AVAYA

IP Office
5610/4610 Phone User Guide

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The Phone

Overview

This guide covers the use of the Avaya 5610 and 4610 telephones on Avaya IP Office telephone system. These phones are physically similar, however the 5610 is only supported on the IP Office whereas the 4610 is supported on a range of Avaya phone systems.

The diagram below shows the main telephone features.

Display, Call Appearance and Feature buttons:
The Call Appearance Keys allow the user to handle multiple calls with the display showing call information, e.g. the name/phone number, etc. There are four pages in the display; giving up to 24 system features that can be allocated to the function keys. The information displayed varies according to the active feature.

Message waiting lamp:
Lit continuously when the user has voicemail messages waiting. Can also be set to flash when the phone is ringing.

Softkeys:
Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them.

Page Right/Left:
Shifts from one page to another in the same application when the display presents the paging indicator (◄►). These buttons have no effect when the paging indicator is not displayed.

Options:
Displays the Options main screen, from which display and application settings can be updated

Call Handling Buttons:

- **Hold:** Red button used to place a call on hold.

- **Transfer:** Transfers a call to another phone.

- **Conference:** Sets up conference calls with more than one other person.

- **Drop:** Drops the current call or, if on a conference call, drops the last person to join the conference.

- **Redial:** Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.

7. **Numeric (Dialing) Pad:**
Standard 12 button pad for dialing phone numbers.

8. **Volume Controls:**
Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by a visual "volume meter" showing the volume level. These buttons also control the volume of the key click sounds made when you press fixed buttons on the phone, such as the dial pad or softkeys.

9. **Mute and LED Indicator:**
Turns off the active Speaker, handset, or headset microphone to prevent the other person from hearing you. The associated LED lights steadily when the handset or headset is muted.

10. **Headset and LED Indicator:**
With a headset connected, changes audio control from the handset or speaker to the headset. The associated LED lights steadily when the headset is active.

11. **Headset Jack:**
Located on the side of the telephone and provides a port for connecting a headset.

12. **Speaker and LED Indicator:**
Accesses the Speaker feature. The associated LED lights steadily when the Speaker is active.

13. **Phone/Exit:**
Displays the phone application main screen or, if applicable, exits the current IP Office based feature, such as Speed Dial or Call Log, and normalizes the display

Call Appearance Keys

Normally, the first page of the main call handling screen contains three keys set as 'call appearance' keys. These are allocated to you by your System Administrator and are indicated as a=, b= and c=.
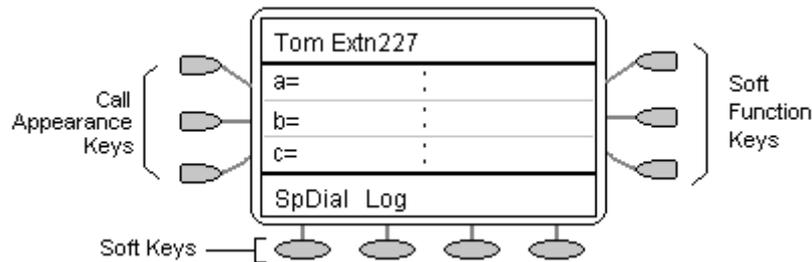
Your System Administrator can change a call appearance key with:

- **A Bridged Appearance**
  A bridged appearance key matches the status and operation of the Call Appearance Key on a pre-defined colleague's telephone. Hence, you can pick-up, make and receive calls on behalf of your colleague.

- **A Line Appearance**
  An IP Office exchange line (but not IP lines) can be allocated to you such that the status of that line is displayed and you can use the line appearance key to make and receive calls.

- **Call Coverage Appearance**
  A call coverage appearance key alerts you when a pre-defined colleague is receiving a call. The covered user does not need to be using call appearance keys. Hence, you can pick-up calls on behalf of your colleague.

All of the above can only be allocated to you by your System Administrator.

For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer the *IP Office Key and Lamp Operation* manual.

