switch from handsfree to the handset:** Simply lift the handset.
- **To switch to handsfree from the handset:** Press the **SPEAKER** button. The button remains lit whilst you have a call connected handsfree. Replace the handset.

- **To switch from handsfree to the headset:** Press the **HEADSET** button. See Headset Operation on page 113.
- **To mute the call while handsfree:** Press the **MUTE** button.

**Related links**

Handsfree Speaker Operation on page 116

# Speaker Volume

While talking via the speaker, you can adjust the volume of the caller.

### Procedure

1. Use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

**Related links**

Handsfree Speaker Operation on page 116

# Default Audio Path

By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

If you have a headset attached, you can change the phone's behavior so that the audio is played through the headset by default rather than the speaker.

### Procedure

1. Press the button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Audio path**.
4. Use the left and right cursor keys to switch between **Headset** or **Speaker**.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Handsfree Speaker Operation on page 116

# Automatic Gain Control

When using automatic gain control (AGC), the phone tries to maintain a constant audio level even if the incoming call changes between loud and quiet.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Advanced**.
3. Use the cursor keys to select **Audio**.
4. Use the cursor keys to select **Handset AGC**, **Headset AGC** or **Speaker AGC** as required.
5. To change the current setting, press **Change**.
6. When completed, press **Save** or **Done**.
7. Press **Back**/**Exit** to exit the menus.

**Related links**

Handsfree Speaker Operation on page 116

# Chapter 22: Logging In/Out

You may always use the same phone in the same location. However, the telephone system provides a number of features that allow you to use any phone on the system to make and receive calls.

### Log In

You can log in at any phone that you want to use. All your calls are then redirected to that phone and your user settings are applied to calls made and received. If it is a phone that stores your contacts and call history on the system, your contacts and call log are displayed by the phone.

- Any other existing user of that phone is logged out while you are logged in.
- If you were logged in on another phone, you are logged out from it.
- If your phone system is in a network of phone systems, it may be possible to log in at extensions located on other phone systems in the network. Your system administrator will advise if you can 'remote hot desk' and what features are available to you when you do.

### Log Out

When you log out from a phone, or are logged out by another user logging in, the telephone system may apply several actions:

- If you have a normal default extension and no one else is logged in there, you return to being logged in on that phone.
- If you remain logged out, you are treated the same as being on 'do not disturb', except that all calls to you go to voicemail if available.
- If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin while you are logged out.
- Your system administrator can configure a timeout which automatically logs you out if you do not use the phone in that time to make or answer a call.

### Lock/Unlock

Separately from logging in and out, you can lock your phone settings. While locked, the phone can still be used to answer your calls and can be used to make internal and emergency calls. However it cannot be used to make external calls and your user settings cannot be accessed through the phones menus.

- You can set your phone to automatically lock itself after a period of inactivity.

**Related links**

Logging In on page 120
Logging Out on page 121
Changing Your Security PIN on page 122
Locking Your Phone on page 123

Unlocking Your Phone on page 123
Auto Lock on page 124
Login Short Codes on page 124

# Logging In

When you log in to a phone, you take control of that phone. Incoming calls for you are redirected to that phone and your user information and settings are available. Any existing user on the phone is logged off when you log in.

The method for logging in depends on the current state of the phone:

- **Phone In Use** – If the phone is already in use you can still login. The existing user is logged out.
- **Logged Out - Not Logged In** – If the phone has no current user, it displays a basic menu with just the **Login** option is displayed. Note that in this state the phone can still be used to make internal and emergency calls.

**Related links**

Logging In/Out on page 119
Logging In on Another User's Phone on page 120
Logging In on a "Not Logged In" Phone on page 121
Logging In on an Unregistered Phone on page 121

# Logging In on Another User's Phone

You can login at a phone that is already in use by another user. The existing user is logged out.

**Procedure**

1. Press the **Features** soft key.
2. Use the cursor keys to select **Mobile Twinning**.
3. Use the cursor keys to select **Login**.
4. The login menu is displayed.
    a. Enter your extension number and press **Next** .
    b. Enter your security PIN (login code).
    c. Press **Done**.

**Related links**

Logging In on page 120

## Logging In on a “Not Logged In” Phone

This method is used to login at an extension where the previous user has logged out and the phone has no current user. You can recognize a phone in this state by **NOT LOGGED IN** on the display.

### Procedure

1. Press **Login**.
2. The login menu is displayed.
    a. Enter your extension number and press **Next** .
    b. Enter your security PIN (login code).
    c. Press **Done**.

**Related links**

Logging In on page 120

## Logging In on an Unregistered Phone

This method is used to login at an unregistered phone. You can recognize an unregistered phone by **Enter Extension** on the display. This method is not supported for hot desking, you can only log in using the base extension number originally used to install the phone.

### Procedure

1. Enter your extension number. As you enter it, you can use the **Bksp** and **Clear** soft keys to make corrections.
2. When your number is displayed, press the **OK** soft key.
3. Enter the phone password. Use the **Bksp** and **Clear** soft keys to make corrections. This password is determined by your system administrator and is required for registration.
4. When you have entered the phone password, press **Done**. If the details are correct, you user details are loaded into the phone.

**Related links**

Logging In on page 120

# Logging Out

Logging out using the method below disassociates you from the extension. What happens then depends on whether you are the default user of another extension and various other settings.

- This menu is only available if you have a security PIN/login code set.
- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **Logout**.
4. You are logged out of the phone. The results depend on several factors:
   - If the phone does not have a default user, or the default user is currently logged on elsewhere, the phone displays **NoUser**.
   - If the phone has a default user and they are not current logged on elsewhere, they are automatically logged back in unless they are set to forced login.
   - If you are the default user of another extension that is free (doesn't have anyone else logged in to it), you are automatically logged back in to that extension unless you are set to forced login.

**Related links**

Logging In/Out on page 119

# Changing Your Security PIN

You can change your own security PIN (login code). This is not your voicemail code used for voicemail access. If set, this PIN is used for logging in at other phones, locking your phone, and accessing system administration features.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **Set Security Pin**.
4. Enter your current security PIN if you already have one and press **Done**.
5. Enter your new security PIN.
   - Your system administrator set the rules for the required length of the code and to block the use of obvious codes (1234, 1111). You cannot save a new code until those requirements have been meet. Contact your system administrator for details of your system’s settings if necessary.
6. Press **Save**.

**Related links**

Logging In/Out on page 119

# Locking Your Phone

Rather than logging out, you can lock your phone. You can either lock your phone manually using the steps below or have it automatically locked after a period of phone inactivity. To use the lock feature you need to set a security PIN (you can lock the phone with a code but anyone can also unlock it).

**⚠ Warning:**

- If you have been given a phone login code set, you will need that code to unlock the phone. If you do not know your login code, contact your system administrator before using any lock features.

When your phone is locked:

- You can only use the phone to make internal and emergency calls.
- You cannot access the phone menus for your user settings.
- To unlock your phone, click **Unlock**. If you have a login code set, you need that code to unlock the phone. If you do not know your login code, contact your system administrator.

-

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the up and down cursor keys to highlight **Lock**. Press the **Select**.
4. The phone is now locked and displays **Phone Locked**.

**Related links**

Logging In/Out on page 119

# Unlocking Your Phone

The message **PHONE LOCKED** indicates that the phone has been locked. While locked, the phone can only be used to make internal calls to other extensions and none of the phone and user menus can be accessed.

### Procedure

1. Press the **Unlock** soft key.
2. If you have a login code, enter that code to unlock the phone. If you do not know your login code, contact your system administrator.
3. Press the **Done** soft key.

**Related links**

Logging In/Out on page 119

# Auto Lock

Rather than logging out, you can lock your phone. You can either lock your phone manually using the steps below or have it automatically locked after a period of phone inactivity.

When your phone is locked:

- You can only use the phone to make internal and emergency calls.
- You cannot access the phone menus for your user settings.
- To unlock your phone, click **Unlock**. If you have a login code set, you need that code to unlock the phone. If you do not know your login code, contact your system administrator.

  -
- Your IP Office system administrator controls whether you can access this menu.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **Phone Screen Settings**.
4. Use the up and down cursor keys to highlight **Auto Lock (minutes)**.
5. Press the **Change** soft key to change the setting or use the left or right cursor keys.
   - **Disabled** - Do not use the inactivity timer.
   - **1/5/30/60** - Lock the phone after the indicated number of minutes.
6. Press the **Save** soft key.

**Related links**

Logging In/Out on page 119

# Login Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Login

| Feature | Dial | Description |
|---|---|---|
| **Log In** | ***35*N*P#** | Log in to a phone using your extension number (***N***) and login code (***P***). |
| **Log Out** | ***36** | Log yourself out from the phone where you are currently logged in. |

### Related links

Logging In/Out on page 119

# Chapter 23: Groups

Your system administrator can include you as a member of a group along with other users. Each group has its own extension number which can be used as the destination for a call.

- When a call is made to a group, it is presented to the available group members, either one at a time or all at the same time, until answered by one of the members.
- How long a group call rings at each group member before being presented to the next member is controlled by the group's own settings. Hunt groups also use voicemail and have their own settings for when an unanswered call should go to the group's mailbox. For group calls, the hunt group's voicemail settings are used rather than your settings.

