



# IP Office

2030 & 2050 Phone

# Contents

The 2030 & 2050 Phone .....	3
Making Calls .....	5
Speed Dials.....	7
Account Codes.....	8
Busy or Unanswered .....	9
Actions During a Call.....	10
Answering Calls .....	12
Transfer, Park & Hold Calls.....	14
Diverting Calls .....	16
DSS Keys.....	18
Manager-Secretary Working .....	20
Manager-Secretary Setup .....	21
Ringer Controls .....	23
Other Features .....	25
Phone Settings.....	26
Voicemail .....	28
System Features .....	29
Index .....	30

---

# The 2030 & 2050 Phone

---

## Introduction to the 2030 and 2050 Phones

The diagram below shows a 2050 phone.



- **2050:** Phone with handsfree operation, DSS keys and BLF status lamps (see "DSS Keys" on page 18 for more information).
- **2030:** Similar to 2050 but without BLF status lamps.

This guide is for 2030 and 2050 telephones when used on an IP Office telephone system.

The guide covers most of the features supported by the 2030 and 2050 phones. However, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Administrator.

---

## Using the SCROLL Key

Sometimes there are more options available than the phone can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display the other options.

Similarly, the phone display changes during calls and according to your own customisation. A ●-symbol next to a display key indicates an option you can use by pressing that key. Thus this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

## On-Hook Dialling, Speaker & Answer Release

On all display telephones you can both dial and hear the call progress without using the handset (known as "on-hook dialling").

When answered, you can continue the call without using the handset, i.e. handsfree. You can switch between handsfree and handset working during a call.

Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset.

---

## Tones & Ringing

The phone uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc. For more information see section "Ringer Controls" on page 23.

### Incoming Calls:

- **Repeated Single Ring:** Internal call.
- **Repeated Double Ring:** External call.
- **Single Tone:** Page call, see "Answering a Page Call" on page 12.

### Making Calls:

- **Dial Tone:** Dial number.
  - **Broken Dial Tone:** Phone on divert or no calls, see "Diverting Calls" on page 16.
  - **Repeated Tone:** Busy number, see "Options If Busy or Unanswered" on page 9.
  - **Continuous Tone:** Number called unobtainable.
- 

## The Phone Lamp

The phone uses its lamp (above the **SPEAKER** key) to show calls and messages.



**Fast Flashing Lamp:** Call Waiting, see "Answering a Call Waiting" on page 13.



**Lamp On:** Message, see "Answering a Message" on page 12.



**Repeating Double Flash:** External call.



**Repeating Single Flash:** Internal call.

---

---

# Making Calls

---

## Notes on Making Calls

When making calls, the display shows details about call progress. It also shows messages if you cannot make the call.

- **Call barring:**

The system can bar you from dialling particular numbers or types of number (e.g. national, international). As the call barring settings vary for each site, this guide cannot fully detail their effect.

---

## Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the ●**INDeX** Directory feature (see "Making Calls from the INDeX Directory" on page 6) or DSS keys (see "DSS Keys" on page 18 and "Using Soft DSS Keys" on page 20).

**To dial an internal call:**

1. Dial the extension number. A broken dial tone indicates that the extension is on diverted.
2. If unanswered, your phone provides options to wait or notify the extension, see "Busy or Unanswered" on page 9.
  - If answered, use the handset or work handsfree.

---

## Making a Page Call

You can page other 20 series phones (2030, 2050, 20AT, 20CC and 20DT) or groups containing 20 series phones. They hear the call without doing anything though you cannot hear them. Some can also turn the page into a normal call (see "Answering a Page Call" on page 12). If the phone paged is diverting calls, the page also diverts (except group pages).

**To page an extension or group:**

1. Press ●**PAGE**. Your phone displays **PAGING**.
2. Dial the number or press a DSS key (see "DSS Keys" on page 18).
  - If busy or unavailable, the display shows options to wait or leave a message (see "Options If Busy or Unanswered" on page 9).
3. Speak and then press **ANSWER RELEASE**.

## Making External Calls

The system may apply call barring to some or all external numbers. You can also lock your phone or bar it by wrong passcode entry (see "The Phone Passcode" on page 26).

### To dial an external call:

1. Dial the external number. There is no need to dial a prefix for an external call unless your System Administrator has specified otherwise.
  - If the phone displays **•ACCOUNT** then you need to enter an account code before dialling the external number, see section "Account Codes" on page 8.
2. If **"NO ACCOUNT CODE"** appears, see "Account Codes" on page 8.
3. When answered, use the handset or work handsfree.

---

## Redialling External Numbers

You can redial any of the last 10 external numbers dialled

### To redial the last external number used:

1. Press **REDIAL** until the number required appears and then press **•CALL**.
  - To remove a number from the redial memory press **•DELETE**.

---

## Making Calls from the INDeX Directory

Your phone can display an index of telephone extension names from which you can select and make calls.

