IP Office Release 6.0

9600 Series Phone User Guide

Issue 01f - (07 August 2010)

© 2010 AVAYA All Rights Reserved.

Notices
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
Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agree 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 Web sites referenced within this site or documentation(s) 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 this product. Refer to your sales agreement 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 Web site: http://www.avaya.com/support. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types
Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright
Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) 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. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

Third Party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

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 fraud intervention
If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com
Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks
Avaya and Aura are trademarks of Avaya, Inc.
The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, 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(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 Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Contents

1. Introduction
1.1 Important Safety Information 10
1.2 9620 Telephone 10
1.3 9630 Telephone 11
1.4 9640 Telephone 12
1.5 9650 Telephone 13
1.6 Status Letters 14
1.7 Button Modules 14
1.8 Phone Keys 15
1.9 The Phone Stand 16

2. Making Calls
2.1 En-Bloc Dialing 18
2.2 Call Soft Key Options 19
2.3 Calling a Person from the Contacts List 20
2.4 Calling a Person from the Call Log 20
2.5 Redialling a Previous Number 21
2.6 Making a Page Call 21
2.7 Withholding Your Number 21
2.8 Adjust the Call Volume 22
2.9 Muting a Call 22
2.10 Ending Calls 22

3. Answering Calls
3.1 Divert a Call to Voicemail 25
3.2 Ignore an Incoming Call 25
3.3 Answering a Page Call 25
3.4 Call Pickup 26

4. Redialling
4.1 Redial (Last Dialed Mode) 28
4.2 Redial (Call Log Mode) 28
4.3 Selecting Your Redial Mode 28

5. Holding and Parking Calls
5.1 Holding Calls 31
5.1.1 Holding a Call 31
5.1.2 Taking a Call Off Hold 31
5.1.3 Switching Between Calls 31
5.1.4 Transfer a Held Call 31
5.2 Parking Calls 32
5.2.1 Park Using the Menu 32
5.2.2 Unpark (Status Menu) 32

6. Transferring Calls
6.1 Transfer to Voicemail 34
6.2 Transferring a Held Call 34

7. Account Codes
7.1 Forced Account Code Entry 36
7.2 Manual Account Code Entry 36

8. Conference Calls
8.1 Starting a Conference 38
8.2 Adding a Call to a Conference 38
8.3 Viewing Conference Details 38
8.4 Dropping/Muting Parties 39
8.5 Holding a Conference Call 39
8.6 Transferring Calls Using Conference 39

9. Headset/Handsfree Operation
9.1 Headset Operation 42
9.1.1 Headset Volume 42
9.1.2 Default Handsfree Audio Path 42
9.2 Handsfree Speaker Operation 43
9.2.1 Speaker Volume 43
9.2.2 Default Handsfree Audio Path 43

10. Contacts/Directory
10.1 Managing External Contacts 46
10.2 Viewing Contacts Details 47
10.3 Make a Call from the Directory 48
10.4 Using the Directory for Other Functions 48
10.5 Adding a New Contact 49
10.5.1 Add a Contact from the Call Log 49
10.6 Editing a Contact 50
10.7 Deleting a Contact 50

11. Call Log
11.1 Using the Call Log 53
11.2 Making a Call from the Call Log 53
11.3 Viewing Call Details 54
11.4 Deleting a Record 55
11.5 Deleting All Records 55
11.6 Adding a Record to Your Contacts 55

12. Voicemail
12.1 Message Waiting Indication 58
12.2 Checking Messages 59
12.3 Sending a Message 60
12.4 Mailbox Greeting 60
12.5 Email Mode 61
12.6 Changing Your Voicemail Code 61
12.7 Voicemail On/Off 61
12.8 Transfer to Voicemail 62
12.9 Send a Call to Voicemail 62
12.10 Visual Voice 62

13. Logging In/Out
13.1 Logging In 65
13.1.1 Logging In on a Phone Already in Use 65
13.1.2 Logging In on a Not Logged In Phone 65
13.1.3 Logging In on an Unregistered Phone 65
13.2 Logout 66
13.3 Lock 66
13.4 Unlock 66
13.5 Auto Lock 67
13.6 Changing Your Security PIN 67

14. Redirecting Calls
14.1 Follow Me 71
14.1.1 Follow Me To (Features Menu) 72
14.1.2 Follow Me (Status Menu) 72
14.1.3 Follow Me Here (Features Menu) 72
14.2 Forwarding Calls 73
14.2.1 Forward Unconditional (Status Menu) 75

14.2.2 Forward Unconditional (Features Menu) 75
14.2.3 Forward On No Answer (Status Menu) 76
14.2.4 Forward On Busy (Status Menu) 76
14.3 Do Not Disturb 77
14.3.1 DND On/Off (Features Menu) 78
14.3.2 DND Off (Status Menu) 78
14.3.3 Do Not Disturb Exceptions 78
14.4 Twinning 79
14.4.1 Mobile Twinning Control 79
14.5 Forward On Busy/No Answer (Features Menu) 79

15. Groups

15.1 Group Membership 83
15.1.1 Group Membership On/Off (Status Menu) 83
15.1.2 Group Membership On/Off (Features Menu) 83
15.2 Group Service Status and Fallback 84
15.2.1 Changing the Group Service Status (Features Menu) 85
15.2.2 Changing the Group Service Status (Status Menu) 85
15.2.3 Changing the Group Fallback 86

16. Button Features

16.1 Abbreviated Dial 89
16.2 Absence Text 89
16.3 Account Code 89
16.4 Automatic Callback 89
16.5 Breakout 89
16.6 Call Forward All 89
16.7 Call Park 90
16.8 Call Park to Other 90
16.9 Call Pickup 90
16.10 Call Pickup Any 90
16.11 Drop Call 90
16.12 Flash Hook 90
16.13 Group BLF 91
16.14 Hunt Group Night Service 91
16.15 Internal Auto Answer 91
16.16 Paging 91
16.17 Ringer Off 91
16.18 Self-Administer 91
16.19 Send All Calls 91
16.20 Supress Digits 92
16.21 User BLF 92

17. Phone Settings

17.1 Mobile Twinning 95
17.2 Withhold Number 95
17.3 Redial Mode 95
17.4 En-Bloc Dialing 96
17.5 Auto Lock 96
17.6 Ringer Controls 97
17.6.1 Disabling the Ringer 98
17.6.2 Visual Alerting 98
17.6.3 Coverage Ring 98
17.6.4 Ring Sound 99
17.6.5 Ringer Volume 100
17.6.6 Internal Auto Answer 101
17.7 Display Controls 102
17.7.1 Display Brightness 102
17.7.2 Display Contrast 102
17.7.3 Call Timer Display 102
17.7.4 Display Language 104
17.7.5 Show Call Waiting 104
17.7.6 Inactivity Timer (Auto Return) 104
17.8 Volume and Sound 105
17.8.1 Button Clicks 105
17.8.2 Error Tones 105
17.8.3 Ringer Volume 105
17.8.4 Handset Volume 106
17.8.5 Headset Volume 106
17.8.6 Speaker Volume 106
17.8.7 Automatic Gain Control 106
17.8.8 Default Handsfree Audio Path 106
17.9 Backup/Restore 107
17.9.1 Backup 107
17.9.2 Restore 107
17.10 Viewing Information 108

18. Status Menu

18.1 Do Not Disturb 110
18.2 Follow Me To 110
18.3 Follow Me Here 111
18.4 Forward On Busy 111
18.5 Forward On No Answer 112
18.6 Forward Unconditional 112
18.7 Forwarded Here 112
18.8 Group Membership 113
18.9 Group Service Status 113
18.10 Mobile Twinning 113
18.11 Parked Calls 114
18.12 System Alarms 114

19. Short Codes

20. System Administration

20.1 Checking the System and Software Version 120
20.2 Setting the Date 120
20.3 Setting the Time 121
20.4 Setting the Time Offset 121
20.5 System Shutdown 122
20.6 Memory Card Management 123
20.7 System Alarms 124

21. Menus

21.1 Features Menu 126
21.2 Status Menu 127
21.3 A Menu 127

22. Glossary

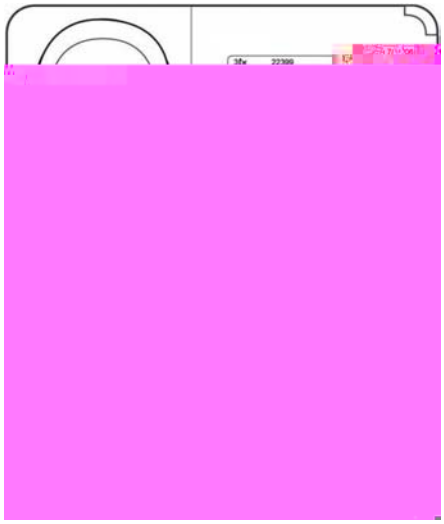
22.1 Abbreviated Ring 130
22.2 Appearance Button 130
22.3 Attention Ring 130
22.4 Auto Hold 130
22.5 Bridged Appearance Button 130
22.6 Call Appearance Button 130
22.7 Call Coverage Button 130
22.8 Coverage Ring 130

22.9 Do Not Disturb..... 130
22.10 Do Not Disturb Exceptions..... 131
22.11 Follow Me..... 131
22.12 Follow Me Here..... 131
22.13 Follow Me To..... 131
22.14 Forward on Busy..... 131
22.15 Forward on No Answer..... 131
22.16 Forward Unconditional..... 131
22.17 Group 132
22.18 Idle Line Preference..... 132
22.19 Internal Twinning..... 132
22.20 Line Appearance Button..... 132
22.21 LoN130t2cance.Button..... 132
.....1.rence
.

Chapter 1.
Introduction

1. Introduction

This guide is for 9600 Series telephones supported by IP Office Release 6. The supported phones are the 9620L, 9620C, 9630G, 9640, 9640G, 9650 and 9650C.