The system administrator can enable a number of hunt group menu options on your phone. Each option is enabled for a selected hunt group or for all hunt groups of which you are a member:

- **Enable/Disable Your Group Membership** – When your membership of a hunt group is disabled, you no longer receive hunt group calls for that group. You are still a member of the group and can re-enable your membership.
- **Change the Hunt Group Service Status** – Each hunt group can either be in service, in night service, or out of service. When in night service or out of service, the groups calls are redirected to an alternate group, or to voicemail if available.
- **Change the Hunt Group Fallback Destination** – These menus allow you to change the alternate groups used for the group's calls when it is in night service or out of service status.

**Related links**

Group Membership on page 126
Group Service Status and Fallback on page 128

## Group Membership

Only the system administrator can change a group, the group members, or group settings. However, you can be provided with options to enable or disable your group membership. While membership to a group is disabled, you do not receive any calls for that group.

**Related links**

Groups on page 126
Switching Your Group Membership On/Off (Status Menu) on page 127
Switching Your Group Membership On/Off (Features Menu) on page 127

# Switching Your Group Membership On/Off (Status Menu)

Your system administrator can grant you the ability to enable/disable your membership to a group through the Status menu. When your membership to a group is disabled, you do not receive group calls for that group.

- Your IP Office system administrator can configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If they have not configured you for any groups, the **Group** menu is not shown.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight the hunt group name and your current membership status.
3. Press the **Enabled** or **Disabled** soft key to change the status of your membership to that group.
4. Press **Exit**.

**Related links**

Group Membership on page 126

# Switching Your Group Membership On/Off *(Features Menu)*

You may be able to enable or disable your group membership for some of the groups to which you belong.

- Your IP Office system administrator can configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If they have not configured you for any groups, the **Group** menu is not shown.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Group**.
3. Use the cursor keys to select **Membership**.
4. Use the cursor keys to scroll through the list of hunt groups you can configure.
   - To change your membership to the highlighted group, press **Change**.
   - To change your membership to all groups, press **More** and then press either **All Ena** or **All Dis**.

**Related links**

Group Membership on page 126

# Group Service Status and Fallback

- **Group Service Status** – A hunt group can be in one of the following service modes:
  - **InS (In Service)** – The groups operates as normal, distributing calls to available members of the group.
  - **NS (Night Service)** – The group is in 'night service' mode. Calls are redirected to its night service fallback destination if set, otherwise to voicemail if available. A hunt group can also be put into and out of night service automatically by the telephone system using a time profile.
  - **OOS (Out of Service)** – The group is out of service. Calls are redirected to its out of service fallback destination if set, otherwise to voicemail if available. The phone displays an **O** when one of the groups of which your are a member is out of service.
  - **TP (Time Profile)** – This setting indicates that the group's status is being controlled by a time profile on the telephone system. That time profile sets when the group is in service and in night service. You can override this to put the group into the **Out of Service** state. You can then use the phone to returns the group to time profile control when required.
- **Fallback Destination** – For the night service and out of service states, the hunt group can be configured with a fallback destination to which its calls are redirected. This destination can be another hunt group or user extension. If no fallback destination is set, the group's voicemail is used (if available). Separate night service and out of service fallback destinations can be set for each group.

**Related links**

Groups on page 126
Changing a Group's Service Status (Features Menu) on page 128
Changing a Group's Service Status (Status Menu) on page 129
Changing a Group's Fallback Destination on page 130
Short Codes on page 130

# Changing a Group's Service Status *(Features Menu)*

Using the **Features** menu you may be able to change the service status of some groups to which you belong.

- Your IP Office system administrator can configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If they have not configured you for any groups, the **Group** menu is not shown.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Group**.
3. Use the cursor keys to select **State**.

4. Use the cursor keys to scroll through the list of hunt groups you can configure. The current status of each group is shown next to the group name.
   - **InS (In Service)** – The groups operates as normal, distributing calls to available members of the group.
   - **NS (Night Service)** – The group is in 'night service' mode. Calls are redirected to its night service fallback destination if set, otherwise to voicemail if available. A hunt group can also be put into and out of night service automatically by the telephone system using a time profile.
   - **OOS (Out of Service)** – The group is out of service. Calls are redirected to its out of service fallback destination if set, otherwise to voicemail if available. The phone displays an **O** when one of the groups of which your are a member is out of service.
   - **TP (Time Profile)** – This setting indicates that the group's status is being controlled by a time profile on the telephone system. That time profile sets when the group is in service and in night service. You can override this to put the group into the **Out of Service** state. You can then use the phone to returns the group to time profile control when required.
5. Use the controls at the bottom on the display to change the currently selected group's status.
   - **Change** - Change the status of the selected group.
   - **Save** - Exit the menus.

**Related links**

Group Service Status and Fallback on page 128

# Changing a Group's Service Status (Status Menu)

If the system administrator has allowed you, you can change the service state of a group through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight the hunt group name and your current membership status.
3. Select the required state using the soft keys:
   - **InS (In Service)** – The groups operates as normal, distributing calls to available members of the group.
   - **NS (Night Service)** – The group is in 'night service' mode. Calls are redirected to its night service fallback destination if set, otherwise to voicemail if available. A hunt group can also be put into and out of night service automatically by the telephone system using a time profile.

- **OOS (Out of Service)** – The group is out of service. Calls are redirected to its out of service fallback destination if set, otherwise to voicemail if available. The phone displays an **O** when one of the groups of which your are a member is out of service.
- **TP (Time Profile)** – This setting indicates that the group's status is being controlled by a time profile on the telephone system. That time profile sets when the group is in service and in night service. You can override this to put the group into the **Out of Service** state. You can then use the phone to returns the group to time profile control when required.

**Related links**

Group Service Status and Fallback on page 128

# Changing a Group's Fallback Destination

You may be able to use the **Features** menu to change the fallback destination for some hunt groups of which you are a member. These are the destinations to which the hunt groups calls are routed when it is in either night service state or the out of service state. The destination can be another group, another user or a dialing code configured by you system administrator.

- Your IP Office system administrator can configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If they have not configured you for any groups, the **Group** menu is not shown.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Group**.
3. Use the cursor keys to select **Fallback**.
   - Use the left/right cursor keys to switch between altering night service or out of service settings.
   - Use the cursor keys to scroll through the list of hunt groups you can configure in the current mode.
   - To change the fallback destination of the currently highlighted hunt group, press **Edit**.
   - To change the fallback destination of all the hunt groups, press **More** and then press **Edit All**.

**Related links**

Group Service Status and Fallback on page 128

# Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

- For a list of other common dialing short codes, see Short Codes on page 154.

### Hunt Group

| Feature | Dial | Description |
|---|---|---|
| **Night Service Status On** | ***20*N#** | Set a hunt group into night service status by entering its extension number (***N***). |
| **Night Service Status Off** | ***21*N#** | Take a hunt group out of night service status by entering its extension number (***N***). |

### Related links

Group Service Status and Fallback on page 128

# Part 7: Phone Configuration

# Chapter 24: Ringer Controls

This section covers controls for adjusting the ringing used by your phone.

**Related links**


Disabling the Ringer on page 133
Switching Audible Alerting On/Off on page 133
Switching Visual Alerting On/Off on page 134
Coverage Ring on page 134
Ringer Volume on page 135
Internal Auto-Answer on page 135


## Disabling the Ringer

This option can be used to turn off the ringer for all calls. If set to no ring, this disables both the phone's audible alerting and visual alerting.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the cursor keys to select **Disable Ringer**.
4. To change the setting, press **Change**. Selecting **On** turns the ringer off.

**Related links**


Ringer Controls on page 133


## Switching Audible Alerting On/Off

The phone's audible ringer can be switched off. Unlike disabling the ringer (see Disabling the Ringer on page 133), this only affects the ring and does not affect the visual alerting (see Switching Visual Alerting On/Off on page 134).

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Audible Alerting**.
4. Switch the feature on or off as required.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Ringer Controls on page 133

# Switching Visual Alerting On/Off

The message waiting lamp at the top-right corner of the phone can also be used to indicate when you have a call alerting your phone. The lamp is flashed to indicate a call waiting to be answered.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Visual Alerting**.
4. Switch the feature on or off as required.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Ringer Controls on page 133

# Coverage Ring

If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) that should be used when a call alerts on any of those buttons. The options are to use normal ringing, a single non-repeated ring (abbreviated ring) or no ring. The coverage ring setting is only used if you do not already have a connected call. If you already have a connected call in progress, the shorter of the coverage ring and attention ring settings is used.

- This is a user setting which moves with you if you hot desk another phone.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the cursor keys to select **Coverage Ring**.
4. Press the **Change** soft key to change the setting.
   - **Ring** - Use normal ringing.
   - **Abbreviated** - Use a single non-repeated ring (abbreviated ring).
   - **Off** - No ring.

### Related links

Ringer Controls on page 133

# Ringer Volume

You can adjust the ringer volume while the phone is idle or while it is ringing.