### To make a call using the INDeX:

1. Press **•INDeX** for an internal call or **SPEED DIAL** and then **•INDeX** for an external number.
2. Press the key matching the 1<sup>st</sup> letter of the name you want. For example, to display names beginning with **L**, press the **JKL** key 3 times.
  - To move through the names beginning with L, press the **•**-keys on the right and left of the current name.
  - To skip forward 10 names, press **•SKIP**.
  - To select another letter, press a letter key.
3. To dial the name/number shown, press **•CALL**, otherwise to exit the INDeX, press **ANSWER RELEASE**.

---

# Speed Dials

---

## Using Speed Dials

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Administrator for a list. Note that call barring may still apply.
- **Personal speed dials:** Your phone can also store up to 10 speed dials for your own use (*see below*).
- **Short Code Speed Dials:** Additional speed dials may be available as short codes, ask your System Administrator for a list.

### To dial a speed dial:

1. Press **SPEED DIAL**.
  - **To select a personal speed dial:** Press **●OWN** and dial the personal speed dial store number (0 to 9) or press the matching DSS key (*the DSS keys match personal speed dials 1 to 8 (1 at the top)*).
  - **To select a system speed dial by number:** Press **●SYSTEM** and dial the store number (100 to 999).
  - If "**ENTER ACCOUNT**" appears, see "Account Codes" on page 8.
2. Continue as for a normal call.

---

## Storing Personal Speed Dials

### To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. The display shows **0-9 OR DSS KEY**. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.
  - DSS key 1 matches personal speed dial number 1, DSS key 2 matches personal speed dial number 2, etc.
4. The display shows the current stored number (if set). Press **●DELETE** and dial the number.
5. When finished, press **●DONE**.
6. Select another store or press **PROGRAM** to finish.

# Account Codes

---

## If ENTER ACCOUNT or NO ACCOUNT Appears

If **ENTER ACCOUNT** or **NO ACCOUNT** appears when making a call, then you must enter an account code to continue. The system checks this against its list of codes before allowing the call. You must also do this before making a call if your phone displays **ACCOUNT**.

To enter an account code at any time during a call, see page 8.

### To enter a forced account code:

1. Dial the account code. If you make a mistake, press **DELETE** to delete the last digit entered.
2. When you have entered the full code, press **DONE**.
3. If the system does not recognise the code it displays **REENTER ACCOUNT**. Repeat the entry or end the call.
4. If the code is recognised, your call can continue.

---

## Adding Voluntary Account Codes

You can enter an account code during any external call. The system will record the call on its call log, including the account code. The system checks the code against its list of valid codes (*ask your System Administrator for a copy*).

### To enter a voluntary account code:

1. During the call, press **ACCOUNT**.
2. Enter an account code. If you make a mistake, press **DELETE** to delete the last digit entered.
3. When you have entered the full code, press **DONE**.
4. If the system does not recognise the code, the phone displays **RE-ENTER ACCOUNT**.



---

# Busy or Unanswered

---

## Options If Busy or Unanswered

If your phone displays **NUMBER BUSY** when you call another extension, pressing **SCROLL** reveals a number of options you can use. Note that the busy extension may have settings to forward your call to another extension or to voice mail. The default time before this happens is 15 seconds.

- **CALLBACK**  
Arranges a callback that rings your phone when the extension called becomes free or is next used.
- **VMAIL**  
If the system has voice mail installed, connects you to the extensions mailbox to leave a message.
- **MESSAGE:**  
Lights the lamp of the extension called. It also stores your number as a message to reply.
- **CAMP\_ON:**  
Though displayed this option is not currently supported.

---

## Arrange a Callback

If the extension you call is busy or just rings, you can set a callback. When that extension becomes free or is next used, your phone rings. If you answer, the other extension rings.

After setting a callback you can make other calls, it will not take place while you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings your extension before it cancels (see "Setting the Ringer Timeout" on page 24).

### To arrange a Callback:

1. When **NUMBER BUSY** appears, press **SCROLL** and then **●CALLBACK** (the option does not appear if you already have a callback set).
2. The system ends your call attempt and your phone shows **●CALLBACK**.

### To cancel the Callback:

1. Press **●CALLBACK**. You can do this even whilst the callback is taking place and your phone is ringing.

---

## Leave a Message

You can leave your extension number as a message for someone to call you. If their extension has a message lamp, it lights.

### To leave a message:

1. When **NUMBER BUSY** appears, press **SCROLL** and then press **●MESSAGE**.

# Actions During a Call

---

## Changing the Call Volume

You can change the caller volume during a call. The phone has separate volume levels for both the speaker and the handset.

**To change the call volume:**

1. During a call, press **●VOLUME**.  
To change volume without making a call, just lift the handset or press **ANSWER RELEASE** first.
2. A slider appears. Adjusts this using the ●-keys on its left (softer) and right (louder).
3. When finished, press **●DONE**.