CAUTIONS:

1. Having more than two Call Appearance keys is very useful. When holding a call you can answer/make another call and then switch between calls or transfer or conference. If you are set to receive call waiting indication, the waiting call is shown against the next call appearance key.

2. Although the System Administrator can replace the Call Appearance Keys with:

   - A Bridged Appearance

   - A Line Appearance

   - Call Coverage Appearance

   - System Features

   This would severely restrict the use of features such as conference and transfer.

It is for these reasons that it is **strongly recommended** that all Call Appearance keys **remain at their default settings.**

Call Appearance Keys Icon Icons

The icons displayed against the Call Appearance/Feature Keys allow you to determine the status (for example, on Hold) of each call. Icons also indicate whether a feature has been activated for a particular button.

- **Incoming Call: ⬗**
  A ⬗ symbol next to a call appearance key indicates an incoming call. Pressing the adjacent ⬤ ⬗ key answers the call and puts any other current call on hold.

- **Connected: ⌡**
  A ⌡ symbol next to a call appearance key indicates that it is the currently connected call. The caller's telephone number (if available) is also shown. Pressing the adjacent ⬤ ⌡ key puts the call on hold. An **H** is also shown on the display.

- **On Hold: ⬛**
  A ⬛ symbol next to a call appearance key indicates a call on hold. Pressing the adjacent ⬤ ⬛ key takes the call off hold and puts any other current call on hold.

- **Function Active: ◄►**
  The button to the left or right of the function key is active.

System Features

System Features **can only be** set against soft Function Keys by your System Administrator. However, your System Administrator may allocate you two 'self administrator' features that will enable you to add System Features to your soft Function Keys. Refer to Overview of the Function Keys for details of the System Feature that **can only be allocated to you** by your System Administrator.

In addition, there are a number of System Features that you can **always access yourself** by the use of short codes. Refer to System Features Introduction for details of System Features that **you can always access** yourself by dialing short codes, e.g. ***17** to listen to your VoiceMail messages.

Basic Call Handling Features

Answer a Call

When a call arrives at your phone, you will hear a ringing tone and a blinking bell icon (▲) icon appears against the associated call appearance key.

To answer an incoming call:

Do one of the following:

- If you are not active on another call, answer the call using your handset, headset, or speakerphone (see Speakerphone).

- If you are active on a call already, place the active call on hold (see Hold), and then answer the incoming call by selecting the call appearance key.

- If the call appearance for the ringing call is not displayed on the current screen page, use ☎ to return to the first page of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a Call

You can make calls from the phone using a variety of methods as follows:

To manually make a call:
- Dial the required number on the key pad (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.

- Adjust speakerphone volume as necessary.
  - To change the volume use the ▼and ▲buttons. The display shows the volume level. (There are eight volume levels.)

- If the call is not answered, you can clear the call by pressing ◁Speaker or ☈ Drop

or

- When the call is answered, either speak or pick up the handset and speak to the called party.

To automatically make a call:

Do any of the following:

- Press ▦↵Redial and a call appearance key ▭ to have the phone dial the last number that you dialed.

or

- Access the Call Log and initiate a call to a specific entry.

or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialing a Speed Dial Number.

- When the call is answered, either speak or pick up the handset and speak to the called party.

Clearing a Call

To clear an established call either:

    1. Replace the handset

or

    2. Press ↵ **Drop**. You will hear dial tone, unless you are in 'call center mode' of working when you will then hear silence.

Headset Working

When a headset is to be used on your phone, it must be plugged in to the headset socket on the base of the phone. To activate the headset and switch off the handset, press 🎧 **Headset.** The lamp beside the button is illuminated when headset working is activated.

To answer an incoming call:

    1. Press the call appearance key 🔲 next to the flashing bell icon (🔔):

To clear a headset call:

    1. Press ↵ **Drop**.

To manually make a call:

    1. Dial the number (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.

To automatically make a call:

Do any of the following:

- Press ⊞ **R**edial and a call appearance key 🔲 to have the phone dial the last number that you dialed.

or

- Access the Call Log and initiate a call to a specific entry.

or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialing a Speed Dial Number.