### Procedure

1. With the phone idle or ringing, use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

### Related links

Ringer Controls on page 133

# Internal Auto-Answer

You can select to have internal calls automatically connected if you are not already on a call. The phone connects the call after a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting (see Default Handsfree Audio Path on page 145).

You can assign this function to a feature button using the **Auto Answer** action. You can then use the button to turn auto-answer on/off. The button lamp indicates when auto answer is on. See Programmable Feature Buttons on page 146.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.

3. Use the up/down cursor keys to select **Internal Auto-Answer**.
4. To change the setting, press **Change**.

**Related links**

Ringer Controls on page 133

# Chapter 25: Display Controls

This section covers controls for adjusting the phone's display and the information shown on the display.

**Related links**


Display Brightness on page 137
Display Contrast on page 138
Last Call Duration Display on page 138
Call Timer Display on page 138
Display Language on page 139
Auto Display Waiting Call on page 139
Show Phone Screen on page 140
Inactivity Timer (Auto-Return) on page 140


## Display Brightness

You can adjust the brightness of the phone's displays.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Screen/Sound**.
3. Use the cursor keys to select **Brightness**.
4. Use the left/right cursor keys to adjust the brightness.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**


Display Controls on page 137

# Display Contrast

Through the phone menus you can change the contrast used on the display.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Screen/Sound**.
3. Use the cursor keys to select **Contrast**.
4. Use the left/right cursor keys to adjust the contrast as required.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

### Related links

Display Controls on page 137

# Last Call Duration Display

As an alternate to call timer display, you can have the phone briefly (4 seconds) display the duration of the call after it is ended.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Show Last Call Duration**.
4. Change the setting as required.
5. Press **Save**.

### Related links

Display Controls on page 137

# Call Timer Display

When you have calls alerting on appearance buttons, the phone can include a timer in the appearance details shown on the display.

- The timer shows how long the call has been alerting.

- When you answer the call, it resets to show how long the call has been connected.
- The timer also shows how long a call has been on hold when you hold the call.

You can turn the timer display on or off. Turning it off provides more space for other call details on the display.

**Related links**

Display Controls on page 137

# Display Language

Your IP Office system administrator can configure which languages are available for use by the phone for its menus. You can select which of those languages the phone uses.

- The IP Office also sends text that is displayed in some of the menus. Wherever possible, the IP Office and the phone try to use the same languages. For example, if you change the phone language, the IP Office will try to send text to the phone in that language and to change your voicemail to use that language for spoken prompts.

**Procedure**

1. Press the A button.
2. 
3. Use the cursor keys to select **Advanced**.
4. Select **Language**.
5. Scroll through the different languages available.
6. To select the currently highlighted language, press **Select**.
7. When completed, press **Save** or **Done**.
8. Press **Back**/**Exit** to exit the menus.

**Related links**

Display Controls on page 137

# Auto Display Waiting Call

By default, when you are connected on a call, the phone shows details of that call and soft key actions you can perform for that call. In order to see details of a waiting call, you need to scroll the display using the up and down cursor buttons.

You can opt to have the phone automatically show details of a waiting call when one alerts the phone and soft key actions that you can perform on the waiting call. If you use the scroll keys

to return the display focus to the currently connected call, the focus automatically returns to the waiting call after a few seconds.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Show Waiting Call**.
4. Change the setting as required.
5. Press **Save**.

**Related links**

Display Controls on page 137

# Show Phone Screen

When this function is enabled, if you are in the Amenu when a call starts alerting your phone, the phone automatically exits the menu.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Show Phone Screen**.
4. Switch the feature on or off as required.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Display Controls on page 137

# Inactivity Timer (Auto-Return)

You can set a timer to return the phone to its normal call display after a set period of phone inactivity.

- The timer is not applied to the A menu. Use Show Phone Screen on page 140.
- The timer does not affect the **Visual Voice** menu. However, the phone automatically closes that menu after 10 minutes if idle.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **Phone Screen Settings**.
4. Use the up and down cursor keys to highlight **Auto Return**.
5. Press the **Change** soft key to change the setting or use the left or right cursor keys.
   - **Disabled** - Do not use the inactivity timer.
   - **30/60** - Apply the inactivity timer after the selected number of seconds.
6. Press **Save**.

### Related links

Display Controls on page 137

# Chapter 26: Volume and Sound

This section covers controls that relate to volume and to the various sounds that your phone uses. These are in addition to the available ringer controls.

**Related links**


Button Clicks on page 142
Error Tones on page 143
Ringer Volume on page 143
Handset Volume on page 143
Headset Volume on page 144
Speaker Volume on page 144
Automatic Gain Control on page 144
Default Handsfree Audio Path on page 145


## Button Clicks

While using the phone menus, the phone can provide a key press confirmation click sound. This can be disabled.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Screen/Sound**.
3. Use the cursor keys to select **Button clicks**.
4. When completed, press **Save** or **Done**.
5. Press **Back**/**Exit** to exit the menus.

**Related links**


Volume and Sound on page 142

# Error Tones

The phone provides an error tone when you make an invalid selection. You can disable the error tone if required.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Screen/Sound**.
3. Use the cursor keys to select **Error tones**.
4. When completed, press **Save** or **Done**.
5. Press **Back**/**Exit** to exit the menus.

**Related links**

Volume and Sound on page 142

# Ringer Volume

You can adjust the ringer volume while the phone is idle or while it is ringing.

### Procedure

1. With the phone idle or ringing, use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

**Related links**

Volume and Sound on page 142

# Handset Volume

Whilst talking, you can adjust the volume of the incoming call. The volume is adjusted separately for whichever device is in use (handset, headset or speaker).

### Procedure

1. With the call connected, use the **+** plus and **–** minus keys to adjust the volume.
2. The display returns to normal after a few seconds.

**Related links**

Volume and Sound on page 142

# Headset Volume

While talking via the headset, you can adjust the volume of the caller.

### Procedure

1. Use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

**Related links**

Volume and Sound on page 142

# Speaker Volume

While talking via the speaker, you can adjust the volume of the caller.

### Procedure

1. Use the **+** plus and **–** minus keys to adjust the volume.
2. Once you stop adjusting the volume, the display returns to normal after a few seconds.

**Related links**

Volume and Sound on page 142

# Automatic Gain Control

When using automatic gain control (AGC), the phone tries to maintain a constant audio level even if the incoming call changes between loud and quiet.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Advanced**.
3. Use the cursor keys to select **Audio**.
4. Use the cursor keys to select **Handset AGC**, **Headset AGC** or **Speaker AGC** as required.
5. To change the current setting, press **Change**.
6. When completed, press **Save** or **Done**.
7. Press **Back**/**Exit** to exit the menus.

**Related links**

Volume and Sound on page 142

# Default Handsfree Audio Path

By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

If you have a headset attached, you can change the phone's behavior so that the audio is played through the headset by default rather than the speaker.

### Procedure

1. Press the A button.
2. Use the cursor keys to select **Call Settings**.
3. Use the up and down cursor keys to highlight **Audio path**.
4. Use the left and right cursor keys to switch between **Headset** or **Speaker**.
5. When completed, press **Save** or **Done**.
6. Press **Back**/**Exit** to exit the menus.

**Related links**

Volume and Sound on page 142

# Chapter 27: Programmable Feature Buttons

Those programmable buttons not assigned as appearance buttons by your administrator can be used for a range of other features. Those other features can be programmed by you or by your system administrator.

- Your administrator can restrict which buttons you can change.
- This guide covers only those features that assignable through the phone menus. Your administrator has access to a larger range of button functions.
- The use of the button lamps depends on the feature assigned to the button.
- Buttons programmed with a feature not supported by the phone, display **Invalid**.

**Related links**

Editing Your Programmable Buttons on page 146
Programmable Button Features on page 147

## Editing Your Programmable Buttons

Self-administration is used to select and apply a function to a feature key. It can be used to replace or delete existing functions.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **Self-Administer**.
4. Enter your security PIN and press **Done**.
5. Use the cursor keys to scroll through the list of current functions assigned to each button.
   - To remove the existing function from a button press **Erase**.
   - You can also press **More** and use the **Copy** and **Paste** options to copy the settings of an existing button to another button.
   - To assign a function to the highlighted button press **Replace**.
     - Select the required function from the list and press **Select**.

- Depending on the function, you may need to enter some information such as a target extension number.

- The button is given a default label based on the function assigned. To change the label, press **More** and then select **Label**. Use the keyboard to enter the text you want to display for the button label. Note that the label is only shown while editing the label and after you exit the administration menu.

6. When completed, press **Back**.

**Related links**

Programmable Feature Buttons on page 146

# Programmable Button Features

There are a wide range of features that can be assigned to the buttons. This guide only lists those that you can assign to a button using the self-administer menu. Features that can only be assigned by your system administrator will be explained by them.

Some actions are not supported on all phones. However, they may be set for users who hot desk between different types of phone.