---

## Switching to Handsfree

You can switch between handsfree (speaker) and handset operation without interrupting the call.

**To switch from the handset to speaker:**


1. Press **SPEAKER**. You can now replace the handset without ending the call.

---

## Muting Calls

Using mute you can stop the caller from hearing you though you can still hear them.

**To switch mute on/off:**

1. Press **MUTE**. The -symbol disappears from the display whilst a call is muted.

---

## Software Release

Occasionally you may need to talk to someone for support about your phone or phone system. It may be useful to tell that person what software your phone system uses.

**To display the software release:**

1. During a call, press **PROGRAM**, the phone displays the software installed on your system. To do this without making a call, just press **ANSWER RELEASE** first.
2. Press **SCROLL** to return to the normal display.

## Create a Conference Call

During a call, you can add callers to create a conference of up to 64 calls in total. This option is not supported on all systems.

### To start or add to a conference:

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference; if "yes" press **●CONFER**, if "no" press **HOLD**.
4. If unanswered, press **HOLD** to retrieve to the first call.

### To exit the conference:

1. Press **ANSWER RELEASE** or replace the handset.

### To park all the conference parties:

1. Press **●PARK** (see "Parking Calls (Park and Ride)" on page 15). This option is not available to the extension that created the conference.

# Answering Calls

---

## Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer also shows the call type by a repeated single or double ring if on (see "Changing the Ringer Sound" on page 23).

**To answer the call:**

1. Lift the handset or press **ANSWER RELEASE**.

---

## Answering a Page Call

When someone pages your phone (see "Making a Page Call" on page 5) or a group to which it belongs (*your phone does not have to be in group*), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call.

**To answer a page:**

1. Press **ANSWER/RELEASE** and then pickup the handset or continue the call handsfree.

---

## Answering a Message

Other extensions can leave their number on your phone. Your phone can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on. The exceptions are:

- If "**Message From Voice Mail**" appears, this indicates voice mail (see "Voicemail" on page 28).

**To answer or cancel a message:**

1. To view any other message, press ●**NEXT** if shown.
2. To call the extension, press ●**CALL**.
3. To clear the message, press ●**CANCEL**.
4. At the last message, press ●**AGAIN** to repeat the list.

## Answering Other Extensions - Call Pickup

Your extension can store a pickup group number. If an extension in your pickup group rings, then the **●PICKUP** option appears. You can also pickup calls using DSS (see "Using DSS Keys" on page 18) or Soft DSS keys (see "Using Soft DSS Keys" on page 20).

### To pick up any ringing phone:

1. This option is available via a short code, contact your System Administrator.

### To pick up calls in your pickup group:

1. Press **●PICKUP** to show the longest ringing call.
2. To pick up the call shown, press **SPEAKER**.
3. To cancel the pickup display, press **ANSWER RELEASE**.

### To set the phone's pickup group:

1. Press **PROGRAM** and then **SCROLL**. Press **●PICKUP**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. The display shows the current pickup group (if set).
4. Press **●CANCEL** and enter a new pickup group number.
5. Press **●DONE** and then **PROGRAM** to finish.

You can also use the system's short codes for call pick-up. These are:

- **\*30** to answer a call ringing anywhere.
- **\*31** to answer a call within your group.
- **\*32\*201#** to answer the call for ringing a particular extension, in this example 201.

## Answering a Call Waiting

If your phone has call waiting in use, then when someone else calls you during a call, the display will flip between details of your current call and the waiting caller. Your phone's lamp will also flash and you will hear a call waiting tone every six seconds.

To turn call waiting on use the code **\*15**; to turn it off use **\*16**.

### To answer a call waiting:

1. Either end your current call and press **ANSWER RELEASE** or press **●PARK** to hold your current call.
2. The waiting call rings your phone.
3. Press **●PARK** to switch between the current call and held call.

## Answering Missed Calls

A digit on the display such as **●9** indicates the number of unanswered calls that have rung your phone. Pressing the display key next to the number allows you to see the caller's number and either **●CALL** or **●DELETE** the entry.

# Transfer, Park & Hold Calls

---

## Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

### To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
  - **Announced transfer:** Wait to be answered. If okay to transfer, press **ANSWER RELEASE**. If not okay to transfer or unanswered, press **HOLD**.
  - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

### To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows **FREE**, press **ANSWER RELEASE** to transfer, otherwise press **●CANCEL**.

### To transfer an external call using park:

1. Press **●PARK** to park the current call. The parked call is displayed as your extension number followed by a zero, e.g. **●2200**. If you now park another call it would display as your extension number followed by a one, e.g. **●2201** and so on.
2. Note the number displayed and at another extension dial **\*38\*N#** when **N** is the number displayed for the parked call on your phone, e.g. **\*38\*2200#**.