9620 Telephone

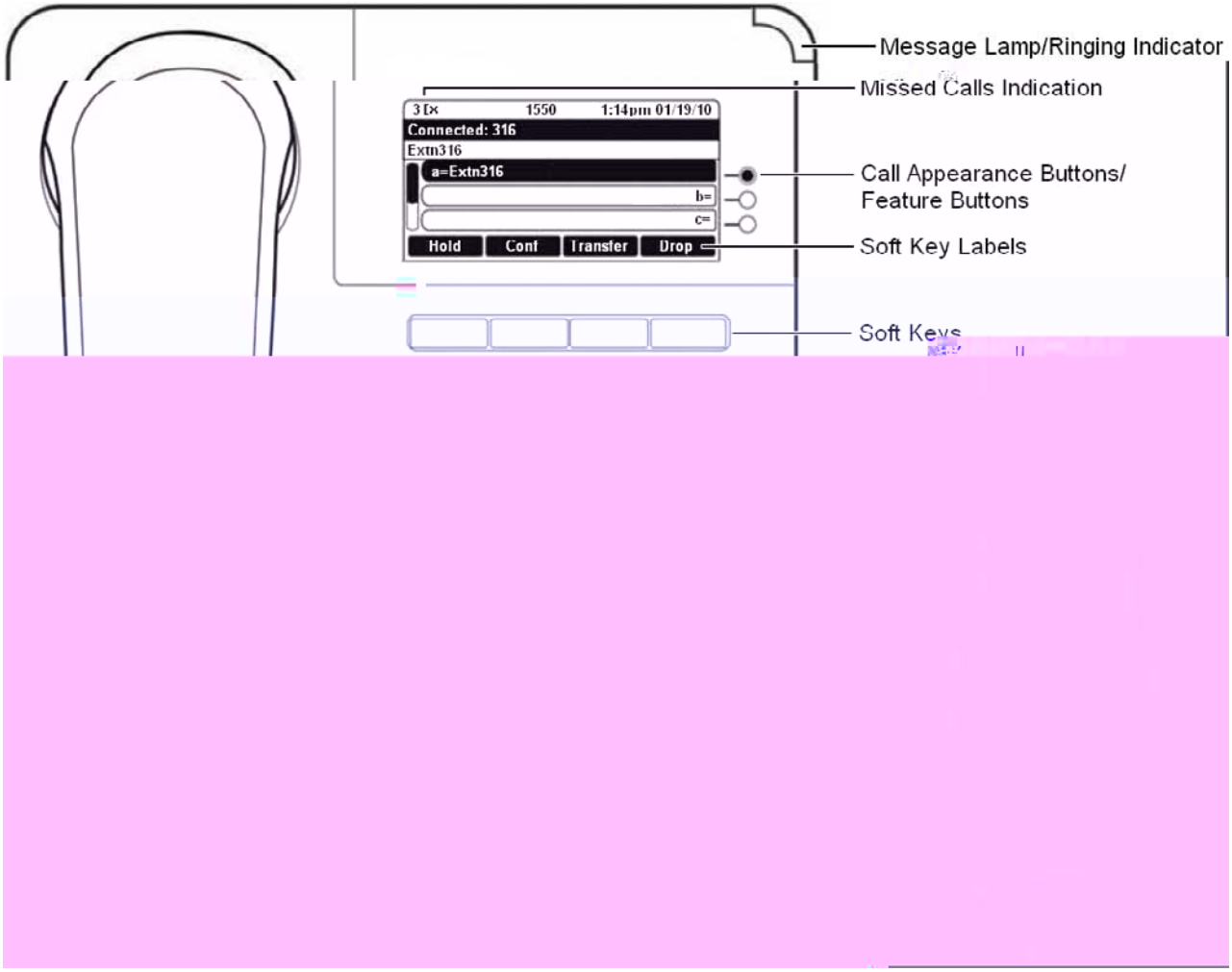
9630 Telephone

1.1 Important Safety Information

- ! Warning: This handset may pickup small metal objects such as metal pins or staples.
- During a power surge, EFT or ESD, 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.

1.2 9620 Telephone

The IP Office supports the 9620L and 9620C versions of the 9620 telephone.

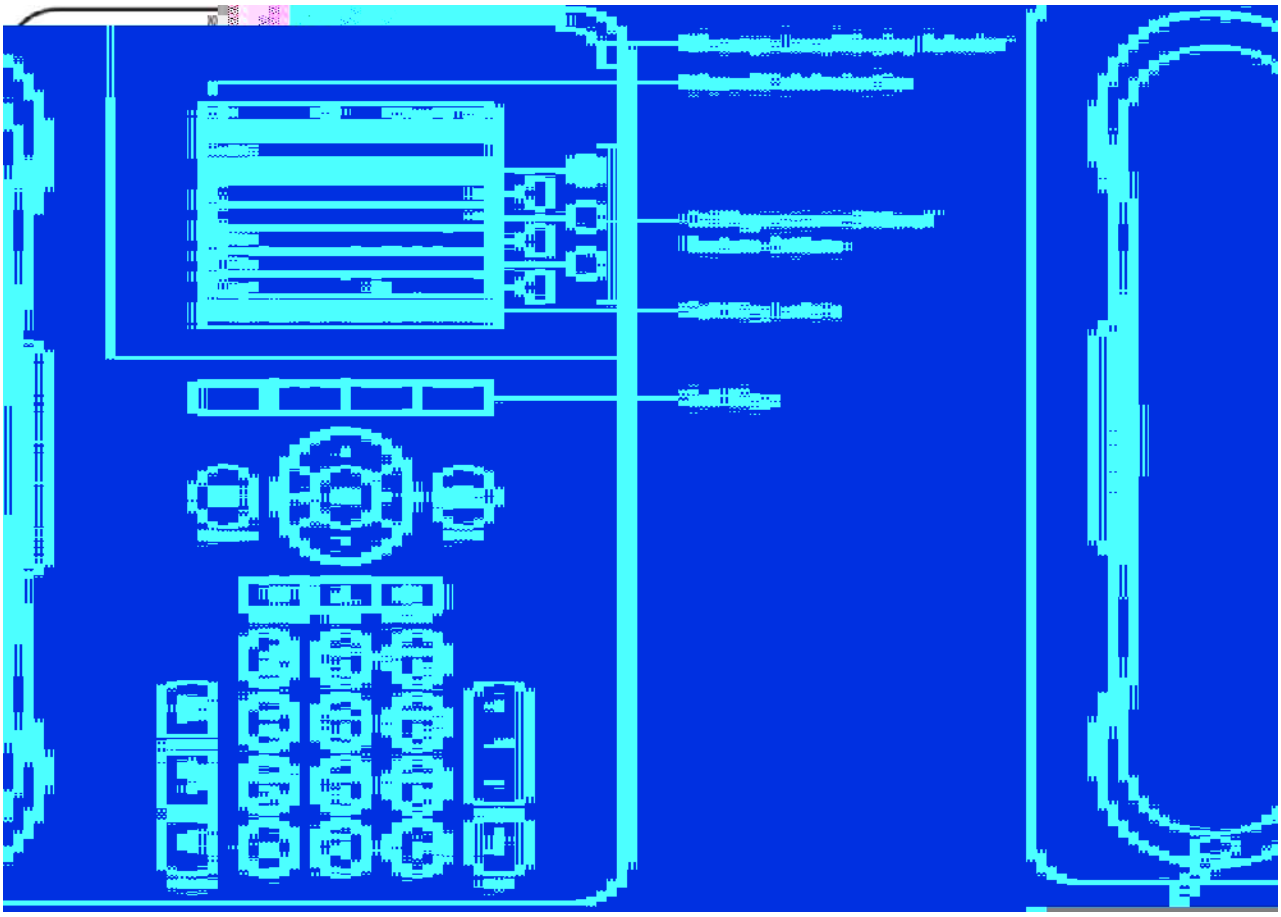


The phone supports 12 programmable call appearance/feature buttons. The labels for 3 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the up and down ▼ arrow keys to scroll the display. You can also use the ◀ left and right ▶ arrow keys to move through the button feature in pages of 3.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration 88. Note that you cannot replace call appearances features assigned to buttons by your system maintainer but you can replace other features. However also note there are features that the system maintainer can assign that are not available to you to assign. This guide just includes features that you can assign yourself if required.

1.3 9630 Telephone

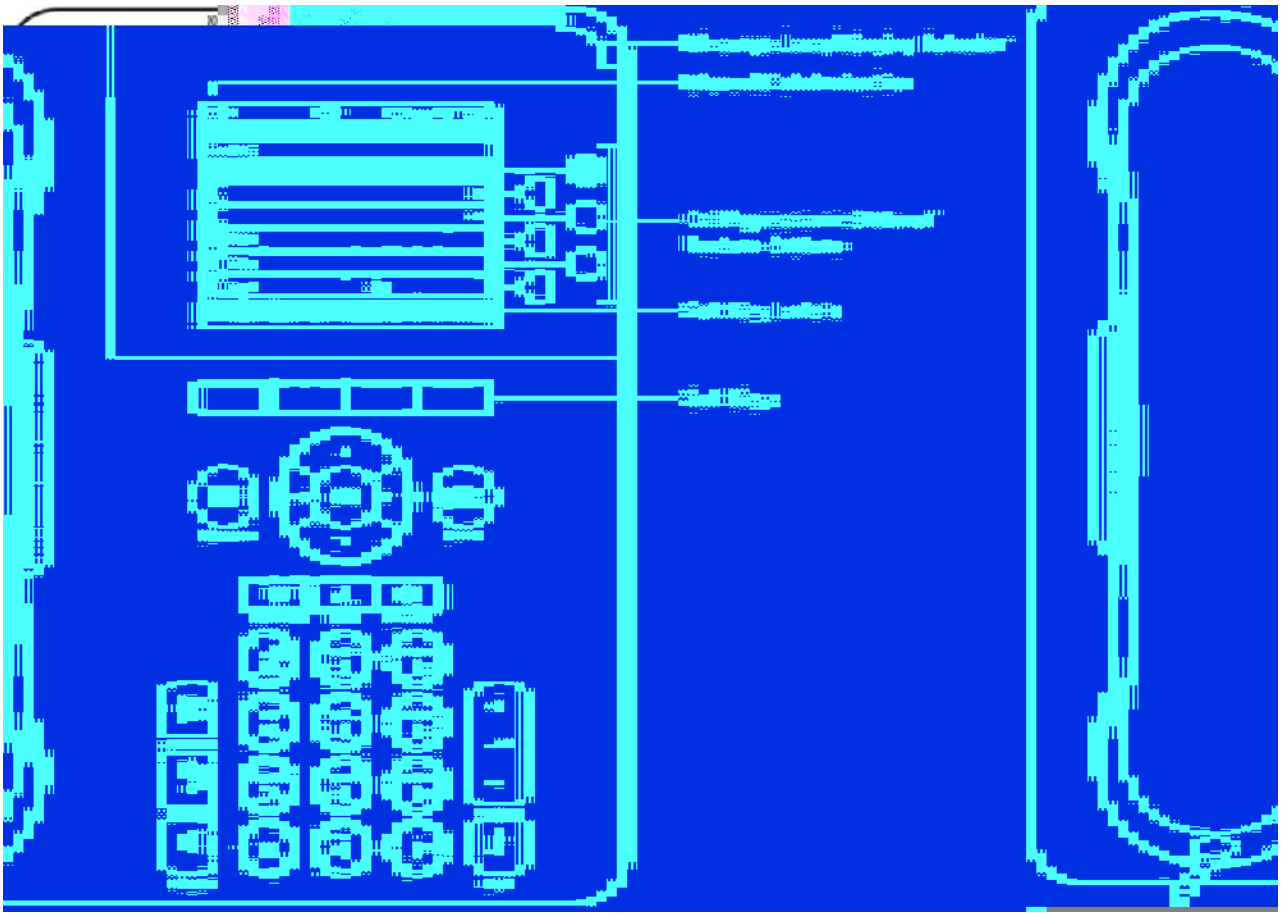
The IP Office supports the 9630G version of the 9630 telephone.