**Related links**

Programmable Feature Buttons on page 146
Abbreviated Dial Button on page 148
Absence Text Button on page 148
Account Code Button on page 148
Auto Answer Button on page 148
Call Forward All Button on page 148
Call Park Button on page 149
Call Park to Other Button on page 149
Call Pickup Button on page 149
Call Pickup Any Button on page 150
Conf Meet Me Button on page 150
Drop Button on page 150
Flash Hook Button on page 150
Group Button on page 150
Page Button on page 150
Park and Page Button on page 151
Ringer Off Button on page 151
Self-Administer Button on page 151
Send All Calls Button on page 151
Suppress Digits Button on page 151
Twinning Button on page 152

User Button on page 152

## Abbreviated Dial Button

This action can be used as a speed dial button. While setting up the button, enter the number you would like it to dial.

You can enter a partial number and complete the dialing after pressing the button. For example, you can pre-program a button with a particular international dialing code.

**Related links**

Programmable Button Features on page 147

## Absence Text Button

Set or clear an absence text message for display on your phone. When set, the absence text appears on the display of other Avaya phones when they call you.

When setting the message, you can select from a number of pre-configured messages and then add more text if you want.

**Related links**

Programmable Button Features on page 147

## Account Code Button

This action can be set with or without an account code.

- If the button is set with an account code, that account code is applied to the current call when the button is pressed.
- If the button is set without an account code, pressing the button displays the enter account code menu. See Manual Account Code Entry on page 112.

**Related links**

Programmable Button Features on page 147

## Auto Answer Button

A button configured with this action can be used to switch 'internal auto-answer' on or off. When 'internal auto-answer' is on, the button's red lamp is lit. Pressing the button again turns 'internal auto-answer' off.

**Related links**

Programmable Button Features on page 147

## Call Forward All Button

A button with this action can be used to switch 'forwarding unconditional' on/off.

- If set with a preset number, that number is used as the forwarding destination.

- If set without a number, when the button is pressed you are asked to confirm your existing 'forward unconditional' destination number or to enter a new number.

The button's red lamp is lit when forwarding is enabled.

**Related links**

Programmable Button Features on page 147

# Call Park Button

A button set to this action can be used to park and unpark calls. The button can be set with or without a park slot number.

- When associated with a specific park slot number, the button can park and unpark a call from that park slot. When a call has been parked in that park slot, the button's lamp flashes. Green if the call was parked using that button, red if parked by another method. Pressing the button again retrieves the call.
- When not associated with a specific park slot number:
  - If pressed while you have a call connected, that call is parked using a park slot number assigned by the system based on your extension number.
  - If pressed while you have no call connected, your phone displays details of your parked calls and allow you to unpark a selected call.
  - When you have calls that you parked (other than Park & Page) or others parked against your extension, the button's lamp flashes.

**Related links**

Programmable Button Features on page 147

# Call Park to Other Button

A button set with this action can be used to park a call against another extension. The park slot number used is based on your extension number.

The button can be set with a target user number or left blank for number entry when the button is pressed. The button's red lamp is lit when a call is parked. The button can be pressed again to retrieve the call.

**Related links**

Programmable Button Features on page 147

# Call Pickup Button

Answer a call ringing a user or hunt group.

The target user or group number from which to pickup a call can be set when the button is configured. If no number is set, pressing the button displays a menu for number entry.

**Related links**

Programmable Button Features on page 147

## Call Pickup Any Button

Answer a call currently ringing on the telephone system.

**Related links**

Programmable Button Features on page 147

## Conf Meet Me Button

A button programmed to this feature allows you to start or enter a conference by entering the conference ID.

**Related links**

Programmable Button Features on page 147

## Drop Button

This action can be used to drop your current call without having to highlight it on the display. If the call is connected, pressing the key ends the call. If the call is ringing it may follow several routes. See Dropping an Incoming Call on page 41.

**Related links**

Programmable Button Features on page 147

## Flash Hook Button

A button configured for this action sends a flash hook signal to a currently connected analog line.

**Related links**

Programmable Button Features on page 147

## Group Button

A button can be programmed to indicate if there are any calls to a group waiting to be answered. A red flashing lamp indicates that there are calls waiting for the hunt group. Press the button to pickup the longest waiting call.

**Related links**

Programmable Button Features on page 147

## Page Button

A button configured with this action can be used to make a page call.

The button can be configured with the target user or group for the page. If configured without a number, pressing the button displays a menu for number entry before making the page call.

**Related links**

Programmable Button Features on page 147

## Park and Page Button

If your system administrator has configured your system for Park & Page, this button allows you to use the feature to park calls and announce the parked call to other users.

**Related links**

Programmable Button Features on page 147

## Ringer Off Button

A button configured with this action can be used to turn your phone's ringer on or off.

When you turn the ringer off, visual alerting is also turned off. When the ringer has been turned off, the button's red lamp is lit. Pressing the button again turns the ringer on.

**Related links**

Programmable Button Features on page 147

## Self-Administer Button

A button configured for this action can be used to access the Self Administer menu.

**Related links**

Programmable Button Features on page 147

## Send All Calls Button

A button configured with this action can be used to switch 'do not disturb' on or off. When 'do not disturb' is on, the button's red lamp is lit or a red warning icon is displayed. Pressing the button again turns 'do not disturb' off.

**Related links**

Programmable Button Features on page 147

## Suppress Digits Button

Masks the display of digits as you dial them on the phone. Dialed digits are replaced with an **s** character. The button is used to switch the suppression on/off. When 'suppress digits' has been set, the button's red lamp is lit. Pressing the button again cancels the suppression.

- If en-bloc dialing is active you still see the digits as you dial them. When you make the call the digits are suppressed.
- When the option to suppress digits is used, the call is not recorded in the call log.

**Related links**

Programmable Button Features on page 147

# Twinning Button

A button configured for this feature allows you to control your phone's mobile twinning operation. Twinning on page 80

This is only usable if your system administrator has configured you for mobile twinning.

- If pressed when the phone is idle, the phone displays the mobile twinning menu. You can use the menu to switch mobile twinning on/off and to setting the twinned destination.
- If pressed while a twinned call is connected to the twinned destination, the system attempts to reclaim the call.
- If pressed while connected to a call on the phone, the system attempts to transfer the call to the twinned destination. You do not need twinning switched on to use this feature.

**Related links**

Programmable Button Features on page 147

# User Button

This type of button monitors the status of another user. The button lamp indicates the status of the user.

- **Off = Available** – Pressing the button makes a call to the user. In addition to calling the user, you can use the user button to transfer calls to the user or to start a conference with the user.
- **Slow Flash = Ringing** – Pressing the button display options to pickup the call.
- **Fast Flash = On a Call** – Pressing the button display the following options:
  - **Call** – Call the user.
  - **Message** – Cause a single burst of ringing on the user's phone. They also see the message "***Please Call***" followed by your extension number.
  - **Voicemail** – Call the user's voicemail mailbox to leave a message.
  - **CallBack** – Set an automatic callback on the user. The callback occurs when the user ends their current call.

  The following options are only available if configured for you by your system administrator:

  - **Drop** – Disconnect the user's current call.
  - **Acquire** – Seize the user's current call.
  - **Intrude** – Join the user's current call, turning it into a conference call.
  - **Listen** – Start silent monitoring of the user's call.

**Related links**

Programmable Button Features on page 147

# Part 8: Miscellaneous

# Chapter 28: Short Codes

Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. However, your system administrator can remove and change the short codes available to you or all users. To use a short code, you may have to put your currently call on hold.

These are useful as they can be dialed from any phone on the system. For example, this allows you to login at a basic analog extension and still control a number of features.

Some short codes require you to enter some information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

### Park/Unpark

| Feature | Dial | Description |
|---|---|---|
| **Park Call** | ***37*N#** | Parks the held call using the park number dialed in place of ***N***. |
| **Unpark Call** | ***38*N#** | Unpark the call parked using the park number ***N***. |

### Call Pickup

| Feature | Dial | Description |
|---|---|---|
| **Pickup Any Call** | ***30** | Answer a call ringing on the telephone system. |
| **Pickup a Group Call** | ***31** | Answer a call ringing a group of which you are a member. You can use this even if your group membership is currently set to disabled. |
| **Pickup a Users Call** | ***32*N#** | Pickup a call ringing a user's extension number (***N***). |
| **Pickup a Group Members Call** | ***53*N#** | Pickup a call ringing the members of a group (***N***). This does not necessarily have to be a group call. |

### Conference

| Feature | Dial | Description |
|---|---|---|
| **Conference Held Calls** | ***47** | Start a conference between yourself and any calls that you have on hold. |
| **Join a Conference** | ***55*N#** | Join a conference where **N** is the conference ID. |

### Do Not Disturb

| Feature | Dial | Description |
|---|---|---|
| **Switch Do Not Disturb On** | ***08** | Set your phone to 'do not disturb.' |