---

## Holding Calls

You can put a call on hold during which the caller will hear music on hold is installed on your system. Note that a held call will re-ring at your extension after a short period (either the systems 15 second default or your phone's ringer timeout setting, see "Setting the Ringer Timeout" on page 24).

### To hold a call:

1. Press **HOLD**. Do not press **ANSWER RELEASE** as that will end the call.
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then press **HOLD** to switch between the current and held call.

## Parking Calls (Park and Ride)

You can retrieve parked calls at any other extension on the system. Your phone displays calls you parked by a flashing ●-symbol next to the line number. You can park several calls simultaneously.

### To park an external call:

1. During the call, press ●**PARK**. The parked call is displayed as your extension number followed by a zero, e.g. ●**2200**. If you now parked another call it would display as your extension number followed by a one, e.g. ●**2201** and so on.

### To unpark calls parked at your extension:

1. Press the display key next to the flashing ●-symbol.

### To unpark a call at another extension:

1. Note the number displayed and at another extension dial **\*38\*N#** when **N** is the number displayed for the parked call on your phone, e.g. **\*38\*2200#**.

## Dialling Ahead

On incoming calls you can display the status of another extension without interrupting your call.

### To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Press ●**CANCEL**.

### If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or press **HOLD** again to switch between calls.

You can set your phone to always automatically hold your current call and ring the dial ahead number if it is free rather than display **FREE**.

### To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. To change the current setting, press ●**CHANGE**.
4. Press ●**DONE** and then press **PROGRAM** to finish.

# Diverting Calls

---

## Setting the Divert Number

Note that whilst the phone appears to allow the storing of separate divert numbers for different situations, only two divert numbers are stored. A number can be set for diverting All and a separate number can be set for diverting On Busy and No Ans.

### To set a divert number:

1. Press **PROGRAM** and then **DIVERT**.
2. Enter your phone's passcode (see "The Phone Passcode" on page 26).
3. Select the type required, as described above.
4. The display shows the current diversion number (if set).
5. Press **●CANCEL** and then dial the new number.
6. Press **●DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

You can also use the system call forwarding short codes to set the divert number and the type of divert action in use.

- To switch forward all calls on dial **\*01**, to switch it off dial **\*02**.
- To switch forward on busy on dial **\*03**, to switch it off dial **\*04**.
- To switch forward on no answer on dial **\*05**, to switch it off dial **\*06**. Note that forward on no answer does not work if you also have voicemail.
- To set the number to which your calls are forwarded dial **\*07\*201#**, forwarding to 201 in this example.

---

## Switching Divert All On/Off

Pressing **DIVERT** switches Divert All on or off. When on, all your calls go to the Divert All number. That extension can call you and transfer calls back. Switching **DIVERT** on cancel group or no calls.

### To switch divert all on/off:

1. Press **DIVERT**. When on, a **●**-appears above the key. You also hear broken dial tone if you lift the handset or press **ANSWER RELEASE** but you can still make calls.

---

## Switching No Calls On/Off

Pressing **NO CALLS** switches it on or off. When on, and you lift the handset or press **ANSWER RELEASE** you will hear a broken dial, but you can still make calls.

Any caller will hear a ringing tone and then be connected to your voicemail.



## Displaying an Absence Message

You can select an absence message to display on your phone. The absence message then also displays on suitable display phones that call you even if they are then diverted to another extension or voicemail.

### To select an absence message:

1. Press **PROGRAM** and then **●ABSENT**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●CHANGE** to select a message (or **●CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press **●DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press **●NONE**. To add some text press **●EDIT**.
  - To add personal text press the key with the letter or number you want to add and then press **●ROTATE** to go through the letters and numbers associated with that key.
  - Use the **●** and **●** keys at either end of the text you input to move left or right. When completed press **●DONE**.
5. When complete, press **●SET**.

### To clear an absence message:

1. Press **PROGRAM** and then **●ABSENT**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●CLEAR** to cancel the existing message.

## Follow Me

You can reroute your calls to another extension. Note that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

- to re-route your calls to the extension you are temporarily using:  
**\*12\*N#** (N being your own extension number).
- to re-direct the calls back to your own extension from the temporary extension:  
**\*13\*N#** (N being your own extension number)
- from your own extension re-route calls to a temporary extension:  
**\*14\*N#** (N being the temporary extension number).
- to cancel either feature from your own extension  
**\*14\*#** to cancel either feature from your own extension.

## Remote Forwarding

Forward allows you to remotely set your phone to divert.

### To set a forward:

1. Press **PROGRAM** and then **●FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the phone from which to forward calls and press **●DONE**.
3. Enter **that** phone's passcode (see "The Phone Passcode" on page 26).
4. The display shows **FORWARD TO ?** and the phone's current Divert All number (if set).
5. To change the forward, press **●CANCEL** and enter the new number for diverting all calls.
6. Press **●DONE** and then press **PROGRAM** to finish.