The phone supports 24 programmable call appearance/feature buttons. The labels for 6 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the up and down ▼ arrow keys to scroll the display. You can also use the

1.4 9640 Telephone

The IP Office supports the 9640 and 9640G versions of the 9640 telephone.

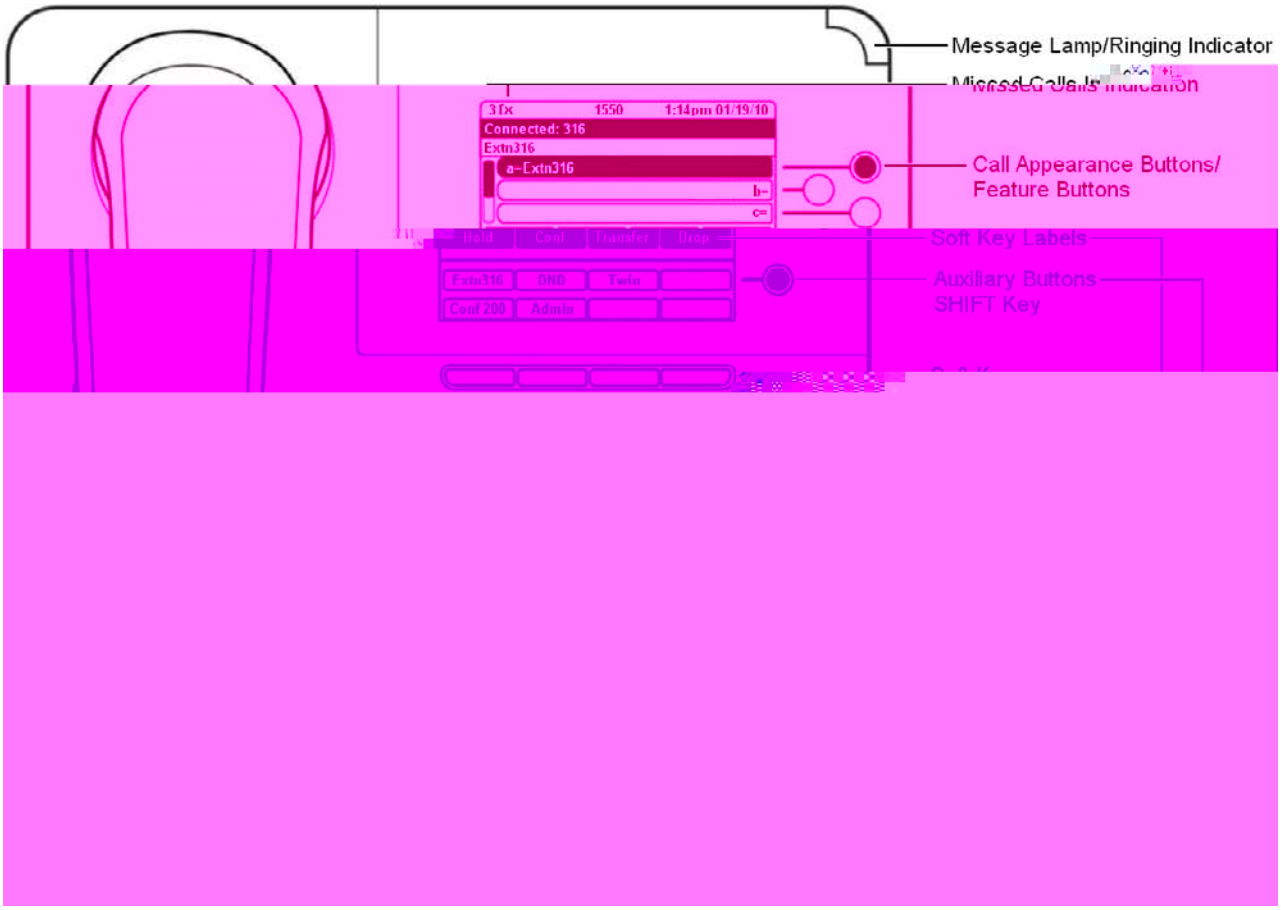


The phone supports 24 programmable call appearance/feature buttons. The labels for 6 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the up and down ▼ arrow keys to scroll the display. You can also use the ◀ left and right ▶ arrow keys to move through the button feature in pages of 6.

Functions can be assigned to the phone's call appearance/feature buttons by your system administrator or by yourself using self-administration 88. Note that you cannot replace call appearances features assigned to buttons by your system maintainer but you can replace other features. However also note there are features that the system maintainer can assign that are not available to you to assign. This guide just includes features that you can assign yourself if required.

1.5 9650 Telephone

The IP Office supports the 9650 and 9650C versions of the 9650 telephone.



The phone supports 24 programmable call appearance/feature buttons. The labels for 3 of these are displayed in the main display and can be controlled by the adjacent buttons to the right. You can use the up and down ▼ arrow keys to scroll the display. You 60 0lson use the

1.6 Status Letters

When your own extension name is shown on the second line of the display, for example when the phone is idle, the name may be followed by a series of letters. These letters are used to indicate your current status.

- B = Barred
  A B is shown on your phone's display when the system administrator has set you to outgoing call barred status. You will only be able to make internal calls while this is applied.
- D = Diverting (Forwarding) Calls
  A DForn161 Td2have-16Td2amefiguu tosysa membttO foang call421rred s46tus.

1.8 Phone Keys

The following keys are found on the phone:

Key	Description
	Soft Keys - The keys below the display have variable functions. When the key is active, its function is indicated by the text label above it.
	Message - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
	Navigation Keys - Press the up and down ▼ arrow keys to scroll through lists. In some menus, you can also use the ◀ left and right ▶ arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name.
OK	OK - The OK key normally matches the function offered by the left hand soft key below the screen.
	PHONE/EXIT - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
	MENU - This key is used to access a menu for phone settings and information.
	CONTACTS - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
	CALL LOG - This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.
	VOLUME - Press + plus or – minus on the Volume key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, handset, headset and speaker.
	HEADSET - This key is used to answer and end calls using a headset connected to the phones 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.
	FORWARD - Provides direct access to the

1.9 The Phone Stand

The phones all include a two-position stand that clips to the base of the phone as shown below. Once attached the stand can be used in either position to change the angle of the phone.

When changing the position of the stand, be sure to check that the stand has locked into the chosen position. A small plastic peg is located just under the phone's handset. This peg can be reversed to more securely anchor the handset when the stand places the phone in an upright position.

The angle of the phone can also be adjusted as shown below.

Chapter 2.
Making Calls

2.2 Call Soft Key Options

The options displayed for the buttons at the bottom of the display will change dynamically to reflect actions that you can perform during calls or while the phone is idle.

- 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.
- Complete
  Complete the transfer of a held call. A Cancel option is also shown which will end the transfer attempt.
- 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.
- Connect
  Take a call of 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.
- Drop
  End the call.
- Ignore
  Quiet the ringer for the current alerting call. The call will continue alerting until either answered or it goes to voicemail.
- Pickup
  Answer the call that is held or alerting another user.
- Redial
  If there are outgoing numbers in your call log, display the list of those numbers.
- 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.
- ToVM
  Send an alerting call to your voicemail.

2.3 Calling a Person from the Contacts List

You can use any directory contacts to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during transfers.

1. Access the contacts directory:

   a. Press the CONTACTS key. The directory menu is displayed.

   b. Use the left and right arrow keys to select which type of directory entries you want displayed.

2.5 Redialling a Previous Number

When Redial is displayed it can be used in one of two ways, set by the phone's redial mode setting.

List Mode

2.8 Adjust the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for which every device you are currently using (handset, headset or speaker).

1. With the call connected, press the VOLUME key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

2.9 Muting a Call

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

- The mute setting remains active even if you switch between calls using hold and or appearance buttons.
- If you change how you are listening to the call, for example switching from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the MUTE key. The button will be lit while mute is active.
2. To switch mute off, press the key again.

2.10 Ending Calls

- The Drop option can be used to end the currently highlighted call on the display.
- If the call is connected on the phone's speaker, the SPEAKER key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's headset, the HEADSET key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's handset, replacing the handset will end the call.

Chapter 3.
Answering Calls

3. Answering Calls

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.