- When the call is answered, speak to the called party.

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Keep in mind that two-way speaker phones may not operate satisfactorily in every environment (such as in very noisy locations) and that they operate best when you speak directly too them.

To make or answer a call without lifting the handset, or to use the speakerphone with any feature

1. Press ◁**Speaker**. The LED beside the button illuminates.
2. Make or answer the call, or access the selected feature.
3. Adjust the speakerphone volume if necessary. To change the volume use the ▲ and ▼ buttons. The display shows the volume level. (There are eight volume levels.)

To change from the speakerphone to the handset

1. Pick up the handset and talk.

To change from the handset to the speakerphone

1. Press ◁**Speaker**. The LED beside the button illuminates.
2. Hang up the handset.

To end a speakerphone call

1. Press ◁ again. The LED beside the button goes out.

Speed Dial

The Speed Dial feature allows you to have the phone automatically dial calls to telephone numbers stored in your personal directory. See Dialing a Speed Dial Number.

To make a call to a personal directory entry using the Speed Dial feature

1. From the Home screen, press the ⬭ **SpDial** softkey. The **Speed Dial** screen is displayed.
2. Press the button next to the entry you want to call.
3. If the entry you want is not displayed, use ◄ and ► to cycle through the entries.

or

    Key the first letter of the required name to jump to the page with a matching entry.

4. The phone dials the number for you.

Redial

The Redial feature automatically redials a previously dialed extension or outside number (up to 24 digits). The phone stores up to three of the last numbers dialed.

Note: If you have dialed the same number twice in succession, it will only have one appearance in the redial list.

To redial the last number that you dialed

1. Press ⊞⤵ **Redial** followed by a call appearance key ▭. Use ◄ and ► to cycle through the entries. When you have located the required number, press the associated key.

Mute

During an active call, the **Mute** feature prevents the party with whom you are speaking from hearing you. This feature is most commonly used in conjunction with the Speakerphone, but can be used to hold an off-line conversation at any time during a call.

Preventing the other person on the line from hearing you:

1. Press ⚡ **Mute**. The other party cannot hear you. The indicator next to the **Mute** button lights when mute is active.

2. To reinstate two-way conversation, press ⚡**Mute** again.

Hold

If, with a call in progress, a second call arrives and is shown against a Call Appearance key, you can then Hold the first call and answer the second call.

To put an existing call on hold:

1. Press ⤴ **Hold** or the Call Appearance button with the ⤵symbol against it. The symbol changes to ⤴; showing that the line is on hold.

2. Answer the second call by pressing the Call Appearance button with the ▴symbol against it. The symbol changes to ⤵; showing that the line is connected.

To return to the held call:

If you have a call in progress, then first put that call on hold as above.

To retrieve a held call, simply press the Call Appearance button with the ⤴against it.

Notes:

After a pre-set time (defined by your System Administrator), you are reminded that you have a call on hold by the ⤴hold icon changing for a few moments to ▴with the phone ringing.

If the system feature AutoHold is on (consult your System Administrator) then you can hold an active call (⤵) by pressing the second call's Call Appearance button (▴). If AutoHold is off, then pressing the second call's Call Appearance button (▴) will **drop the first call.**

To transfer a held call see Transfer.

Transfer

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

To transfer the current call to another extension:

> With a call in progress, press ❰➜❰ Transfer

> When you hear dial tone, dial the number to which the call is to be transferred.

> Do one of the following:

>> To transfer the call without announcing it, either hang up or press ❰➜❰ **Transfer** again. The transfer is complete. If the transferred call is not answered within a preset time, it is returned to you.

>> To announce the call before transferring it, wait for the called party to answer.

>>> If the called party is willing to accept the call, press ❰➜❰ **Transfer** again to complete the transfer.

>>> If the called party does not wish to accept the call, press ❰⬇**Drop**. You can return to the held call by pressing its call appearance button.