*Table continues…*

| Feature | Dial | Description |
|---|---|---|
| **Switch Do Not Disturb Off** | ***09** | Switch off 'do not disturb.' |
| **Add a Do Not Disturb Exception Number** | ***10*N#** | Add a number (***N***) to your list of 'do not disturb' exceptions. |
| **Delete a Do Not Disturb Exception Number** | ***11*N#** | Remove a number (***N***) from your list of 'do not disturb' exceptions. |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Follow Me

| Feature | Dial | Description |
|---|---|---|
| **Follow Me Here** | ***12*N#** | Dialed at the extension to which you want your calls redirected. Use your own extension number (***N***) when dialing the short code. |
| **Follow Me Here Cancel** | ***13*N#** | Dialed at the extension from which you had redirected calls. Use your own extension number (***N***) when dialing the short code. |
| **Follow Me To** | ***14*N#** | Dialed at your phone. Dial the extension number (***N***) to which you want your calls redirected. You can dial just ****14#*** to cancel follow me. |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Forwarding

| Feature | Dial | Description |
|---|---|---|
| **Set the Forward Unconditional Destination** | ***07*N#** | Set the destination number (***N***) for 'forward unconditional' when it is switched on. |
| **Switch Forward Unconditional On** | ***01** | Switch on 'forward unconditional.' A destination must have been set. |
| **Switch Forward Unconditional Off** | ***02** | |
| **Include Hunt Group Calls in Forward Unconditional** | ***50** | |
| **Exclude Hunt Group Calls from Forward Unconditional** | ***51** | |
| **Set the Forward On Busy/No Answer Destination** | ***57*N#** | Set the destination number (***N***) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions use the 'forward unconditional' number if set. |
| **Switch Forward On Busy On** | ***03** | |

*Table continues…*

| Feature | Dial | Description |
|---|---|---|
| **Switch Forward On Busy Off** | ***04** | |
| **Switch Forward on No Answer On** | ***05** | |
| **Switch Forward on No Answer Off** | ***06** | |
| **Cancel All Forwarding** | ***00** | Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb'). |

### Hunt Group

| Feature | Dial | Description |
|---|---|---|
| **Night Service Status On** | ***20*N#** | Set a hunt group into night service status by entering its extension number (***N***). |
| **Night Service Status Off** | ***21*N#** | Take a hunt group out of night service status by entering its extension number (***N***). |

### Login

| Feature | Dial | Description |
|---|---|---|
| **Log In** | ***35*N*P#** | Log in to a phone using your extension number (***N***) and login code (***P***). |
| **Log Out** | ***36** | Log yourself out from the phone where you are currently logged in. |

### Voicemail

| Feature | Dial | Description |
|---|---|---|
| **Check Messages** | ***17** | Access mailboxes to check for messages. |
| **Voicemail On** | ***18** | Allow voicemail to be used to answer calls. |
| **Voicemail Off** | ***19** | Stop voicemail being used to answer calls. |
| **Voicemail Ringback On** | ***48** | Have voicemail ring your phone when you have any new messages. It rings after you next use the phone. |
| **Voicemail Ringback Off** | ***49** | |

# Chapter 29: System Administration

Your IP Office system administrator can configure you as a 'system phone' user. That allows you to use your phone to perform functions to help maintain your phone system and to report its status.

**Related links**


Checking the System Information on page 157
Checking the Time Server Status on page 158
Setting the Date on page 158
Setting the Time on page 159
Setting the Time Offset on page 160
Restarting the System on page 160
Managing the Memory Cards on page 161
Reporting System Alarms on page 163


## Checking the System Information

Being able to check and report the system name, software version and IP address may be useful when reporting any potential problems to the system maintainer.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **System Information**.
6. The system displays information about itself.

**Related links**


System Administration on page 157

# Checking the Time Server Status

For systems that automatically obtain the time from a time server, this option allows you to check the current status of the time server and the information obtained from it.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **Time Server Status**.
6. The time server information is listed. It includes the address of the time server, the current local time and the UTC time. If the phone system is configured for daylight savings then the current amount of daylight savings being applied to the local time is also shown.

**Related links**

System Administration on page 157

# Setting the Date

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** is available instead. See Checking the Time Server Status on page 158.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **Date**.
6. The current date being used by the telephone system is displayed.

7. Enter the required date:
   - Use the * or # keys to enter the / separators.
   - To delete the previous digit or character entered, press **Bksp**.
8. When a valid date has been entered, the display confirms that by showing the **Set** soft key.
9. To set the date as the new date to be used by the telephone system, press **Set**.

**Related links**

System Administration on page 157

# Setting the Time

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** is available instead. See Checking the Time Server Status on page 158.

- The time display format is controlled by the telephone system. It can be set to either 12-hour or 24-hour format for all phones by your system administrator.

**Procedure**

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **Time**.
6. The current time being used by the telephone system is displayed.
7. Enter the required time in 24-hour clock format:
   - Use either the * or # keys to enter the **:** separator.
   - To delete the previous digit or character, press **Bksp**.
8. When a valid time has been entered, the display confirms that by showing the **Set** soft key.
9. To set the time as the new time to be used by the telephone system, press **Set**.

**Related links**

System Administration on page 157

# Setting the Time Offset

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** is available instead. See Checking the Time Server Status on page 158.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **Local Time Offset**.
6. The current offset is displayed.
7. Enter the offset required in hours and minutes:
   - To enter the **:** separator press either the ***** or **#** key.
   - To delete the previous digit or character entered press the **Bksp** key.
   - To change the offset from between positive or negative press the right cursor key.
8. When a valid offset has been entered, the **Set** soft key is displayed.
9. To apply the offset to the current telephone system time, press the **Set** soft key.

**Related links**

System Administration on page 157

# Restarting the System

You can shutdown the telephone system for a specified number of minutes.

The telephone system remains unavailable for the duration you specify, the default 10 minutes. After the shutdown duration, there is a further short delay for the telephone system to complete its restart.

**Important:**

- A shutdown must always be used to switch off the system. Simply removing the power cord or switching off the power input may cause errors.

- This is not a polite shutdown, any users calls and services in operation are stopped. Once shutdown, the system cannot be used to make or receive any calls until restarted.
- The shutdown process takes up to a minute to complete. When shutdown, the CPU LED and the base card LEDs 1 and 9 (if trunk daughter card fitted) flash red rapidly. The memory card LEDs are extinguished. Do not remove power from the system or remove any of the memory cards until the system is in this state.
- To restart a system when shutdown indefinitely, or to restart a system before the timed restart, switch power to the system off and on again.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the cursor keys to select **System Shutdown**.
6. The current default timeout (10 minutes) setting is shown and can be used by pressing **OK** soft key. Otherwise, enter the timeout required in hours and minutes and then press the **Ok** soft key.
   - The allowable range for the timeout is from ***00:00*** to ***24:00***. Note that a timeout of 00:00 indicates infinite (no) timeout.
   - The **OK** soft key is not displayed if the timeout entered is not within the allowed range.
   - To enter the **:** symbol in the timeout press either the ***** or **#** key.
   - To delete the previous digit or character entered press the left cursor key.
7. After pressing **OK**, you are asked to confirm whether you want to shutdown the system. Only proceed if you are sure. If you are not sure press **Back**.
8. If you press the **Confirm** soft key, the telephone system is shutdown.

### Related links

System Administration on page 157

# Managing the Memory Cards

The telephone system can be fitted with an additional memory card or cards which are used for various functions. The memory card menu allows you to check the status of the memory card or cards fitted to your telephone system and to perform a number of actions on the cards.

### Procedure

1. Press the **Features** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press **Features**.
2. Use the cursor keys to select **Phone User**.
3. Use the cursor keys to select **System Administration**.
   - This option is only present if you have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the up and down cursor keys to scroll the display to the option **Memory Card** *(IP500/ IP500 V2)* or **File System** *(Server Edition)*. The option shown varies depending on the type of telephone system.
6. The menu lists the current state of the system's memory cards and the actions that you can perform on the card.
7. The status of each memory card listed is either **No Card**, **Active**, or **Inactive**. Entries are only listed for the types of cards that are supported:
   - **CF** - This refers to the optional compact flash card that can be fitted toIP500 systems.
   - **System** - This refers to the first SD memory card that must be fitted to IP500 V2 systems.
   - **Option** - This refers to the second optional SD memory card that can be fitted to IP500 V2 systems.
8. The actions that can be performed on the memory cards are listed below the status of the card or cards. The actions available depend type of card and its current status. After selecting an action, you can then select the card on which you want the action performed and then press the **Confirm** soft key to start the action.
   - **Shut Down** *(IP500 V2)* – This option is available when an **Active** card is present. It allows the card to be made inactive.
   - **Start Up** – This option is available when an **Inactive** card is present. It allows the card to be made active again.
   - **System Backup** *(IP500 V2/Server Edition)* – This option is available when a **System** card is present and active. It allows the telephone system's current configuration settings to be copied to a backup file on the memory card.
   - **System Restore** – This option is available when a **System** card is present and active. It overwrites the telephone system's current configuration settings with those from a backup file on the card.
   - **Upgrade Config** *(IP500 V2)* – Copy configuration files from an **Option** card to the **System** card in the system control unit.
   - **Upgrade Binaries** *(IP500 V2)* – Copy software files from an **Option** card to the **System** card in the system control unit.

- **Copy** *(IP500 V2)* – This option is available on systems where both a **System** and **Option** memory card are active. It copies the contents of the **System** card to the **Option** card.