Selected Button

If you are currently not on a call, you can answer the alerting call in the following ways:

1. Select the method which you want to use to talk to the caller:
   - To quiet the ringing, press the Ignore soft key. The call will still continue alerting visually and can be answered or ignored.
   - To redirect the call to voicemail, press the To VM soft key.
   - 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 key will answer the call either on the speaker or headset depe9994Tdn thp Pho'she

3.1 Divert a Call to Voicemail

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

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

3.2 Ignore an Incoming Call

3.4 Call Pickup

Pickup is used to answer a call ringing elsewhere on the phone system. There are a number of pickup options:

- Answer any ringing call on the telephone system.
- Answer a call ringing a particular user.
- Answer a call ringing a particular group.
- Answer a call, not necessarily a group call, ringing the members of a group.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Pickup. Press Select.
   - To answer a ringing call, press the Any soft key.
   - To answer a call ringing against a particular target, dial the targets number. Alternatively, press the Dir soft key to select the target from the directory 48.
3. The following menus will depend 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.

Default 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

- 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.
- 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.

Chapter 4.
Redialling

4. Redialling

The phones redial operation can work in either of the following modes:

- *Open Call Log*
  If this mode is selected, pressing Redial will display a menu of the 10 most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
- *Last Dialed*
  If this mode is selecting, pressing Redial will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.

You can select the redial mode 28 that the phone uses. In either case, the redial function uses the outgoing call records in your personal call log 52. If you delete the records in your call log, redial will not work until new outgoing call records exist in your personal call log.

Note

1. Use of centralized call log can be switched off by the system administrator. In that case the numbers used for the redial function are stored by the phone. This guide only covers redial using outgoing call records in the user's centralized call log.

4.1 Redial (Last Dialed Mode)

This redial method is used when your phone's redial mode 28 is set to *One*.

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.

4.2 Redial (Call Log Mode)

This redial method is used when your phone's redial mode 28 is set to *List*.

1. Access the redial list.
   a. Press Redial. The list of outgoing calls is displayed.
   b. Use the up and down ▼ arrow 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.

4.3 Selecting Your Redial Mode

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
4. Use the up and down ▼ arrow keys to highlight Redial Action.
5. The current mode, *Open Call Log* or *Last Dialed* is displayed.
   - *Open Call Log*
     If this mode is selected, pressing Redial will display a menu of the 10 most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
   - *Last Dialed*
     If this mode is selecting, pressing Redial will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.
6. Press Change to change the mode.
7. When the required mode is displayed, press Save.

Chapter 5.
Holding and Parking Calls

5.1 Holding Calls

You can hold a call or several calls.

- The held call will still occupy the appearance button on which it was made or answered.
- While held the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
- If you have more than one held call, or one held call and a connected call, pressing the Conference soft key will start a conference between yourself and the calls.

Important - 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 will also still be listed as a member of the conference call in the conference details.

- Warning: 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.

5.1.1 Holding a Call

1. To put your current call on hold, press the Hold soft key or the call's appearance button.
2. The held call will be indicated by its appearance key using a fast flashing lamp.
3. While held the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. If you can scroll the display using the up and down arrow keys, the held call will appear with a icon.

Important - 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 will also still be listed as a member of the conference call in the conference details.

- Warning: 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.

5.1.2 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 will be automatically put on hold.

1. Press the appearance button with the fast flashing red lamp .
2. Scroll the display using the up and down arrow keys, the held call will appear with a icon. Press the Connect soft key to take the call off hold.

5.1.3 Switching Between Calls

With a call on hold (fast flashing appearance button) and another call connected (red 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 connected.

5.1.4 Transfer a Held Call

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press the Conf soft key. Your current call and the held call will be connected. You can now drop yourself 39 from the conference.

Note

1. If you are the only internal user in the conference, depending on your telephone systems configuration, dropping yourself from the conference may end it. Consult your system administrator for details.

5.2 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 have parked will return to your phone if they remain parked for too long. The default return delay is 5 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.

If you park a call without specifying a park slot number, the system will assign a number based on your extension number plus a single digit. For example for extension 201, the first parked call will use park slot number 2010 if available. If you already have one parked call, the next parked call will use park slot 2011 if available.

Call park buttons can be configured with a specific park slot numbers. A calls parked using that button will be given that park slot number. Any other users with a call park button set to the same number will see that there is a parked call and can unpark it using their button.

A feature button 88 set to the Call Park 90 action can be used to park and unpark calls. If configured to a specific park number, the button will indicate when another user has parked a call using that park slot number.

Default 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

- 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*.

5.2.1 Park Using the Menu

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Park or Call Park To Other.
   - Call Park
     Park the call on the system with parked call indication on your extension.
   - Call Park To Other
     Park the call on the system with parked call indication on the selected extension.

5.2.2 Unpark (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 using the Status menu.

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
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 up and down ▼ arrow keys to scroll through the parked calls.
5. To unpark a particular call, press the Connect soft key.

Chapter 6.
Transferring Calls

Chapter 7.
Account Codes

7. 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 you to have to enter an account code before making any external call.

7.1 Forced Account Code Entry

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.

1. The follow 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.

7.2 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.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
4. Use the up and down ▼ arrow keys to highlight Account Code.
5. Press the Set soft key or the OK button or the ▶ right arrow key.
6. Enter the account code that you want to use.
7. Press the Done soft key.
8. If the account code was not a valid account code, the Failed menu is displayed.

Feature Button

Access to the enter account code menu can be assigned to a feature button 88 configured with the Account Code Entry 89 action. The button can also be preset with a specific account code.

Chapter 8.
Conference Calls

8.4 Dropping/Muting Parties

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

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:
   - To scroll through the list of callers in the conference, use the up and down arrow keys.
   - To drop a caller from the conference, highlight them and press Drop.
   - To mute a caller, highlight them and press Mute. Repeat this to unmute them.
   - To return to the call display, press the Back soft key.

Note

1. If you are the only internal user in the conference, depending on your telephone systems configuration, dropping yourself from the conference may end it. Consult your system administrator for details.

8.5 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 will show a fast flashing red lamp.

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

Important - 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 will also still be listed as a member of the conference call in the conference details.

- Warning: 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.

8.6 Transferring Calls Using Conference

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press the Conf soft key. Your current call and the held call will be connected. You can now drop yourself 39 from the conference.

Note

1. If you are the only internal user in the conference, depending on your telephone systems configuration, dropping yourself from the conference may end it. Consult your system administrator for details.

Chapter 9.
Headset/Handsfree Operation

9.2 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.

- Pressing the SPEAKER key can be used to answer a call handsfree. It can also be pressed to end a handsfree call.
- The key is lit when there is a call connected handsfree.
- The key can also pressed to turn a call already answered using the handset or headset into a handsfree call.
- If there are no currently connected call 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 42.
- If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button will answer that call handsfree.

You can adjust the following handsfree settings:

- Speaker Volume 106
- Speaker Automatic Gain Control On/Off 106
- Default Audio Path 43

Conference Phones

Your phone is not designed as a conference room speakerphone. It is designed for use by a speaker 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.

9.2.1 Speaker Volume

While talking handsfree via the phone's speaker, you can adjust the volume of the incoming call.

1. With the call connected on the speaker, press the key.
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

9.2.2 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 the audio is played through the headset by default rather than the speaker.

1. Press the MENU button.
2. Use the up and down arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down arrow keys to highlight Call Settings. Press Select.
4. Use the up and down arrow keys to highlight Audio Path.
5. Press Change to change the setting between Headset and Speaker.
6. When completed, press the Save soft key.
7. Press the Back / Exit soft keys to exit the menus.

Chapter 10. Contacts/Directory

10.2 Viewing Contacts Details

1. Access the contacts directory:
   a. Press the CONTACTS key. The directory menu is displayed.
   b. Use the left and right arrow keys to select which type of directory entries you want displayed.
      - All
        All directory entries.
      - External
        Directory entries stored by the telephony system for all users to use.
      - Groups
        The names and numbers of hunt groups on the telephone system.
      - Users
        The names and numbers of other users on the telephone system.
      - Personal
        Your own personal directory entries.
   c. Use the the up and down arrow keys to scroll through the list or 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.
   d. 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 arrow key to scroll through the contacts.
4. The range of soft keys available will depend on the type of directory entry:
   - Call 48
     Make a call to the stored number.
   - List
     Return to the list of contacts.
   - More
     If the contact is one of your personal directory entries, the More soft key will be present to allow you to access the options below. It is also present for external directory entries if you have been setup as a system phone user by the system administrator.
   - Edit 50
     Edit the name and number.
   - Delete 50
     Delete the name and number.
   - New 49
     Add a new personal directory contact.

10.3 Make a Call from the Directory

You can use any directory contacts to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during transfers.

1. Access the contacts directory:
   a. Press the CONTACTS key. The directory menu is displayed.
   b. Use the left and right arrow keys to select which type of directory entries you want displayed.
      - All
        All directory entries.
      - External
        Directory entries stored by the telephony system for all users to use.
      - Groups
        The names and numbers of hunt groups on the telephone system.
      - Users
        The names and numbers of other users on the telephone system.
      - Personal
        Your own personal directory entries.
   c. Use the the up and down arrow keys to scroll through the list or 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.
   d. 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 Call or press the button next to the name.
3. Continue as for a normally dialed call.

10.4 Using the Directory for Other Functions

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

When using the directory in this way, the names made available will depend on the type of function that is being setup. For example, for some functions only group names will be displayed, for others only user names.

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 the up and down arrow keys to scroll through the list or 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 will be returned to the menu in which you selected the Dir soft key.

10.5 Adding a New Contact

So long as the telephone system capacity has not been reached, you can add up to 100 personal directory entries.

1. Access your personal directory contacts:

   a. Press the

   abPserthe

10.6 Editing a Contact

You can edit the contacts in your own personal directory.

1. Access your personal directory contacts:
   a. Press the CONTACTS key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select your *Personal* directory.
   c. Use the the up and down ▼ arrow keys to scroll through the list or 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.
   d. To view more details of the highlighted name press Details. To return to the directory press List.
2. Locate the required entry.
3. Press the Details soft key.
4. Press the More soft key and then the Edit soft key.
   - The menu now allows editing of the name and number.
   - Use the up and down ▼ arrow keys to switch between number and name entry.
   - When the name and number have been entered as required, press the Save soft key.
   - To exit without making any changes, press the Cancel soft key.