>> If the line is busy or if there is no answer, press ❰⬇**Drop**. You can return to the held call by pressing its call appearance button.

To transfer a new call to a held call using Conference:

> With a call in progress and you wish to make an enquiry call or another call arrives, press ☒ **Hold.** Make or answer the second call. The new call requires to be transferred to the first held call.

> To transfer the new call to the held call, press ❰❰❰ **Conference** and then ❰⬇**Drop**. The transfer is complete.

Conference

The Conference feature allows you to conference other parties (including yourself) into a call.

Notes:

- The number of parties allowed in a conference is controlled by your telephone system.

- Two Call Appearance keys are required for the conference feature.

To add another party to a call:

1. With a call in progress press **[[[Conference**. The existing call is put on hold.

2. Dial the number of the person you want to add to the call.

3. Wait for an answer.

    a. If the called party does not answer or does not want to join the conference, press **[↓ Drop**. You can return to the held call by pressing its call appearance button.

4. To add the person to the call, press **[[[Conference** again.

5. Repeat steps 1 through 4 for additional conference connections.

To add a held call(s) to an active call:

Press **[[[Conference**.

All held calls are added to the conference.

To leave a conference call:

1. To leave a conference, press **[↓ Drop**.

Using Speed Dials

Overview of Speed Dials

The phone can store up to 48 personal speed dials, accessed by selecting **SpDial** on the display.

```
 ┌──────────────────────────┐
 │ Extn290 290              │
 ├──────────────┬───────────┤
 │ Acme         │       Joe │
 │ INDeX        │      Mark │
 │ Jack      ↔  │    Recept │
 ├────┬─────┬───┴───────────┤
 │Add │Edit │ Delete        │
 └────┴─────┴───────────────┘
```
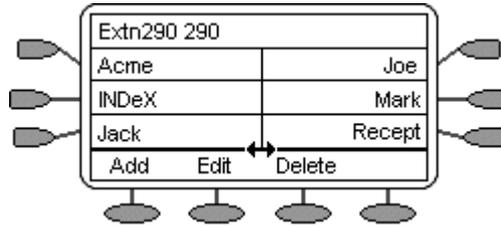
The speed dials are sorted alphabetically.

Pressing the ⬅ or ➡ key adjacent to a name, dials the speed dial number stored with that name.

The ↔ symbol indicates that there are more pages. You can more between pages using the ▶ or ◀ keys.

Pressing ⬯ **Add** allows you to add a new speed dial. See Adding a New Speed Dial.

You can also press ⬯**Edit** to display an existing speed dial and edit it's current settings. See Editing a Speed Dial.

Note: Speed dials can be used for any numbers that can be manually dialed from the extension. Where, for external calls, a dialing prefix is required then that prefix must be part of the speed dial number.

Dialing a Speed Dial Number

You can use the speed dial directory to make a call with the handset on hook or off hook.

1. Press ⬯ **SpDial** to display the speed dial directory.

2. The ↔ symbol is shown if there is more than one page of speed dials. You can move between pages using ◀ and ▶ keys.

3. When the speed dial required is shown on the screen, press the ⬅ or ➡ key adjacent to the speed dial name.

4. Continue as per a normal call.

Adding a Speed Dial from the Call Log

You can create a new speed dial from a call log entry. See Saving a Call Log Entry to Your Speed Dial List. This process will start the normal speed entry screen but pre-filled with the name and number from the call log entry.