**Related links**

System Administration on page 157

# Reporting System Alarms

An **S** in the phone status letters indicates a system alarm. This happens if you are configured as a system phone user.

Details of the alarm may also appear in your phone's **Status** menu. This allows you to report the problem to your system administrator or maintainer. Note that the alarms vary depending on the type of system.

### Procedure

1. Press the A button.
2. Scroll to the alarm message text:
   - If displayed, press **Admin** to see additional information.
   - If displayed, press **Clear** to clear the alarm.

**Related links**

System Administration on page 157

# Chapter 30: The Status Menu

The **Status** menu is not always visible. It is shown when you have any special call routing features active; for example, 'do not disturb' switched on.

It is also shown if the system administrator has given you the rights to change the status of your hunt group memberships or to change the service status of the hunt groups.

**Related links**


Do Not Disturb on page 164
Follow Me To on page 165
Follow Me Here on page 165
Forward on Busy on page 165
Forward on No Answer on page 166
Forward Unconditional on page 167
Forwarded Here on page 167
Group Membership on page 168
Group Status on page 168
Switch Mobile Twinning Off on page 169
Parked Calls on page 169
System Alarms on page 170


## Do Not Disturb

You can use the **Status** menu to switch off 'do not disturb.'

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Do Not Disturb**.
3. To clear the 'do not disturb' setting, press the **Off** soft key.

**Related links**


The Status Menu on page 164

# Follow Me To

If you have set a 'follow me to' destination for your calls, you can clear or change the setting through your phone's **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Follow Me To**.
   - To clear the 'follow me to' setting, press the **Clear** soft key.
   - To change the destination of the setting, press the **Details** soft key.

### Related links

The Status Menu on page 164

# Follow Me Here

If other users has a 'follow me' set to your phone, you can clear or change the setting through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Follow Me Here**.
   - To clear the setting, press the **Clear** soft key.
   - To change the destination of the setting, press the **Details** soft key.

### Related links

The Status Menu on page 164

# Forward on Busy

If your phone is set to 'forward on busy' you can clear or change the forward settings through the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward on No Answer**.
3. To switch forwarding off, press **Off**.
4. To change the setting, press **Details**.
   - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
   - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
   - To select which calls are forwarded, highlight **Call type**. Press **Change** to change the option between **All Calls** or **External Only**.
   - To change the destination, highlight **Destination** and press **Edit**. Enter the number and press **Select**.
     - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
   - Press **Save** to save any changes.

### Related links

The Status Menu on page 164

# Forward on No Answer

If your phone is set to 'forward on no answer' you can clear or change the forward settings through the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward on No Answer**.
3. To switch forwarding off, press **Off**.
4. To change the setting, press **Details**.
   - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
   - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.

- To select which calls are forwarded, highlight **Call type**. Press **Change** to change the option between **All Calls** or **External Only**.
- To change the destination, highlight **Destination** and press **Edit**. Enter the number and press **Select**.
  - If your IP Office does not allow you to forward or transfer calls to external numbers, you can only enter another extension number. The **Save** option is hidden if you enter any other type of number.
- Press **Save** to save any changes.

**Related links**

The Status Menu on page 164

# Forward Unconditional

You can clear or change your 'forward unconditional' settings through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the cursor keys to select **Forward Unconditional**.
   - To switch off forward unconditional, press the **Off** soft key.
   - To change the forwarding settings, press the **Details** soft key.
3. Press **Save**.

**Related links**

The Status Menu on page 164

# Forwarded Here

This option allows you to see the names of users who are currently forwarding calls to you. It includes 'forward unconditional,' 'forward on no answer,' and 'forward on busy.' A separate entry is shown for each user.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Fwd To Here**.

**Related links**

The Status Menu on page 164

# Group Membership

Your system administrator can grant you the ability to enable/disable your membership to a group through the Status menu. When your membership to a group is disabled, you do not receive group calls for that group.

- Your IP Office system administrator can configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If they have not configured you for any groups, the **Group** menu is not shown.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight the hunt group name and your current membership status.
3. Press the **Enabled** or **Disabled** soft key to change the status of your membership to that group.
4. Press **Exit**.

**Related links**

The Status Menu on page 164

# Group Status

If the system administrator has allowed you, you can change the service state of a group through the **Status** menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight the hunt group name and your current membership status.
3. Select the required state using the soft keys:
   - **InS (In Service)** – The groups operates as normal, distributing calls to available members of the group.

- **NS (Night Service)** – The group is in 'night service' mode. Calls are redirected to its night service fallback destination if set, otherwise to voicemail if available. A hunt group can also be put into and out of night service automatically by the telephone system using a time profile.
- **OOS (Out of Service)** – The group is out of service. Calls are redirected to its out of service fallback destination if set, otherwise to voicemail if available. The phone displays an **O** when one of the groups of which your are a member is out of service.
- **TP (Time Profile)** – This setting indicates that the group's status is being controlled by a time profile on the telephone system. That time profile sets when the group is in service and in night service. You can override this to put the group into the **Out of Service** state. You can then use the phone to returns the group to time profile control when required.

**Related links**

The Status Menu on page 164

# Switch Mobile Twinning Off

If you have been configured as a mobile twinning user, you can use the status menu to switch mobile twinning mode off.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. Use the up and down cursor keys to highlight **Mobile Twinning**.
   - To clear the setting, press the **Off** soft key.
   - To access the twinning menu instead, press **Details**.

**Related links**

The Status Menu on page 164

# Parked Calls

While parked calls are parked on the telephone system and can be unparked by any other user, the parked call indication is sent to a particular extension. If there are any calls parked against your phone, you can view and unpark them via the **Status** menu.

- Your IP Office system administrator controls whether you can access this menu.

### Procedure

1. Press the **Status** soft key if shown.
   - To do this during a call, press the ☎ **PHONE** key and then press the **Status** soft key.
2. If you have any parked calls, the **Parks...** option is displayed. The option is not present if you do not have calls parked against your extension.
3. Press the **Details** soft key.
4. Use the cursor keys to scroll through the parked calls.
5. To unpark a particular call, highlight it and then press the **Connect** soft key.

**Related links**

The Status Menu on page 164

# System Alarms

An **S** in the phone status letters indicates a system alarm. This happens if you are configured as a system phone user.

Details of the alarm may also appear in your phone's **Status** menu. This allows you to report the problem to your system administrator or maintainer. Note that the alarms vary depending on the type of system.

### Procedure

1. Press the A button.
2. Scroll to the alarm message text:
   - If displayed, press **Admin** to see additional information.
   - If displayed, press **Clear** to clear the alarm.

**Related links**

The Status Menu on page 164

# Chapter 31: Menus

This section provides an overview of the menus displayed on the phone. These are only a general indication. The menu options can vary depending on the version of phone firmware and the configuration of the telephone system.

Your system administrator can also restrict the menu options available.

**Related links**

Status Menu on page 171
Features Menu on page 171
Menu Access Control on page 171

## Status Menu

This menu is accessed by pressing the **Status** soft key when displayed. The features shown vary depending on the options currently enabled. See The Status Menu on page 164.

**Related links**

Menus on page 171

## Features Menu

This menu is accessed by pressing the **Features** soft key.

**Related links**

Menus on page 171

## Menu Access Control

Some menu options are dynamic and only appear when appropriate. For example, the **Features** menu cannot be accessed when the phone is locked.

Access to other menu options is controlled by your system administrator:

- They can set system wide rules that apply to all users. They can also set specific rules for individual users.
- If you are restricted from accessing an option, it may still be applied for you by your system administrator. For example, the system administrator may configure call forwarding settings for you.
- Note that restricting menu access does not restrict access using available short codes and programmable buttons. However, those can also be removed or added by your system administrator.

The system administrator can control your menu access to the following groups of functions:

- **Basic Call Functions** – Controls whether you can access the phone's menu options for call pickup, park, unpark and transfer to mobile functions.
- **Advanced Call Functions** – Controls whether you can access the phone's menu options for do not disturb, account code, withhold number and internal auto-answer functions. In addition, the account code menu is only shown if the system has been configured with accounts codes.
- **Forwarding Functions** – Controls whether you can access the phone's menu options for forwarding and follow me functions.
- **Hot Desk Functions** – Controls whether you can access the menu options for logging in and out.
- **Passcode Change** – Controls whether you can change your login code (security credentials).
- **Phone Lock** – Controls whether you can access the menu options for locking the phone and for setting it to automatically lock.
- **Self Administration** – Controls whether you can access the **Self-Administer** menu option.
- **Voicemail Controls** – Controls whether you can access the **Visual Voice** option through the phone's **Features** menu. Your system administrator can also disable the Messages button from accessing the visual voice menus.
- **Group Controls** – The system administrator is able to configure if you can access the Membership, State and Fallback options of a group. If you are not configured for any groups then the Group menu is not shown.
- **Mobility Controls** – The **Mobile Twinning** options are only shown if you have been configured to use mobile twinning.
- **System Administration Controls** – The **System Administration** option is only shown if you have been configured as a 'System Phone' user.