Note

1. 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.

10.7 Deleting a Contact

You can delete a contact from your own personal directory.

1. Access your personal directory contacts:
   a. Press the CONTACTS key. The directory menu is displayed.
   b. Use the ◀ left and right ▶ arrow keys to select your *Personal* directory.
   c. Use the the up and down ▼ arrow keys to scroll through the list or 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.
   d. To view more details of the highlighted name press Details. To return to the directory press List.
2. Locate the required entry.
3. Press the Details soft key.
4. Press the More soft key and then the Delete soft key.
5. Press the Delete soft key again to confirm the action.

Note

1. 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.

Chapter 11.
Call Log

11. Call Log

This menu is accessed by pressing the CALL LOG key. The call log you see is a call log stored on the telephone system. If you login at another 1400 Series, 1600 Series or 9600 Series phone, your call log moves with you.

Your call log contains your 10 most recent answered calls, 10 most recent calls you made and 10 most recent missed calls. If configured by the system administrator, it can also include calls missed by hunt groups of which you are a member.

- Making a Call
- Viewing Call Details
- Deleting a Record
- Deleting All Records
- Add a Record to Your Contacts

e27310 0

11.3 Viewing Call Details

You can view additional details about the currently shown call.

1. Access the call log.

   a. Press the CALL LOG button.

   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.

   c. Use the left and right arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Incoming* and *Outgoing*.

      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.

   d. Use the up and down arrow keys to scroll through the records.

2. Press the Details soft key. The individual details of the currently selected call record are displayed.

3. The possible values are:

Name	Call Type Icon
Number	Count
Time and Date	Duration

   - 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, ie. = *Incoming*, = *Outgoing* or = *Missed*.
   - 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 will indicate if the caller has rung or has been rung several times.
   - Duration - The length of the call.

4. While you are in the details of a call record, the soft key functions available are:

   - Call
     Call the number shown in the call record. You can also do this by pressing the OK button.
   - List
     Go back to the normal call screen to select another call record. You can also use the up and down arrow keys to view the previous or next record.
   - Delete
     Delete the currently displayed record.
   - More
     Switch between the different sets of available soft key functions.
   - +Contact
     Add the name and number to your personal directory. You can edit the details before they are added.
   - Delete All
     Delete all the records.

11.4 Deleting a Record

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.

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Incoming* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the up and down arrow keys to scroll through the records.
2. When the required record is highlight, press More and then press Delete.

11.5 Deleting All Records

You can delete all call records from your call log. This action deletes all call log record types (*Incoming*, *Missed* and *Outgoing*), not just the type you are currently viewing. This action deletes your personal call records and any hunt group call records.

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Incoming* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the up and down arrow keys to scroll through the records.
2. Press the More soft key.
3. Press the Del All soft key to delete all your call log records.

11.6 Adding a Record to Your Contacts

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

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Incoming* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the up and down arrow keys to scroll through the records.
2. Press More and then press the +Contact soft key.
3. Use the up and down arrow 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. When editing the number, use the Pause soft key to enter a comma (,) for a 1 second pause in the number dialing.
5. When the name and number are set as required, press the Save soft key. To return without saving the name and number, press the Cancel soft key.

Chapter 12.
Voicemail

12.2 Checking Messages

1. Press the MESSAGES 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. 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 hunt group mailboxes, you can also use the up and down ▼ arrow keys to highlight hunt group names and the number of messages in those mailboxes.
3. Highlight Listen and press Select.
4. Use the up and down ▼ arrow keys to highlight which messages (New, Old or Saved) that you want to listen to and press Select. The details of the first message of that type are displayed.
5. You can use the up and down ▼ arrow keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the currently highlighted message:
   - Play / Pause
     Start/stop playback of the currently displayed message.
   - Call
     Call the person who left the message.
   - Back
     Return to the previous menu.
   - More
     Switch between the different sets of available soft key functions.
   - Delete
     Delete the message.
   - Save
     Mark the message as saved. Saved messages are not normally automatically deleted.[1]
   - Copy
     Copy the message to another mailbox. The menu will prompt you to enter the destination number.

Notes

1. Automatic Message Deletion
   By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro). For voicemail messages on a Voicemail Pro system, the system administrator can customize the delay and can also apply automatic deletion times to new and saved messages.

12.3 Sending a Message

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

1. Press the MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.
2. The visual voice menu is displayed.
3. Use the up and down arrow keys to scroll to the option Message and press Select.
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.

12.4 Mailbox Greeting

While the voicemail system will play a generic greeting to caller, prompting them to leave a message, you can record your own greeting.

1. Press the MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.
1. The visual voice menu is displayed.
2. Use the up and down arrow keys to scroll to the option Greeting. Press Select.
3. 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 3 seconds long or the voicemail system will discard it.
   - Listen
     Listen to the current greeting or the new greeting just recorded.
   - Submit
     Submit the new recording as your mailbox greeting.
   - More
     Switch between the different sets of available soft key functions.
   - Delete
     Delete your current mailbox greeting. The voicemail will use its default greeting.
   - Cancel
     Return to the main visual voice menu.

Personal Greetings

Intuity voicemail allows a number of greeting to be recorded and then used for different call types (internal, external, etc). These greetings are setup and recorded through the mailbox voice prompt interface or using the IP Office Phone Manager application.

12.5 Email Mode

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.

This option is only available if configured by your system administrator.

Through the visual voice menu you can change the mode of voicemail email operation.

1. Press the

12.8 Transfer to Voicemail

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

1. With the call connected, press the 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 will hear a few seconds of ringing and then the mailbox greeting.
   - To exit the transfer menu, press Cancel.

12.9 Send a Call to Voicemail

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

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

12.10 Visual Voice

This menu option provides a route into visual voice if the MESSAGES key has not been setup to do that.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Visual Voice. Press Select.
3. Use the up and down ▼ arrow keys to highlight Visual Voice. Press Select.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.
4. You will now see the visual voice menu.

Chapter 13.
Logging In/Out

13. 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 your calls.

- Log In 65
  You can login at any phone that you want to use. All your calls are then directed to that phone and your user settings are applied to calls made and received. If it is a 1400 Series, 1600 Series or 9600 Series phone, your contacts and call log are displayed by the phone.
  - Any existing user of the phone is logged out while you are logged in.
  - If you were logged in on another phone, you are logged out from that phone.
  - If your phone system is in a Small Community Network 133 of phone systems, it may be possible to login at extensions located on other phone systems in the network. Your system administrator will advise you if you can remote hot desk and what features will still be available to you when you do.
- Log Out 66
  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.
- Lock/Unlock 66
  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.
- Default Extension
  Each extension can be configured with a default user. If you are logged off from an extension, if you have a default extension the system will automatically log you in at your default extension if it is not in use by another user.
- Login Idle Period
  Your system administrator can configure a timeout which will automatically log you out if you do not use the phone in that time to make or answer a call.

Default 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

- Login: *35*N*P#
  Login 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.

13.1 Logging In

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

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

- Phone In Use

13.2 Logout

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight Logout. Press Select.
4. You will be logged out of the phone. The follow action will depend on several factors:
   - If the phone does not have a default user, or the default user is currently logged on elsewhere, the no user display is shown:
   - If the phone has a default user and they are not current logged on elsewhere, they are automatically logged back in.

13.3 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 67 after a period of phone inactivity.

To use this feature you need to set a security PIN 67.

When your phone is locked:

- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone 66 requires your login code if you have configured a login code 67.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight Lock. Press the Select.
4. The phone is now locked as indicated by the display.

13.4 Unlock

The message PHONE LOCKED indicates that the phone has been locked 66. 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.

1. Press the Unlock soft key.
2. Enter your security PIN (login code).
3. Press the Done soft key.

13.5 Auto Lock

Rather than logging out, you can lock your phone. You can either lock your phone manually 66 using the steps below or have it automatically locked after a period of phone inactivity. To use this feature you need a security PIN 67 (login code) set.

When your phone is locked:

- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone 66 requires your login code if you have configured a login code 67.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight Phone Screen Settings. Press Select.
4. Use the up and down ▼ arrow keys to highlight Auto Lock (minutes).
5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow 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.

13.6 Changing Your Security PIN

You can change your own security PIN (login code). If set, this PIN is used for logging in at other phones, locking your phone 66 and accessing system administration features 120. This is not your voicemail code 61 used for voicemail access.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight Set Security PIN. Press Select.
4. Enter your current security PIN if you already have one and press Done.
5. Enter your new password.
6. Press Save.
7. The security PIN changed message will appear for a few moments.

Chapter 14.
Redirecting Calls

14.1 Follow Me

Follow me to is used to redirect your calls to another extension where you will be working.

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

The calls are still subject to all your user settings as if they were ringing at your phone.

All calls are redirected.

Follow Me To

Follow me to is the function used to enable follow me from your own phone.

Follow Me Here

Follow here the function used to enable follow me at the extension to which you want your calls redirected.