Editing a Speed Dial

1. Press ⬭ **SpDial**.

2. Press ⬭ **Edit**.

3. Select the speed dial entry you want to edit. Press ◄ and ► to display different pages of speed dials.

4. When the required entry is displayed, press the adjacent ⬭ or ⬭ key.

5. Edit the speed dial using the same methods as for adding a new speed dial. See Adding a New Speed Dial.

6. Press ⬭ **Save** to return to the speed dial list.

Deleting a Speed Dial

1. Press ⬭ **SpDial**.

2. Press ⬭ **Delete**.

3. Select the speed dial entry you want to delete. Press ◄ and ► to display different pages of speed dials.

4. Press ⬭ **Delete** again or ⬭ **Cancel** to exit without deleting.

5. Select another entry to delete or press ☎**Exit** to return to the speed dial list.

Adding a New Speed Dial

1. Press ⬭ **SpDial** followed by ⬭**Add**. If a message stating that the speed dial list is full appears, you must first delete an existing entry before adding any new entry. See Deleting a Speed Dial.

```
Extn290 290
Name:|

              Symbol  Cancel
```
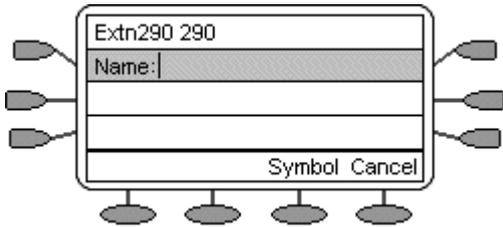
2. The cursor, a **|** symbol, is initially in the empty name field.

3. Begin entering text using the telephone keypad. Each key is marked with the letters it provides. You may have to press the key more than once depending on the character you require.

```
Extn290 290
Name:Acme
←              →
Backspace      Clear
              Symbol  Cancel
```
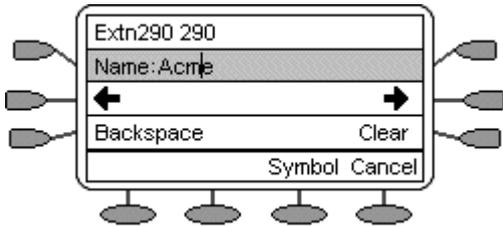
- For example, the key **2** is also marked as **A**, **B** and **C**. To enter a **C**, press **2** until a **C** is displayed.

- To enter the next character from the same key, e.g. **a**, press ➡ to move the cursor right and then enter the character or simply press another key.

- If you make a mistake, use ⬅ to move the cursor to the right of the incorrect character and then use ⬭ **Backspace** to delete it or simply use ⬭ **Backspace** to delete the last character entered.

4. As you enter **Name** characters you can use a number of other controls

- ⬭**Case:** Change the case of the current character between upper and lower case.

- ➡Moves the cursor right one character.

- ⬅Moves the cursor left one character

- ⬭**Clear:** Delete the whole name.

- ⬭**Backspace:** Delete the character to the left of the cursor.

- ⬭**Symbol** provides access to the following symbols:
  Period (.), Comma (,), Hyphen (-), Space (inserts a space between characters), Slash (/) or Apostrophe (').

- ⬭**Save:** Save the speed dial changes.

- ⬭**Cancel:** Return back to the speed dial directory without making any changes.

5. When the **Name** has been entered, press ⬭ **Done**.

6. The **Number** menu is displayed. Enter the required number, including any external line access digit (9 say):

```
Extn290 290
Name: 9
←              →
Backspace      Clear
              Symbol  Cancel
```
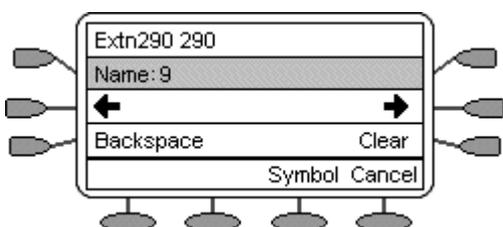
- If you make a mistake, use   to move the cursor to the right if the incorrect number and then use Backspace to delete it or simply use   Backspace to delete the last number entered.

As you enter **Number** characters you can use other controls:

- **Note:** The controls on this screen are context sensitive, i.e. they only appear when applicable. For example **Save** only appears when both a name and number have been entered.

- ➡Moves the cursor right one character.

- ⬅Moves the cursor left one character

- 🖿**Clear:** Delete the whole name.

- 🖿**Backspace:** Delete the character to the left of the cursor.

- ⬯**Symbol** provides access to the following symbols:
  Period (.), Comma (,), Hyphen (-), Space (inserts a space between characters), Slash (/) or Apostrophe (').