# DSS Keys

---

## Setting Up a DSS Key

The 2030 and 2050 phones have eight DSS keys along their right-hand edge. Each of these keys can store an extension number (or group number for paging). They then allow you to dial those numbers in a single key press.

You can also use DSS keys to dial your personal speed dial numbers (see page 7).

### **To set a DSS/BLF key directory number:**

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. The display shows the current stored number (if set).
4. Press **●CANCEL** and dial the number to store.
5. Select another DSS key and enter the required details
6. Press **●DONE** then **PROGRAM** to finish.

---

## Using DSS Keys

Once setup, you can use the DSS key for the following actions. You can also use DSS keys to dial personal speed dial numbers (see "Storing Personal Speed Dials" on page 7).

### **To make internal calls:**

Press the DSS key storing the extension or group number.

### **To pickup calls:**

Press the DSS key storing the ringing number (*this will be giving a fast red flashing for an extension or fast green flash for a group*), the call details are shown. Either press **SPEAKER** and then **ANSWER RELEASE** to answer the call or just **ANSWER RELEASE** to cancel the pickup attempt.

### **To make a page call:**

Press **●PAGE** and then the DSS key storing the extension or group number. See "Making a Page Call" on page 5 for more information.

## BLF Status Lamps

The DSS keys on the 2050 incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

**Red BLF Lamp Signals:** *Calls to/from other extensions.*

- **Fast Flash:** Extension ringing.
- **Solid:** Extension or line busy.

**Green BLF Lamp Signals:**

- **Fast Flash:** Calls to a group.
- 

## DSS Key Label

Next to the DSS keys is a label. You can remove the label cover to write on the card below. You can also remove the label cover under the handset using the same method (*it has a single pin hole on the bottom edge*).

**To remove the label cover:**

1. Insert a fine but not sharp point (e.g. end of a paper-clip) into one pin hole. Squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

**To replace the label cover:**

1. Replace the card insert.
2. Slide the tabs on the right-hand edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.

# Manager-Secretary Working

---

## Using Soft DSS Keys

The system supports a range of functions for users who work together, i.e. regularly call and transfer calls between each other. This is called "Manager-Secretary working".

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display key's ●-symbol acts as a busy lamp to show the extension's status.

Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

---

## Soft DSS Key Display

In full-line mode, the display also shows when an extension is on **DIVERT** or **NO CALLS**. Note however that this display is only updated when you call the extension.

• Alan.R -|\* |\* Set to No Calls, no divert all set.

• Alan.R -|\* 204 |\* Set to No Calls, diverting to 204.

• Alan.R -●-|\* 204 |\* Set to Divert All, diverting to 204.

---

## Making Calls

The ●-symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

### **To make a call using a Soft DSS key:**

1. Press the display key next to the extension name. The Soft DSS usage setting of your phone and the phone called determine what type of call occurs (see "Changing the Soft DSS Usage" on page 22).
2. If the extension is busy, the phone displays the same options as for normal calls (see "Busy or Unanswered" on page 9).

---

# Manager-Secretary Setup

---

## Planning Soft DSS Keys

When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**  
Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.
- **What Soft DSS key features do you want to have?**  
You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.
- **What type of calls do you want to make/receive?**  
When using Soft DSS keys to make a call, the usage setting of your phone and the phone called determines the type of call. The possibilities are:
  - **Standard Call:** The same as a normally dialled call.
  - **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).
  - **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). See "Changing the Soft DSS Usage" on page 22 for how the different usage settings interact.

---

## Setting Up Soft DSS Keys

To clear the Soft DSS keys after setup, cancel all the set extensions (see "*Changing the Soft DSS Extensions*").

### **To setup Soft DSS keys:**

1. Press **PROGRAM**, **SCROLL** and then **●SOFT DSS**.
2. Enter the phone's passcode (see page 26).
3. The phone shows **NO SOFT DSS KEYS**. Press **●CHANGE** until the display mode required appears, then press **●DONE**.
4. Enter the first extension number and then press **●NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extensions, press **●DONE**.
5. Press **●USAGE**. Press **●CHANGE** until the setting required appears, see "Changing the Soft DSS Usage" on page 22 for further information.
6. Press **●DONE** and then press **PROGRAM** to finish.

## Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

### To set the Soft DSS key display mode:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **MODE**. The display shows the current mode.
4. To change mode, press **CHANGE**.
5. Press **DONE**. The display goes to extension entry.
6. Press **PROGRAM** to finish.

## Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

### To set a Soft DSS key extension:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **EXTNS**. to display the first number set.
  - To cancel the number, press **CANCEL**.
  - To display the next number, press **NEXT**.
  - To enter a new number, press **NEXT** until the top-right display goes blank, then enter the number.
4. Press **PROGRAM** to finish.