Default 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

- Follow Me Here: *12*N#
  Dialed at the extension to which you want you calls redirected. Use your own extension number (*N*) when dialing the short code.
- Follow Me Here Cancel: *13*N#
  Dialed at the extension to which you want your calls were redirected. 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.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.1.1 Follow Me To (Features Menu)

Using the user menu you can set and clear follow me to settings.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Forward. Press Select.
3. Use the up and down ▼ arrow keys to highlight Follow me To. Press Select.
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 48.
   - Save
     Save the selected number as your follow me to destination. All calls to your extension number will be redirected to that destination.
   - Clear
     Clear the currently selected or set number.
   - Back
     Go back to the previous menu.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.1.2 Follow Me (Status Menu)

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

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow 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.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.1.3 Follow Me Here (Features Menu)

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Forward. Press Select.
3. Use the up and down ▼ arrow keys to highlight Follow Me Here. Press Select.
   - Use the menu to add or remove users.
     - Use the up and down ▼ arrow 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 48.
       - Press the Save soft key to set the follow me here.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.2 Forwarding Calls

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

Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
-

Default 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

- Cancel All Forwarding: *00
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- 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 will 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

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.2.1 Forward Unconditional (Status Menu)

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

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow keys to highlight Fwd Uncon.
   - To switch off forward unconditional, press the Off soft key.
   - To change the forwarding settings, press the Details soft key.
     - Use the up and down ▼ arrow keys to scroll through the editing options.
       - Use the ◀ left and right ▶ arrow keys to switch the forwarding on or off.
       - Use the ◀ left and right ▶ arrow keys to select which calls should be forwarded. The options are *External Only*, *External and Group*, *Non Group Calls* and *All Calls*.
       - Select edit to change the number to which calls are forwarded.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.2.2 Forward Unconditional (Features Menu)

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Forward. Press Select.
3. Use the up and down ▼ arrow keys to highlight Forward Unconditional. Press Select.
4. The screen displayed will display your current forward unconditional settings.
   - To Switch Forward Unconditional On/Off
     Highlight Fwd Unconditional. Press On or Off to change the current setting. If no destination is currently set when you switch forward unconditional on the display will jump to the destination field.
   - To Select Which Calls as Forwarded
     Highlight 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 Forward Destination
     Highlight Destination. Either press Edit and enter the number required or press To VM for a forward to voicemail.
     - If you select Voicemail as the destination, you will need to switch forward unconditional off in order to cancel it and enter a new destination.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.2.3 Forward On No Answer (Status Menu)

If your phone is set to forward on no answer 131, you can clear or change the forward settings through the Status menu.

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow keys to highlight Fwd No Answer.
3. To switch the forward off press Off.
4. To change the forward setting press Details.
   - Use the up and down ▼ arrow 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 Calls Only*.
     - To change the destination highlight Destination and press Edit. Enter the number and press Select.
   - Press Save to save any changes.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.2.4 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.

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow keys to highlight Fwd Busy.
3. To switch the forward off press Off.
4. To change the forward setting press Details.
   - Use the up and down ▼ arrow 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 Calls Only*.
     - To change the destination highlight Destination and press Edit. Enter the number and press Select.
   - Press Save to save any changes.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

14.3 Do Not Disturb

- When you are in 'do not disturb', you callers are redirected to voicemail if available or otherwise hear busy tone.
- The only people who can call you are those calling from numbers in your do not disturb exceptions list. Forwarding can still be applied to these calls.
- Calls to any hunt group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling do not disturb will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will 33 TfTd(Dm25 wDm2o Sesentehook. Tw -16N member of the grouwDm2o Sesent133 Tf0 Tw -16Swit-0233 Tf0.667 T Off: *0933 T phone. PaTw -16n you-TT1133 T-23(Padistur

14.3.1 DND On/Off (Features Menu)

You can use the Features menu to switch do not disturb on or off. Enabling DND will not affect any calls already being presented to your phone. Hunt group calls will also still be presented if you are the only available member of the group.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
4. Press Change to change the setting.
5. Press Save to save the setting.

14.3.2 DND Off (Status Menu)

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

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. If necessary use the up and down ▼ arrow keys to highlight Do Not Disturb.
   - To clear the do not disturb setting, press the Off soft key.

14.3.3 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.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
4. Use the up and down ▼ arrow keys to highlight DND Exceptions. Press Select.
5. To add a number highlight Add Another. Dial the number and press Add.
6. To remove an existing number highlight it and press Remove.
7. Press Done when completed.

14.4 Twinning

Twinning is a process whereby your calls ring on two phones. Twinning is only available if configured by the system administrator.

There are two methods of twinning supported, internal twinning 132 and mobile twinning 132.

Internal Twinning

This method of twinning twins your normal phone with another internal phone. Your incoming calls will ring on both phones. You can also make your calls from either extension.

A typical example for internal twinning would be a user who uses both a normal desk phone and also needs a mobile phone while moving around the building.

Your settings are applied to both phones. Similarly message waiting indication and voicemail access from either phone will be to your mailbox.

If both your twinned phones are 1400 Series, 1600 Series or 9600 Series phones, the call logs and directory contacts on each will be yours.

- T = Twinned
  A T is shown after your extension name on the phone's idle display if it is internally twinned with your phone. Calls to you will alert on both phones and can be answered by you at either phone.

Mobile Twinning

Mobile twinning is twinning 133 where your calls ring at both your phone and at another number which can include an external number. If you have been configured as a mobile twinning user, you can switch use of mobile twinning on or off through the phone's menus and also change the number to which you are twinned.

Using the phone menus you can switch use of mobile twinning on/off and change the destination number for twinned calls.

14.4.1 Mobile Twinning Control

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Forward. Press Select.
3. Use the up and down ▼ arrow keys to highlight Mobile Twinning. Press Select.
4. If no twinning number has been set, the menu will prompt you to enter a number.
5. When a number has been entered, you can access the Enable and Disable soft keys to turn use of mobile twinning on or off. The Clear soft key removes the existing twinning number in order to allow entry of a new number.

14.5 Forward On Busy/No Answer (Features Menu)

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Forward. Press Select.
3. Use the up and down ▼ arrow keys to highlight Fwd Busy/No Answer. Press Select.
   - Use the up and down ▼ arrow 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 Calls Only*.
     - To change the destination highlight Destination and press Edit. Enter the number and press Select.
   - Press Save to save any changes.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

17.6.6 Internal Auto Answer

You can select to have internal calls automatically connected if you are not already on a call. The call will be connected, after the phone gives a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting 106

up and down arrow keys to highlight Options & Settings. Press Select.

3. Use the up and down arrow keys to highlight Call Settings. Press Select.
4. Use the up and down arrow keys to highlight Internal Auto-Answer.
5. Press the Change soft key to change the setting.

This function can be assigned to a feature button 88 configured with the Internal Auto Answer 91 action. The button lamp will indicate when internal auto answer is on.

17.7 Display Controls

This section covers controls for adjusting the phones display and the information shown on the display.

- Display Brightness 102
  Adjust the brightness of the display.
- Display Contrast 102
  Adjust the contrast of the display.
- Call Timer 102
  Adjust whether the ring/call time is displayed for calls on appearance buttons.
- Display Language 104
  Select the language used for the phones menus.
- Show Waiting Calls 104
  If, when already on a call, there is another call waiting to be answered, automatically toggle the call information displayed between details of the current call and those of the waiting call.
- Exit Menu Inactivity Timer (Auto Return) 104
  Return to the normal call display after a period of inactivity in a menu.

17.7.1 Display Brightness

1. Press the A MENU button.
2. Use the up and down ▼ arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down ▼ arrow keys to highlight Screen & Sound Options. Press Select.
4. Use the up and down ▼ arrow keys to highlight Brightness. Press Select.
5. Use the ◀ up and down ▶ arrow keys to adjust the brightness as required.
6. When completed, press the Save soft key.
7. Press Back / Exit to exit the menus.

17.7.2 Display Contrast

1. Press the A MENU button.
2. Use the up and down ▼ arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down ▼ arrow keys to highlight Screen & Sound Options. Press Select.
4. Use the up and down ▼ arrow keys to highlight Contrast. Press Select.
5. Use the ◀ left and right ▶ arrow keys to adjust the brightness as required.
6. When completed, press the Done soft key.
7. Press Back / Exit to exit the menus.

17.7.3 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 and, if you answer the call, resets to show how long the call has been connected. The timer will also show 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.

1. Press the A MENU button.
2. Use the up and down ▼ arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
1. Use the up and down ▼ arrow keys to highlight Display Call Timer.
2. Press Change to change the setting between On or Off.
3. When completed, press the Save soft key.
4. Press Back / Exit to exit the menus.

17.7.4 Display Language

The system administrator can configure which languages are available for use by the phone for its own menus. Up to 5 languages can be made available.

Though the phone's menu you can select which of those languages the phone should use.

Note that many of the messages displayed on the phone use text sent from the telephone system. They will use the default language of the telephone system unless the system administrator has set you to use a specific language supported by the phone system.

1. Press the A MENU button.
2. Use the up and down ▼ arrow keys to highlight Options & Settings. Press Select.
3. Use the up and down ▼ arrow keys to highlight Screen & Sound Options. Press Select.
1. Use the up and down ▼ arrow keys to highlight Language. Press Select.
2. Use the up and down ▼ arrow keys scroll through the different languages available.
3. To select the language currently highlighted, press Select.
4. When completed, press the Save soft key.
5. Press Back / Exit to exit the menus.

17.7.5 Show Call Waiting

By default, when you are connected on a call, the display will show details of that call. In order to see details of a another call such as a held call or a waiting call you need to scroll the display using the up and down arrow buttons.

Using this option, you can select to have the current call display automatically toggle between details of the current call and the waiting call display.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Call Settings. Press Select.
4. Use the up and down ▼ arrow keys to highlight Auto Display Waiting Call.
5. Press Change to change the setting.
   - Off
     Show details of the current call only.
   - On
     Automatically toggle the display between details of the current call and the waiting call.
6. Press the Save soft key.

17.7.6 Inactivity Timer (Auto Return)

You can set a timer which will return the phone to its normal call display after a set period of phone inactivity. By default the phone will be set to auto return after 60 seconds.

Note that the timer is not applied to all menus. For example it is not applied to the A-menu and to the visual voice menu. It is also not applied to the System Admin section of the Features menus.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight Phone Screen Settings. Press Select.
4. Use the up and down ▼ arrow keys to scroll the display to the option Auto Return (s).
5. Press Change to change the setting.
   - Disabled
     Do not use the inactivity timer.
   - 30 / 60
     Apply the inactivity timer after the selected number of seconds.
6. Press the Save soft key.

17.8 Volume and Sound

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

17.9 Backup/Restore

If backup/restore has been setup by your system administrator, it is used automatically when you login or log out from the phone.

Backup/restore is used for the phone settings that you have configured within the menu's provided by the phone's MENU button. When you login at another 1600 Series phone extension, your phone settings are restored and applied to that phone. They will remain applied to the phone until another user logs in and their phone settings are applied.

By default your call log and your personal contacts are stored on the telephone system. These will be restored by the telephone system when you login on another 1600 Series phone regardless of whether backup/restore has been configured for 1600 Series phones.

When backup/restore has been configured, the phone menu provides options to manually access backup and restore functions.