**Related links**

Menus on page 171

# Chapter 32: Entering Text Characters

The method of text entry varies on the type of function.

**Related links**

Entering Characters for a Directory Search on page 173
Entering Additional and Accented Characters on page 173
Entering Characters for Other Functions on page 174

## Entering Characters for a Directory Search

When searching the directory, the matching names are shown as follows:

- Pressing a key matches all the characters represented by that key: For example, see How the Directory Search Works on page 86
  - Dialing **5** matches all names starting with ***J***, ***K*** and ***L***. Note that the matching is applied to each part of the name.
  - Pressing another key adds the characters from that key. For example: now dialing **2** simultaneously matches all names starting with ***JA*** and with ***KA*** plus various others.
  - Pressing another key adds the characters from that key. For example: now dialing **7** simultaneously matches all names starting with ***JAS*** (for example "Jason") and with ***KAR*** (for example "Karl") plus others.
- To remove all the characters entered so far, press **Clear**.

**Related links**

Entering Text Characters on page 173

## Entering Additional and Accented Characters

### Dialing Additional and Accented Characters

The keys on the telephone number pad can be used to enter characters other than those marked on the button.

For example, though marked with just **ABC**, the 2 key also matches the accented forms of those characters, for example À, Á, Á, Ã, Ä, Å and Ç. The set of additional unmarked characters matched varies depending on the language settings of your system.

**Related links**

Entering Text Characters on page 173

# Entering Characters for Other Functions

- Select a character by re-pressing the indicated button until the required character is displayed. Then:
  - Pressing another button enters that character and moves to entering the next character from the newly selected button.
  - Pausing for more than a second after pressing a button also enters the current character and moves to entering the next character.
- You can select the text entry mode. The current mode is shown by the soft-key label as below. Pressing the soft-key switches text entry to the next mode:
  - **abc** – Lower-case.
  - **ABC** – Upper-case.
  - **Abc** – Capitalized.
  - **123** – Number only mode.
  - **Hex** – Hexadecimal only mode.
- Use the left and right cursor keys to move the cursor.
- Press **Bksp** to delete the character before the cursor.

**Related links**

Entering Text Characters on page 173

# Part 9: Further Help

# Chapter 33: Additional Help and Documentation

The following pages provide sources for additional help.

**Related links**

Forgotten Password on page 176
Getting Help on page 176
Additional Documentation on page 177

## Forgotten Password

Some IP Office features require you to enter information such as your username, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it theirself or through a request to your Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

**Related links**

Additional Help and Documentation on page 176

## Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either theirself or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

**Related links**

Additional Help and Documentation on page 176

# Additional Documentation

The Avaya Documentation Center website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

### Phone User Guides

- IP Office J100 Series Phone User Guide | IP Office J100 Series Quick Reference
- IP Office 1408/1416 Phone User Guide | IP Office 1408/1416 Telephone Quick Reference Guide
- IP Office 1608/1616 Phone User Guide | IP Office 1608/1616 IP Telephone Quick Reference Guide
- IP Office 9500 Series Phone User Guide | IP Office 9500 Series Quick Reference
- IP Office 9600 Series Phone User Guide | IP Office 9600 Series Quick Reference
- IP Office Analog Phone User Guide

### Application Guides

- Using Avaya Workplace Client for IP Office
- Using the IP Office User Portal
- Using one-X Portal for IP Office
- Using IP Office SoftConsole

### Voicemail Mailbox User Guides

- Using a Voicemail Pro IP Office Mode Mailbox
- Using a Voicemail Pro Intuity Mode Mailbox
- Using IP Office Embedded Voicemail Intuity Mode
- Using IP Office Embedded Voicemail IP Office Mode

**Related links**

Additional Help and Documentation on page 176

# Index

## A


A-Menu
  Automatically exit ..... 140
Abbreviated Dial Button ..... 148
Absent Button ..... 148
Accented Characters ..... 173
Account Code ..... 111
  Button ..... 148
  Forced ..... 111
  Manual ..... 112
Add
  Buttons ..... 146
  Contact ..... 91
  Contact from the Call Log ..... 92, 99
  Feature Buttons ..... 146
  Programmable Buttons ..... 146
Additional Calls ..... 31
  Answer ..... 40
Administrator ..... 176
AGC
  Headset ..... 114
  Speaker ..... 118
Alert
  Audible ..... 133
  Visual ..... 134
Alerting ..... 133
  Auto-Answer ..... 135
  Coverage Ring ..... 134
  Off ..... 133
  Volume ..... 135
Answer ..... 39
  Answer another call ..... 40
  Call ..... 38
  Call Pickup ..... 43
  Drop ..... 41
  Headset ..... 113
  Page ..... 42
  Pickup Call ..... 43
  Send to voicemail ..... 41
Appearance Buttons ..... 26, 27
  Bridged Appearance ..... 25
  Call Appearance ..... 25
  Call Coverage ..... 25
  Line Appearance ..... 25
Attention Ring ..... 134
Audible Alerting ..... 133
Auto Display Waiting Call ..... 139
Auto Lock ..... 124
Auto-Answer ..... 135
  Button ..... 148
Auto-Return
  Display ..... 140
Automatic Gain Control ..... 144
  Headset ..... 114
  Speaker ..... 118


## B


Block Calls ..... 73
Bridged Appearance ..... 25, 26
Brightness ..... 137
Broadcast ..... 34
  Answer ..... 42
  Page Button ..... 150
Broken dial tone ..... 30
Business Partners ..... 176
Busy ..... 34
  Forward Calls ..... 67
Button
  Abbreviated Dial ..... 148
  Absence Text ..... 148
  Account Code ..... 148
  Auto-Answer ..... 148
  Broadcast ..... 150
  Call Park ..... 149
  Call Pickup ..... 149
  Call Pickup Any ..... 150
  Clicks ..... 142
  Conference ..... 150
  DND ..... 151
  Do Not Disturb ..... 151
  Drop ..... 150
  Flash Hook ..... 150
  Forward ..... 148
  Group ..... 150
  Hunt Group ..... 150
  Mobile Twin ..... 152
  Page ..... 150
  Park ..... 149
  Park and Page ..... 151
  Pickup ..... 149
  Pickup Any ..... 150
  Recall ..... 150
  Ringer Off ..... 151
  Self-Administer ..... 151
  Send All Calls ..... 151
  Suppress Digits ..... 151
  Twinning ..... 152
  User ..... 152
Button Module ..... 16
Buttons ..... 19, 146
  Feature Buttons ..... 22
  Programmable Buttons ..... 22

## C


Call
- Answer ... 38, 39
- Broadcast ... 34
- Call details ... 97
- Conference ... 58
- Display Waiting Call ... 139
- Drop ... 41
- Duration Display ... 138
- End ... 37
- Forward ... 67
- From the Directory ... 90
- Headset ... 113
- Hold ... 50, 51
- Ignore ... 41
- Mute ... 37
- Page ... 34
- Park ... 54
- Recall ... 33
- Redial ... 33, 45
- Send to voicemail ... 41
- Timer Display ... 138
- Unhold ... 51
- View Details ... 97

Call Appearance ... 25, 26
Call Coverage ... 25, 27
Call Log ... 95
- Add to contacts ... 99
- Delete All ... 99
- Delete call ... 98
- Make a call from ... 97
- Making calls ... 32
- Redial ... 45

Call Park Button ... 149
Call Pickup ... 43
- Call Pickup Any Button ... 150
- Call Pickup Button ... 149

Callback Call ... 30
Caller display ... 38
Caller name ... 38
Calls ... 30
- Additional Calls ... 31
- Busy ... 34
- Call Log ... 95
- History ... 95
- Making Calls ... 30
- Missed Calls ... 95

Cellular ... 80
Change
- Buttons ... 146
- Contacts ... 93
- Feature Buttons ... 146
- Programmable Buttons ... 146

Code
- Login ... 122
- Mailbox ... 107

Code *(continued)*
- Security PIN ... 122

Conference ... 58
- Button ... 150
- Conference phones ... 116
- Details ... 60
- Drop party ... 61
- Drop yourself ... 61
- Exit ... 61
- Hold ... 51, 61
- Mute party ... 61
- Short Codes ... 63

Contacts ... 85, 173
- Add ... 91
- Add from the Call Log ... 92
- Call from ... 31
- Delete ... 94
- Edit ... 93
- Make a call ... 90
- Search ... 86

Context Sensitive
- Conferencing ... 62

Contrast ... 138
Coverage Ring ... 134
Cursor Keys ... 19


## D


Default Audio Path ... 114, 117, 145
Delete
- Call Log ... 99
- Contact ... 94
- From the Call Log ... 98

Details
- Call Details ... 97

Dial tone
- Broken dial tone ... 30

Dialing
- Text ... 173

Dialing Codes ... 154
- Call Pickup ... 43
- Conference ... 63
- Do Not Disturb ... 75
- Follow Me ... 78
- Forwarding ... 72
- Group ... 130
- Login ... 124
- Park ... 54
- Voicemail ... 108

Directory ... 85
- Add ... 91
- Add from the Call Log ... 92
- Call from ... 31
- Edit ... 93
- Make a call ... 90
- Search ... 86, 173