## Changing the Soft DSS Usage

When using Soft DSS Keys to make a call, the usage setting of the two phones determines the type of call that occurs. The phone's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **NORMAL CALL**.

Extension A Usage Setting	Call Type (< B calls A/A calls B>)	Extension B Usage Setting
Normal or Auto Answer	< Standard / Standard >	Normal or Auto Answer
Normal	< Page / Standard >	Voice or Intercom
Auto Answer	< Direct / Standard >	Voice or Intercom
Voice	< Page / Page >	Voice
Voice	< Direct / Page >	Intercom
Intercom	< Direct / Direct >	Intercom

### To set the Soft DSS key usage:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **USAGE**. The display shows the current setting.
4. To change the current usage, press **CHANGE**.
5. Press **PROGRAM** to finish.

---

# Ringer Controls

---

## Changing the Ringer Volume

While altering the volume, the phone rings.

**To change the ringer volume:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●VOLUME**. The display shows a slider. Adjust this using the **●**-keys on its left (softer) or right (louder).
4. Press **●DONE** and then press **PROGRAM** twice to finish.

---

## Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the phone rings.

**To change the ringer sound:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●SOUND**. The display shows a slider. Adjust this using the **●**-keys on its left and right.
4. To select another part of the sound to adjust, press **●TONE**. This changes the slider to a different tone.
5. Press **●DONE** and then press **PROGRAM** twice to finish.

---

## Switching the Ringer On/Off

You can switch the ringer on or off for internal and/or external calls. This does not affect the information displayed.

For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single ring.

**To switch the internal or external ring on/off:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●SCROLL** and then press **●EXTERNAL** or **●INTERNAL**. The display shows the current setting.
4. To change the ringer mode, press **●CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** (*internal only*).
5. Press **●DONE** and then press **PROGRAM** twice to finish.

## Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step.

### To set the ringer volume step size:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●SCROLL** and then press **●STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).
4. To select another step size, press **●CHANGE**.
5. Press **●DONE** and then press **PROGRAM** twice to finish.

---

## Setting the Ringer Timeout

The ringer timeout control several actions at your phone though chiefly how long a callback rings before cancelling.

### To set the ringer timeout:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see "The Phone Passcode" on page 26).
3. Press **●TIMEOUT**. The display shows the current setting. Note that **0** indicates that it is using the systems setting (which in default is 15 seconds).
4. Press **●CANCEL** and enter the new timeout in seconds.
5. Press **●DONE** and then press **PROGRAM** twice to finish.



---

# Other Features

---

## Group

Your phone can be included in a group of phones. When 'in group', you receive calls made to the group number.

The group's type sets the order in which members ring. The types are:

- **Group**  
All free members of the group ring at the same time
- **Hunt**  
Calls go to the first free member of the group starting from the first member.
- **Rotary**  
Calls go to the next free member of the group in sequence from the previous member rung.
- **Idle**  
New calls go to the member who has been free longest.

When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout (*see page 24*). Going into group switches divert all or no calls off.

### To join/leave group:

1. Pressing the **GROUP** key takes your phone in or out of group.
2. When 'in group' (shown by a ●-symbol above the **GROUP** key) you can receive calls made to the group.
3. Your System Administrator can stop use of the **GROUP** key.

---

## Hot Desking

In some situations a phone may be shared by more than one person, with each person having a different extension number. This is called "hot desking".

### To log on:

1. If the phone is displaying **NOT LOGGED ON**, press either ●**LOG ON** and enter your number or ●**INDeX** and select your name.
  - If the phone is displaying **LOG OFF**, press that key first and then perform step 1 as above.
2. Enter your passcode.

# Phone Settings

---

## The Phone Passcode

If the phone displays **ENTER PASSCODE**, it expects you to dial its four-digit passcode. The default passcode is 0000.

Wrong passcode entry can result in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can still make internal and emergency calls.

### To enter the phone's passcode:

1. Dial the 4-digit passcode. If you make a mistake, press **●CANCEL** and restart entry.
2. If you enter the wrong number, the phone displays **REENTER**. Enter the passcode again or press **PROGRAM** to end programming.
3. If you enter the wrong passcode 5 times, the phone displays **THIS TERMINAL IS BARRED**. To unbar your phone use the change passcode process below to set a new passcode.

### To change the phone's passcode:

1. Press **PROGRAM** and then **SCROLL** twice. Press **●PASS**.
2. Enter the current passcode.
3. The display shows **ENTER NEW CODE**. Enter the new passcode (all passcodes must be four digits).
  - To restart after a mistake, press **●CANCEL**.

---

## Displaying Phone Details

You can view the details of the phone's type, number and directory name on the display.

### To display the phone's details:

1. Press **PROGRAM** and then press **SPEAKER**.
2. The display shows the phone's type, number and on the bottom line the phone's directory name.
3. Press **PROGRAM** to return to normal use.