- Manually Backup Phone Settings 107
- Manually Restore Phone Settings 107

17.9.1 Backup

If backup/restore has been setup by your system administrator, it is used automatically when you login or log out from the phone.

In addition, the option below is available to manually trigger a backup of your user settings.

1. Press the MENU button.
2. Use the up and down arrow keys to highlight Advanced Options. Press Select.
3. Use the up and down arrow keys to highlight Backup/Restore. Press Change.
4. Use the up and down arrow keys to highlight Manual Backup. Press Backup.

- ! This option is only available if your system administrator has configured backup/restore operation.

17.9.2 Restore

If backup/restore has been setup by your system administrator, it is used automatically when you login or log out from the phone.

In addition, the option below is available to manually trigger a restore of your user settings.

1. Press the MENU button.
2. Use the up and down arrow keys to highlight Advanced Options. Press Select.
3. Use the up and down arrow keys to highlight Backup/Restore. Press Change.
4. Use the up and down arrow keys to highlight Manual Restore. Press Restore.

- ! This option is only available if your system administrator has configured backup/restore operation.

17.10 Viewing Information

You can view a large amount of information about the phone's settings and current operation. When reporting a problem to your system administrator they may ask you to provide some of this information to help resolve the problem.

1. Press the A MENU button.
2. Use the up and down ▼ arrow keys to highlight Network Info.... Press Select.
3. Use the ◀ left and right ▶ arrow keys to move through the different pages of information.
   - Audio Parameters
   - IP Parameters
     The IP settings with which the phone has been configured by the installer or by a DHCP server.
   - Quality of Service
     Quality of Service (QoS) measurements for the current call.
   - Interfaces
     The current speed of the phone's ethernet port and its PC pass-through Ethernet port.
   - Miscellaneous
     Details of the phone and the firmware that it current has loaded.
4. To return to the parent menu, press the Back soft key.

Chapter 18.
Status Menu

18.3 Follow Me Here

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

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow keys to highlight Follow Me Here. There will be a separate entry for each user.
   - To clear the follow me to setting, press the Clear soft key.
   - To change the destination of the setting, press the Details soft key.
   - Use the menu to add or remove users.
     - Use the up and down ▼ arrow 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 48.
       - Press the Save soft key to set the follow me here.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

18.4 Forward On Busy

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

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
2. Use the up and down ▼ arrow keys to highlight Fwd Busy.
3. To switch the forward off press Off.
4. To change the forward setting press Details.
   - Use the up and down ▼ arrow 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 Calls Only*.
     - To change the destination highlight Destination and press Edit. Enter the number and press Select.
   - Press Save to save any changes.

- ! The system administrator is able to configure whether you can access the Forward and Follow Me menu and status options.

18.8 Group Membership

If the system administrator has allowed you, you can enable/disable your membership of a group through the Status menu. When your membership of a group is disabled you do not receive group calls for that group.

1. Press the Status soft key if shown.
    - To access the status menu during a call, press the

18.11 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 using the Status menu.

1. Press the Status soft key if shown.
   - To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.
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 up and down ▼ arrow keys to scroll through the parked calls.
5. To unpark a particular call, press the Connect soft key.

18.12 System Alarms

If you have been configured as a system administrator (also called a system phone user), an S on the phone's display indicates a system alarm message. While you are not expected to be able to fix the error causing the alarm, the error message allows you to report the problem to your system maintainer.

- Memory Card Failure
  There is a problem with on of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 123.
- Expansion Failure
  There is a problem with one of the external expansion modules attached to the telephone system.
- Voicemail Failure
  The voicemail system is not available.
- Voicemail Almost Full
  The voicemail system is nearly out of storage space for any more messages, prompts and recordings.
- Voicemail Full
  The voicemail system cannot store any more messages, prompts and recordings.
- Licence Key Failure
  There is a problem with the memory card used to license features and applications.
- System Boot Error
  The telephone system has encountered an error while restarting.
- Corrupt Date/Time
  There is an error in the date or time being used by the system. Selecting Admin will take you to the system administration menu where you can change the date 120 and time 121.

Chapter 19.
Short Codes

19. 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. Your system administrator will confirm any additional short codes that they may have configured for your use.

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

- 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

- 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.
- 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

- Conference Held Calls: *47
  Start a conference between yourself and any calls that you have on hold.

Do Not Disturb

- 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.

Follow Me

- Follow Me Here: *12*N#
  Dialed at the extension to which you want you calls redirected. Use your own extension number (*N*) when dialing the short code.
- Follow Me Here Cancel: *13*N#
  Dialed at the extension to which you want your calls were redirected. 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

- Cancel All Forwarding: *00
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- 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
-

Chapter 20.
System Administration

20. System Administration

If necessary, the system administrator can configure you as a 'system phone' user. This allows you to performs a range of additional functions to help maintain your phone system.

- Edit external contacts stored by the phone system.
- Change the system date and time.
- Check the system type and software version.
- Check and perform various actions on any additional memory card installed in the telephone system.

20.1 Checking the System and Software Version

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

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight System Administration. Press Select. If the option is not present then you may not 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 ▼ arrow keys to highlight System Information. Press Select.
6. The type of IP Office telephone system, its current software version and its IP addresses are displayed.

20.2 Setting the Date

The process below can be used when the telephone system does not obtain the time and date automatically. If this process is used on a system that is obtaining its date and time automatically, the change may be applied temporarily but will then be overridden.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight System Administration. Press Select. If the option is not present then you may not 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 ▼ arrow keys to highlight Date. Press Select.
6. The current date being used by the telephone system is displayed.
7. Enter the required date, using the either the * or # keys to enter the / separators. To delete the previous digit or character entered press Bksp.
8. When a complete valid date has been entered, the display will confirm that by showing the full date and the Set soft key option.
9. To set the date as the new date to be used by the telephone system press Set.

20.3 Setting the Time

The process below can be used when the telephone system does not obtain the time and date automatically. If this process is used on a system that is obtaining its date and time automatically, the change may be applied temporarily but will then be overridden.

1. Press the Features soft key if shown.
    - To access the menu during a call, press the

20.5 System Shutdown

You can shutdown the telephone system for a specified number of minutes. Note that this is not a polite shut-down, once you have confirmed the action, any existing calls and services using the IP Office telephone system will start being disconnected. The telephone system will then remain unavailable for the duration you specify, the default being 10 minutes. After the shutdown duration it will take up to 5 more minutes for the telephone system to complete its restart.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight System Administration. Press Select. If the option is not present then you may not 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 arrow keys to highlight System Shutdown. Press Select.
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 *00:05* to *24:00*. Note that 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 arrow key.
7. After pressing the Ok soft key, you will be asked to confirm whether you want to shutdown the telephone system. Only proceed is you are sure. If you are not sure press Back.
8. If you press the Confirm soft key, the telephone system will switch itself to a shutdown state. This will disconnect all current calls and services.

20.6 Memory Card Management

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 card or cards fitted to your telephone system and to perform a number of actions on the cards.

1. Press the Features soft key if shown.
   - To access the menu during a call, press the ▶ right arrow key and then press the Features soft key.
2. Use the up and down ▼ arrow keys to highlight Phone User. Press Select.
3. Use the up and down ▼ arrow keys to highlight System Administration. Press Select. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press Done.
7. Use the up and down arrow keys to highlight Memory Card. Press Select.
8. The menu lists both the current state of the memory card or cards that can be added to the telephone system followed by the actions that can be performed on those cards.
   - The status of each memory card listed will be one of No Card, Active or Inactive. Entries are only listed for the types of cards that are supported on the telephone system to which you are connected:
     - System - This refers to the first SD memory card that must be fitted to the system.
     - Option - This refers to the second optional SD memory card that can be fitted to the system.
   - The actions that can be performed on the memory cards are listed after the status of the cards. The actions available will depend on the cards fitted and the current status of those cards. 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.
     - System Backup
       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 Configuration
       Copy configuration files from an Optional card to the System card in an IP Office IP500 V2 control unit.
     - Upgrade Binaries
       Copy software files from an Optional card to the System card in an IP Office IP500 V2 control unit.
     - Copy
       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.
     - Shutdown
       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* care is present. It allows the card to be made active again.

20.7 System Alarms

If you have been configured as a system administrator (also called a system phone user), an S on the phone's display indicates a system alarm message. While you are not expected to be able to fix the error causing the alarm, the error message allows you to report the problem to your system maintainer.

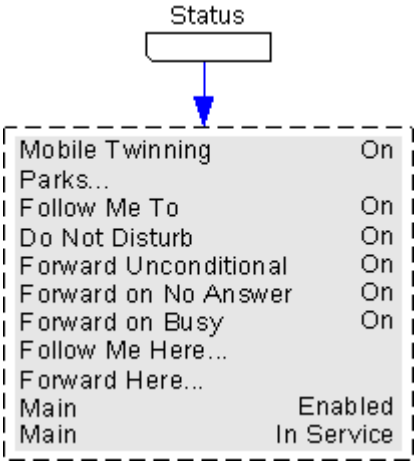
- Memory Card Failure
  There is a problem with on of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 123.
- Expansion Failure
  There is a problem with one of the external expansion modules attached to the telephone system.
- Voicemail Failure
  The voicemail system is not available.
- Voicemail Almost Full
  The voicemail system is nearly out of storage space for any more messages, prompts and recordings.
- Voicemail Full
  The voicemail system cannot store any more messages, prompts and recordings.
- Licence Key Failure
  There is a problem with the memory card used to license features and applications.
- System Boot Error
  The telephone system has encountered an error while restarting.
- Corrupt Date/Time
  There is an error in the date or time being used by the system. Selecting Admin will take you to the system administration menu where you can change the date 120 and time 121.

Chapter 21.

Menus

21.2 Status Menu

This menu is accessed by pressing the Status soft key when displayed.



21.3 A Menu

This menu is accessed by pressing the A key. It is used mainly for phone specific settings rather than your user settings. It can also be used to view details of the phones software.

Chapter 22.
Glossary

22.10 Do Not Disturb Exceptions

- These are numbers for caller's who can call you even when you are set to do not disturb. This only applies for calls to you. It does not apply for calls to a hunt group of which you are a member.