- ⬯**Save:** Save the speed dial changes.

- ⬯**Cancel:** Return back to the speed dial directory without making any changes.

When the **Number** has been entered, press ⬯ **Save**.

Using the Call Log

Overview of the Call Log

The phone maintains a call log, accessed by pressing ⬭ **Log**.

The call logs keeps logs of missed calls, outgoing calls made and incoming calls answered. Each of these logs includes the 30 most recent calls in its category. The details shown are:
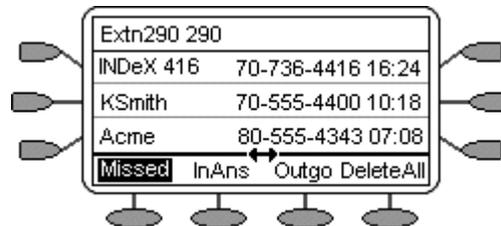
- The name of the called or calling party if available.

- The number of the called or calling party.

- The time of the call.

- The date of the call if prior to the current day.

- The ⬌ symbol indicates that the log contain more pages of entries. You can more between pages using the ◀ and ▶ keys.

Note: Only outgoing calls made using the dial pad or a SpDial entry are logged.

Pressing the ▭ or ▭ key adjacent to a log entry displays full details of that log entry: Each individual log entry includes:
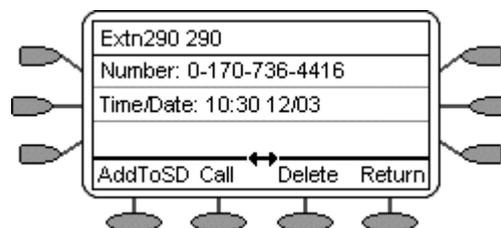
- The number of the called or calling party.

- The time of the call.

- The date of the call..

- The duration of the call for outgoing and answered calls (not shown above for missed calls)

Apart from using the call logs for information, you can turn a call log entry into a speed dial for future calls. You can also delete individual log entries or the all entries in a particular log.

- **Caution:** Call log entries are lost whenever the telephone system or the individual phone are reset.

To Access the Call Logs

1. Press ⬭ **Log**.

2. The call log always opens in the **Missed** calls log.

```
┌─────────────────────────────┐
│ Extn290 290                 │
├─────────────────────────────┤
│ INDeX 416    70-736-4416 16:24 │
│ KSmith       70-555-4400 10:18 │
│ Acme         80-555-4343 07:08 │
│ Missed  InAns  Outgo DeleteAll │
└─────────────────────────────┘
```
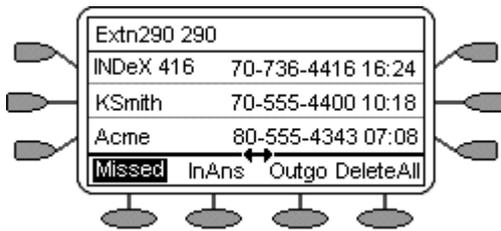
- **Missed:**
  The log of missed calls, i.e. those that rang your extension but were not answered. This includes calls that were diverted to voicemail or another number after ringing your extension.

4. To select the log required type press either:

   InAns:
   The log of incoming calls that were answered. This includes both internal and external calls.

   Outgo:
   The log of calls made. This includes both internal and external calls.

   If the selected log contains more than one page of entries, the ◄► is shown. Use ◄ and ► keys to move between pages.

To Display an Individual Log Entry

Locate the log entry in which you are interested from ⬭**Missed**, ⬭**InAns** or ⬭ **Outgo**.

Press the ▭ or ▭ key adjacent to the entry.

The log entry details are shown.

Using ⬭ **Return** key to return to the call log.

To Make a Call from an Individual Log entry

1. Locate the log entry in which you are interested from ⬭**Missed**, ⬭**InAns** or ⬭ **Outgo**.

2. Press the ▭ or ▭ key adjacent to the entry.

3. The log entry details are shown.

4. Press ⬭**Call** make the call.

5. If the number shown is external but doesn't include the external dialing prefix used by your telephone system, go off-hook, dial the prefix and then press ⬭ **Call**.