Display ... 23, 137

Display *(continued)*
Auto-Return ... 140
Brightness ... 137
Call Duration ... 138
Call Timer ... 138
Contrast ... 138
Idle Timer ... 140
Language ... 139
Soft Keys ... 21
Waiting Call ... 139
Display Keys ... 21
Divert ... 65, 67
DND ... 73
Button ... 151
Exceptions ... 74
Do Not Disturb ... 65, 73
Button ... 151
Exceptions ... 74
Short Codes ... 75
Documentation ... 177
Double beeps ... 50
Drop ... 41
Button ... 150
Call ... 37
Party from conference ... 61
Yourself from a Conference ... 61
Duration ... 138

## E

EC500 ... 80
Edit
Buttons ... 146
Contact ... 93
Feature Buttons ... 146
Programmable Buttons ... 146
Email
Voicemail Email ... 105
En-Bloc Dialing ... 35
End Call ... 37
Erase
Call Log ... 99
Error Tones ... 143
Exceptions ... 74
Extension
Use Two ... 80
Extension to Cellular ... 80

## F

Fallback
Group ... 128
Twinning ... 65, 80
Feature Buttons ... 22, 146
Features Menu ... 171
Flash Hook Button ... 150
Follow Me ... 65, 76
Follow Me *(continued)*
Short Codes ... 78
forgotten password ... 176
Forward ... 65, 67
Button ... 148
Short Codes ... 72

## G

Greeting ... 105
Group ... 126
Button ... 150
Fallback ... 128
Membership ... 126
Missed Calls ... 96
Night Service ... 128
Page ... 34
Short Codes ... 130
Status ... 128

## H

Handset
Automatic Gain Control ... 144
Handsfree ... 116
Audio Path ... 145
Default ... 114
Default to speaker ... 117
Volume ... 117
Headset ... 113
Automatic Gain Control ... 114, 144
Default Handsfree Audio Path ... 145
Default to ... 114
Volume ... 114
Help ... 176
History ... 95
Redial ... 45
Hold ... 50, 51
Conference ... 51, 61
Pending Transfer ... 62
Transfer ... 48, 52
versus Park ... 54
Hunt Group ... 126
Button ... 150
Fallback ... 128
Membership ... 126
Night Service ... 128
Short Codes ... 130
Status ... 128

## I

Icons ... 23
Idle Display Timer ... 140
Idle Line Preference ... 25
Ignore ... 41

Internal Auto-Answer ..... 135
Internal Twinning ..... 65, 80
Interrupted dial tone ..... 30

## K

Key Clicks ..... 142
Keys ..... 19
    Soft Keys ..... 21

## L

Language ..... 139
Last Dialled ..... 33, 46
Last Number
    Redial ..... 33, 46
Last Number Redial ..... 45
Line Appearance ..... 25, 27
Line Preference ..... 25
List Mode
    Redial ..... 33, 45
Lock ..... 119, 123
    Auto Lock ..... 124
Log ..... 95
Logging In ..... 119
    Login Code ..... 122
Logging Out ..... 119
Login
    Short Codes ..... 124
login code ..... 176

## M

Mailbox ..... 102
    Code ..... 107
    Greeting ..... 105
    Name ..... 106
    Short Codes ..... 108
    Transfer to ... ..... 108
Mailbox guides ..... 109
Making Calls ..... 30
    Additional Calls ..... 31
    Broadcast ..... 34
    En-Bloc Dialing ..... 35
    From Contacts ..... 31
    From the call log ..... 32
    From the Call Log ..... 97
    From the Directory ..... 90
    On-Hook Dialing ..... 35
    Page Call ..... 34
    Recall ..... 33
    Redial ..... 33, 45
    Volume ..... 36
Manuals ..... 177
Menu ..... 171
    Access ..... 171
Menu *(continued)*
    Features ..... 171
    Status ..... 164, 171
Messages ..... 102
    Visual Voice ..... 103
Missed Calls ..... 95
    Group calls ..... 96
Mobile
    Mobile Twin Button ..... 152
    Mobile Twinning ..... 65
    Number ..... 81
    Reclaim call ..... 82
    Transfer to ..... 49, 82
    Twinning ..... 80
Modify
    Buttons ..... 146
    Contacts ..... 93
    Feature Buttons ..... 146
    Programmable Buttons ..... 146
Music on Hold ..... 50
Mute ..... 37
    Conference party ..... 61

## N

Name ..... 38
    Voicemail ..... 106
New
    Contact ..... 91
    Contact from the Call Log ..... 92, 99
Night Service Group ..... 128
No Answer
    Forward Calls ..... 67
No Calls ..... 65, 73
    Exceptions ..... 74
Number Withhold ..... 36

## O

OK Button ..... 19
On-Hook Dialing ..... 35
Open Call Log ..... 33, 45

## P

Page
    Answer ..... 42
    Button ..... 150
    make a Page Call ..... 34
    Park and Page ..... 56
Park ..... 54
    Button ..... 149
    Park and Page ..... 56
    Short Code ..... 54
Park and Page Button ..... 151
password ..... 176

Password
Login ... 122
Mailbox ... 107
Personal Contacts ... 85
Phone
Auto Lock ... 124
Language ... 139
Lock ... 123
Unlock ... 123
Phone Book ... 85
Phone Stand ... 17
Pickup ... 43
Pickup Any Button ... 150
Pickup Button ... 149
PIN Code
Login ... 122
Mailbox ... 107
Programmable Buttons ... 22, 146
Button Modules ... 16
Prompts ... 109

## R

Recall ... 32, 33
Button ... 150
Reclaim Twinned Call ... 82
Redial ... 32, 33, 45
Last Number ... 33, 46
List Mode ... 33, 45
Redial Mode ... 46
Redirect Calls ... 65, 67
Remove
Call Log ... 99
Contact ... 94
From the Call Log ... 98
Replace
Buttons ... 146
Feature Buttons ... 146
Programmable Buttons ... 146
Reseller ... 176
Restrictions
Menu Access ... 171
Retrieve
Held Call ... 51
Twinned Call ... 82
Ringer ... 133
Audible Alerting ... 133
Auto-Answer ... 135
Coverage Ring ... 134
Off ... 133
Ringer Off Button ... 151
Silence ... 41
Visual Alerting ... 134
Volume ... 135
Ringing Line Preference ... 25

## S

Screen ... 137
Auto-Return ... 140
Brightness ... 137
Call Duration ... 138
Call Timer ... 138
Contrast ... 138
Idle Timer ... 140
Language ... 139
Search ... 173
Directory ... 86
security PIN ... 176
Security PIN ... 122
Mailbox ... 107
Self-Administer Button ... 151
Send All Calls ... 65, 67
Button ... 151
Share an extension ... 76
Short Codes ... 154
Call Pickup ... 43
Conference ... 63
Do Not Disturb ... 75
Follow Me ... 78
Forwarding ... 72
Group ... 130
Login ... 124
Park ... 54
Voicemail ... 108
Show Last Call Duration ... 138
Show Phone Screen ... 140
Soft Keys ... 19, 21
Sound ... 142
Speaker ... 116
Automatic Gain Control ... 118, 144
Default Handsfree Audio Path ... 145
Default to ... 117
Volume ... 117
Spoken prompts ... 109
Stand ... 17
Status ... 23
Busy ... 34
Letters ... 24
Menu ... 171
Status Menu ... 164
Suppress Digits Button ... 151
System Administration ... 157
System Administrator ... 176
System Directory ... 85
system phone ... 157

## T

Telephone
Auto Lock ... 124
Lock ... 123
Unlock ... 123

Telephone Numbers ..... 85
Temporary redirect ..... 76
Text
Accented Characters ..... 173
Entering text ..... 173
Time
Call Timer ..... 138
Last Call Duration ..... 138
Tones
Button Clicks ..... 142
Double beeps ..... 50
Error Tones ..... 143
Transfer ..... 47
Held Call ..... 48, 52
Mobile ..... 49
To Mobile Twin ..... 82
To Voicemail ..... 48, 108
Twin
Reclaim call ..... 82
Transfer to ..... 49, 82
Twinning ..... 65, 80
Button ..... 152
Number ..... 81

## U

Unanswered Calls ..... 95
Unhold ..... 51
Unlock ..... 119, 123
Unmute ..... 37
Unpark ..... 54
User Button ..... 152
User Guides ..... 177

## V

View conference details ..... 60
Visual Alerting ..... 134
Visual Voice ..... 103
Voicemail ..... 102
Code ..... 107
Forward to ..... 67
Greeting ..... 105
Name ..... 106
Send call to voicemail ..... 41
Short Codes ..... 108
Transfer ..... 48
Transfer to ... ..... 108
Visual Voice ..... 103
Voicemail Email ..... 105
voicemail code ..... 176
Voicemail guides ..... 109
Volume ..... 142
Call ..... 36
Handset ..... 143
Handsfree ..... 117
Headset ..... 114, 144
Volume *(continued)*
Ringer ..... 135, 143
Speaker ..... 117, 144

## W

Withhold Number ..... 36