22.11 Follow Me

Follow me to is used to redirect your calls to another extension where you will be working.

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

The calls are still subject to all your user settings as if they were ringing at your phone.

All calls are redirected.

22.12 Follow Me Here

Follow here the function used to enable follow me at the extension to which you want your calls redirected.

22.13 Follow Me To

Follow me to is the function used to enable follow me from your own phone.

22.14 Forward on Busy

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

- By default this function is only applied to incoming external calls to you. However, if required internal calls can also be selected.
- 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 61, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

22.15 Forward on No Answer

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

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.
- 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 61, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

22.16 Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- 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 61, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

- D = Diverting (Forwarding) Calls
  A D is shown after your extension name on the phone's idle display when you have forward unconditional enabled.

22.17 Group

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 call.

When a call is presented 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 will ring 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.

22.18 Idle Line Preference

Having one of your phone's call or line appearance button set as the currently selected appearance button, 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. Idle line preference automatically selects the first available call appearance or line appearance as your currently selected button when you do not have a call connected.

22.19 Internal Twinning

This method of twinning twins your normal phone with another internal phone. Your incoming calls will ring on both phones. You can also make your calls from either extension.

A typical example for internal twinning would be a user who uses both a normal desk phone and also needs a mobile phone while moving around the building.

Your settings are applied to both phones. Similarly message waiting indication and voicemail access from either phone will be to your mailbox.

If both your twinned phones are 1400 Series, 1600 Series or 9600 Series phones, the call logs and directory contacts on each will be yours.

22.20 Line Appearance Button

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 behaviour is applied to calls where the user has both a line appearance for the line involved and is also the Incoming Call Route destination of that call. Such calls will alert only on the Line Appearance button and not on any other buttons. These calls will also not follow any forwarding.

22.21 Logged Out

If you are logged out from any phone, you are treated as being busy to receiving any calls. Callers follow your forwarding settings if set or go to voicemail if available.

22.22 Login Code

You can use a login code to login at any phone on the telephone system and then use that phone as your own. While logged in at a 1400 Series, 1600 Series or 9600 Series phone, you can use the phone's menus to set and change your login code.

22.23 Missed Call

Missed calls are calls that ring at your phone but are not answered by you. Your 10 most recent missed calls are included in your call log.

The system administrator can configure whether missed calls should include calls that you did not answer but where answered for you by another user. For example by a user with a call coverage button set for your calls. If this mode is enabled, it will also include calls that were answered by your voicemail.

22.24 Missed Group Call

The system administrator can configure whether the telephone system should keep an internal log of missed hunt group calls. They can then also set which groups of which you are a member, should have their missed calls shown as part of your missed calls call log. This does not require the group call to have been presented to you and missed.

22.25 Mobile Twinning

Mobile twinning is twinning 133 where your calls ring at both your phone and at another number which can include an external number. If you have been configured as a mobile twinning user, you can switch use of mobile twinning on or off through the phone's menus and also change the number to which you are twinned.

22.26 Park Call

Parking a call is similar to holding a call. However parked calls can be retrieved by other users on the telephone system.

A call that you park and leave parked for too long will recall to your phone. The recall will ignore any do not disturb and forwarding settings, recalling to the phone from which it was parked.

22.27 Park Slot Number

If you park a call without specifying a park slot number, the system will assign a number based on your extension number plus a single digit. For example for extension 201, the first parked call will use park slot number 2010 if available. If you

Index

A

Abbreviated ring 98, 130
Access Control
  Fallback 83, 84, 85, 86, 113
  Follow Me 71, 72, 73, 75, 76, 79, 110, 111, 112
  Forward 71, 72, 73, 75, 76, 79, 110, 111, 112
  Membership 83, 84, 85, 86, 113
  State 83, 84, 85, 86, 113
Add
  Contact 49, 55
  External contact 46, 49, 50
  to conference call 38
Alarm 114, 124
All
  Call Log 20, 49, 53, 54, 55
  Contacts 20, 47, 48
  Forward 75, 112
All Calls 75, 112
Almost Full 114, 124
A-Menu 94, 127
Answered 20, 49, 53, 54, 55
Attention Ring 97, 99
Audio Path 42, 43, 106
Auto-Answer 101

B

B 14
Backup
  Manual backup 107
Barred 14
BM32 14
Boot Error 114, 124
Bridged appearance
  Coverage ring 98, 130
broken dial tone 73, 77, 130, 131
Busy
  Forward 76, 79, 111, 112
Button Module 14

C

Call
  from Call Log 20, 53
  from Contacts 20, 48
  from redial list 21, 28
Call coverage
  Coverage ring 98, 130
CALL LOG 20, 49, 53, 54, 55
  Call from 20, 53
  Details 54
  Menu 52
Call Settings 18, 21, 28, 36, 78, 95, 96, 98, 104
  Audio Path 42, 43, 106
  Auto-Answer 101
  Internal Auto-Answer 101
  Visual alerting on/off 98
  Withhold number 21, 95
Call Waiting 104
Caller
  Details 54
Conference
  Add call 38
  Caller details 38, 39
  Drop caller 38, 39
  End automatically 31, 34, 39
  Hold 31, 39
  Last internal user 31, 34, 39
  Music on hold 31, 39
Contact
  Add 49, 55
  add external 46, 49, 50
  delete external 46, 49, 50
  Edit 49, 50
  edit external 46, 49, 50
CONTACTS 20, 46, 47, 48, 49, 50
  Make call 20, 48
Corrupt Date/Time 114, 124
Count 54
Coverage ring 97, 98, 99, 130
CPkUp 32, 114

D

D 14, 73, 131
Delete
  External contact 46, 49, 50
  Follow me here 72, 111
Details
  Call Log 54
Dial tone
  Broken 73, 77, 130, 131
Directory
  Add 49, 55
  add external 46, 49, 50
  delete external 46, 49, 50
  Edit 49, 50
  edit external 46, 49, 50
  Make call 20, 48
Display
  Call Waiting 104
Divert
  To voicemail 25, 62
Diverting 14, 73, 131
Do Not Disturb 14, 77, 130
  Off 78, 110
  Status 78, 110

E

Edit
  Contact 49, 50
  External contact 46, 49, 50
  Follow me here 72, 111
En-bloc 18, 96
En-Bloc Dial 18, 96
Expansion Failure 114, 124
External 20, 47, 48
  Forward 75, 112
  Forward on Busy 76, 79, 111, 112
External and Group 75, 112
External Calls 97, 99
external directory 46, 49, 50
External Only 75, 112

F

Failure 114, 124
Features
  Menu 126
Follow me here
  Clear 72, 111
  Edit 72, 111
  Off 111
  Status 111
Follow Me To
  Off 72, 110
  Status 72, 110

Forward
All Calls 75, 112
External and Group 75, 112
External Only 75, 112
Non Group Calls 75, 112
Off 75, 112
on Busy 76, 79, 111, 112
Forward on Busy
Off 76, 111
Status 76, 111
Forward on No Answer
Off 76, 112
Status 76, 112
Forward Unconditional 75, 112
Off 75, 112
Status 75, 112
Forwarded to Here
Off 112
Status 112
Forwarding 14, 73, 131
Full 114, 124
Fwd To Here 112

G

G 14
Group
Call log 52
Forward 75, 112
Membership status 83, 113
Missed 52
Service status 84, 85, 113
Group Member 14
Groups 20, 47, 48

H

Handset
Volume 106
Headset
Volume 42, 106
Held call
Transfer 31, 34, 39
Hold
Conference 31, 39
Transfer 31, 34, 39
Hunt group
Call log 52
Forward 75, 112
Membership status 83, 113
Missed 52
Service status 85, 113

I

In Service 84, 85, 113
Internal Auto-Answer 101
Internal Calls 97, 99

L

Lamp 98
List 28, 95
Login 65

M

Make call
from Call Log 20, 53
from Contacts 20, 48
from redial list 21, 28
Manual
Restore 107
Memory Card Failure 114, 124
Menu
A-Menu 94, 127
Call log 52
Contacts 46
Features 126
Status 127
Status menu 110
Message waiting lamp 98
Missed 20, 49, 53, 54, 55
Missed calls
Hunt group calls 52
Mobile Twinning
Number 79, 95
Off 113
On/Off 79, 95
Status 113
More 53, 54, 59, 60
Music on hold 31, 39

N

N 14, 77, 130
New
Contact 49, 55
Night Service
Automatic 84, 85, 113
No answer
Forward status 76, 112
No Calls 14, 77, 130
No ring 98, 130
Non Group Calls 75, 112

O

O 14, 84
One 28, 95
OOS 84, 85, 113
Out of Service 14, 84, 85, 113
Outgoing 20, 49, 53, 54, 55

P

Parked calls
Status 32, 114
Password 65
Personal 20, 47, 48
Phone User 66, 67, 88, 96, 104, 120, 121, 122, 123

R

R 14
Reason 54
Redial 21, 28
List 21, 28
Redial mode 28, 95
Resilience 14
Restore 107
Ring
Attention Ring 97, 99
Coverage Ring 97, 99
External Calls 97, 99
Internal Calls 97, 99
Ringback 97, 99
Ring Time 54
Ringback 97, 99
Ringer
Volume 100, 105

S

S 14
SBM32 14
Send All Calls 75, 112
Speaker

Speaker
Volume 43, 106
Status
Do Not Disturb 78, 110
Follow Me here 111
Follow Me To 72, 110
Forward on Busy 76, 111
Forward on No Answer 76, 112
Forward unconditional 75, 112
Forwarded to Here 112
Group membership 83, 113
Group service status 85, 113
Hunt group service status 85, 113
Membership 83, 113
Menu 127
Mobile twinning 113
Parked calls 32, 114
Service status 85, 113
Status menu 110
System Administrator 114, 124
System Alarm 14, 114, 124
System Boot Error 114, 124
System Phone 46, 49, 50, 114, 124

T

T 14, 79
Time profile 84, 85, 113
Transfer
Held call 31, 34, 39
To voicemail 25, 34, 62
Twinned 14, 79
Twinning
Number 79, 95
f l

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2010 Avaya Inc. All rights reserved.