---

## Language Controls

The system allows you to select which language to use for the phone's display.

### To change the phone's display language:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **●LANGUAGE**.
3. Press **●CHANGE** to select the language required or your system's **DEFAULT** language.
4. Then press **●DONE** and then press **PROGRAM** to finish.

---

## Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list. Callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

To switch Do Not Disturb on (with or without exceptions)

- dial **\*08**, wait until you hear two beeps and then press **ANSWER RELEASE**,

To switch Do Not Disturb off:

- dial **\*09**, wait until you hear two beeps and then press **ANSWER RELEASE**.

To add a number to the exception list:

- **\*10\*N#**, wait until you hear two beeps and then press **ANSWER RELEASE**

To delete a number from the exception list:

- **\*11\*N#**, wait until you hear two beeps and then press **ANSWER RELEASE**.

# Voicemail

---

## Listening to Voice Messages

The system can include voicemail to record messages in your own voice mailbox. This will be indicated by the presence of a **●VOICE** option on the phone display.

- To switch voicemail on dial **\*18**, to switch it off dial **\*19**.
- To retrieve your voicemail, use the code **\*17**.

Note also that your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as Voicemail Ringback.

- To turn Voicemail Ringback on dial **\*48**; to turn it off dial **\*49**.

### To check your mailbox:

1. Press **●VOICE** and then **●LISTEN**. You may need to enter your mailbox passcode before the number of waiting messages is displayed.
  2. Once in your mailbox, the voicemail tells you how many messages you have.
  3. To control your messages press **8** and listen to the options available.
- 

## Using Any Phone

You can dial voicemail and check your mail when away from your desk or even out of the office. The phone you use must have MF tone dialling with **\*** and **#** keys.

### To access voicemail:

1. If internal, dial the relevant short code, refer to your System Administrator.
  2. If external dial the direct number, refer to your System Administrator.
  3. Enter your mailbox ID. and then your mailbox password if requested.
  4. Once in your mailbox, voicemail tells you how many messages you have.
  5. To control your messages press **8** and listen to the options available.
- 

## Changing Your Greeting

You can change your mailbox greeting.

### To change your mailbox greeting:

1. Press **●VOICE** and then **●GREETING**.
  2. Press **●RECORD** and record your new greeting. Press **●STOP** when finished.
  3. Press **●LISTEN** to hear your new greeting. If you wish to change the greeting repeat the procedure in step 2. If you wish to keep the recording press **●SUBMIT**.
  4. Wait until you hear two beeps and then press **ANSWER RELEASE**.
- 

## Leaving Voice Mail Messages

### To leave voice messages:

1. Press **●VOICE** and then **●MESSAGE**.
  2. The display shows **DIAL EXTENSION**. Enter the extension for whom you want to leave a message.
  3. Press **●MESSAGE**.
  4. After listening to the user's greeting, leave a message and end the call.
-

# System Features

## Default Speed Dial and Feature Codes

Your System Administrator can set up Speed Dial codes for frequently used numbers. These can be full numbers, area codes, or prefixes which give access to other telephone service providers. Add your speed dial codes to the table below.

*01	Forward Unconditionally On
*02	Forward Unconditionally Off
*03	Forward on Busy On
*04	Forward on Busy Off
*05	Forward on No Answer On
*06	Forward on No Answer Off
*07*N#	Forward to the specified number
*08	Do Not Disturb On
*09	Do Not Disturb Off
*10*N#	Do Not Disturb Exception Add
*11*N#	Do Not Disturb Exception Delete
*12*N#	Follow Me Here
*13*N#	Follow Me Here Cancel
*14*N#	Follow Me To
*15	Call Waiting On
*16	Call Waiting Off
*17	Voicemail Collect
*18	Voicemail On
*19	Voicemail Off
*26	Clear Call Waiting
*27*N#	Hold Call Waiting
*30	Call Pick Up Any
*31	Call Pick Up Group
*32*N#	Call Pick Up Extension
*33*N#	Call Queue
*48	Voicemail Ringback On
*49	Voicemail Ringback Off
*57*N#	Forward on Busy Number

# Index

<b>A</b>			
Abbreviated dialling .....	7	Setup .....	18
ABSENT .....	17	<b>E</b>	
ACCOUNT .....	8	Enquiry call .....	14
Account codes		ENTER ACCOUNT .....	8
Forced .....	8	Enter Passcode .....	27
Voluntary .....	8	Exclusive hold .....	14
ACD .....	20	Extension number .....	27
Answer		EXTERNAL .....	24
CALL WAITING .....	13	Ring on/off .....	24
Callback .....	12	EXTNS .....	23
Messages .....	12	<b>F</b>	
Normal calls .....	12	Follow me .....	17
Page .....	12	Forced	
Auto answer .....	24	Account .....	8
Auto Answer (Soft DSS) .....	23	FORWARD .....	17
<b>B</b>		<b>G</b>	
Barred phone .....	27	GROUP .....	26
BLF Lamps .....	19	Page .....	5
Broadcast .....	See Page	Ringing timeout .....	25
Busy not available .....	20	Groups .....	26
Busy transfer .....	14	<b>H</b>	
Busy wrap up .....	20	Handsfree .....	10
<b>C</b>		HOLD .....	14, 15
CALL .....	12	Common hold .....	15
Forward .....	17	Hot desking .....	26
Hold .....	14	<b>I</b>	
Make internal .....	5	INDeX .....	6
Park .....	15	Intercom (Soft DSS) .....	23
Pickup .....	13	INTERNAL .....	24
Transfer .....	14	Make call .....	5
Unpark .....	15	Ring on/off .....	24
Using Soft DSS .....	21	<b>K</b>	
Volume .....	10	Key label .....	19
CALL FOR MESSAGE .....	12	<b>L</b>	
CALL WAITING		Lamp .....	4
Answer .....	13	Language	
CALLBACK .....	9	Dutch .....	28
Answer .....	12	English .....	28
Ring timeout .....	25	French .....	28
CALLFREE .....	15	Swedish .....	28
CAMP ON		Language: .....	28
Answer 13		Leave message .....	9
CANCEL		Voice mail .....	29
Callback .....	12	Letter keys .....	6
Message .....	12	LOG OFF .....	20
Change		LOG ON .....	20
Passcode .....	27	Log on/off .....	26
CONFER .....	11	<b>M</b>	
Conference .....	11	Make call	
<b>D</b>		Internal .....	5
Dial ahead .....	15	Soft DSS .....	21
DIALLED .....	6	MESSAGE .....	29
Directory .....	See INDeX	Answer .....	12
Display		Leave .....	9
Language .....	28	Microphone On/Off .....	10
Name .....	27	MODE .....	23
Number .....	27	MUTE .....	10
Soft DSS .....	21	<b>N</b>	
Soft DSS mode .....	23	Name .....	27
Software release .....	10	NEXT .....	12
DIVERT		NO CALLS	
Divert all on/off .....	16	Absence messages .....	17
No answer time .....	25	Normal call (Soft DSS) .....	23
Remote set .....	17	Not logged on .....	26
Set numbers .....	16	<b>P</b>	
DSS Keys .....	18	PAGE	
BLF Lamps .....	19	Answer .....	12
		Make .....	5
		PARK .....	11, 14, 15
		Conference .....	11
		PASS .....	27
		Passcode	
		Phone .....	27
		Personal speed dials .....	7
		Persuasive ringing .....	25
		Phone lamp .....	4
		Phone passcode .....	27
		PICKUP .....	13
		Pickup group .....	13
		<b>R</b>	
		RECALL .....	11
		Record	
		Temporary greeting .....	29
		REDIAL .....	6
		Release (software) .....	10
		Remote forward .....	17
		RING IF FREE .....	15
		Ring inward transfer .....	14
		Ringback .....	9
		RINGER .....	4
		AUTO ANSWER .....	24
		On/off .....	24
		Sound .....	24
		STEP size .....	25
		TIMEOUT .....	25
		VOLUME .....	24
		<b>S</b>	
		Scroll .....	3
		SHOW FREE .....	15
		SOFT DSS .....	22
		Display .....	21
		Display mode .....	23
		Extensions .....	23
		Make call .....	21
		Set usage .....	23
		Software release .....	10
		SOUND .....	24
		Speaker .....	27
		SPEAKER .....	10
		SPEED DIAL .....	7
		Splash calls .....	24
		STEPS .....	25
		System speed dials .....	7
		<b>T</b>	
		Temporary greeting .....	29
		This Terminal is Barred .....	27
		TIMEOUT .....	25
		TMP MSG .....	29
		Tones .....	4, 24
		Transfer calls .....	14
		<b>U</b>	
		Unpark calls .....	15
		USAGE .....	23
		<b>V</b>	
		Version .....	10
		Voice call (Soft DSS) .....	23
		VOLUME	
		Call .....	10
		Ringer .....	24
		Ringer step .....	25
		Voluntary account codes .....	8

**This page has been deliberately left blank.**

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.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies has been transferred or licensed to Avaya.

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

Any comments or suggestions regarding this document should be sent to "gsspublishing@avaya.com".

© Copyright 2001 Avaya ECS Ltd.

All rights reserved.

Avaya Global SME Solutions  
Sterling Court  
15 - 21 Mundells  
Welwyn Garden City  
Hertfordshire  
AL7 1LZ  
England

Tel: +44 (0) 1707 392200

Fax: +44 (0) 1707 376933

Email: [contact@avaya.com](mailto:contact@avaya.com)

Web: <http://www.avaya.com>