To Turn a Log Entry into a Speed Dial

1. Locate the log entry in which you are interested from ⬯**Missed**, ⬯**InAns** or ⬯ **Outgo**.

2. Press the ⬯ or ⬯ key adjacent to the entry.

3. Press ⬯**Add to SD**.

4. The screens for editing and adding speed dials will appear, pre-filled with the information from the log entry. Edit the details if required (see Adding a New Speed Dial).

5. Press ⬯**Save** or ⬯**Cancel**.

6. You will be returned to the speed dials selection menu.

To Delete an Individual Log Entry

Press ⬯**Log**.

Locate the log entry in which you are interested from **Missed**, **InAns** or **Outgo.**

Press the key adjacent to it.

Press ⬯ **Delete** twice.

Or

Press ⬯ **Cancel** to return to the call log without deleting the log entry.

You will be returned to the call log.

To Delete All Entries from a Log

1. Press ⬯**Log**.

2. Press ⬯**Missed**, ⬯**InAns** or ⬯ **Outgo** to select the log.

3. Press ⬯**DeleteAll**.

4. Select ⬯**Delete** to delete the log entries
   or
   Press ⬯ Cancel to return to the call log without deleting the log entries.

To Exit the Call Logs

Press ☎**Phone/Exit**.

Changing Options

Overview

The ✔ **Options** button will allow viewing and configuring of certain phone settings. These options are different from the function keys that require configuration by the system administrator.

Personalized Ringing

The IP Office uses 'distinctive ringing' for different types of calls - a repeated single ring for internal calls, a repeated double ring for external calls and a single ring followed by two short rings for ringback calls. These options are fixed by the IP Office. The phone's own menus allow its ringer sound to be personalized so you can recognize it from other ringing phones.

1. Press ✔ **Options** and select ⬯ **Personal Ringing**. A menu with the current ring pattern appears. This alters the tone and style of ringing used by the phone, the ring pattern is still controlled by the IP Office according to the call type.

2. To select a ringing pattern use press Pattern 1 to 8. You will hear the selected ringing pattern.

3. When you have selected a ringing pattern, press ⬯ **Save**. You will hear a confirmation tone and be returned to the options menu.

4. If you want to return to the options menu without changing the ring pattern, press ⬯ **Cancel**.

View IP Settings

Views of telephone and system information are available from this screen. A user normally does not need to view this information, however your System Administrator may ask you to report certain values from any of the status screens in the event of problems.

The status screen data can be viewed, **but cannot be changed** from your phone.

1. Press ✔ **Options** and then select **View IP Settings**.

2. There are two pages of display. Use the ◀ and ▶ keys and select from:

   - **IP Address Settings**
     IP (Internet Protocol) address information identifies certain components and connections. The IP Address information includes the location (address) of your phone on the IP Office unit, the location and port (connection) of the IP Office itself, the call routing and mask addresses, and the identification of the File Server with which your telephone interacts. Although technical in nature, having this information available and knowing how to get to it can assist your System Administrator in tracking questions about or problems with phone functions or connections.

   - **Quality of Service (QoS) Information**
     QoS refers to a number of mechanisms used to improve audio quality over the network.

   - **Phone Interface**
     Your phone interfaces with several system hardware devices and software. This screen provides information about three of the main interfaces.

   - **Miscellaneous Information**
     The miscellaneous status screens provide additional information about your telephone and its connections.

   To return to the first View IP Settings screen, press ⬯ **Return**.

Display Contrast

You can adjust the contrast level on the telephone display. You can choose from among fifteen levels of contrast.

1. Press ✔ **Options** and then select ▭**Contrast Control**

2. Use either the ◄ and ► keys to adjust the level of contrast.

3. When the contrast is set as required, either:

   - Save and return to the options menu by pressing ⬭ Cancel.

   - Press ⬭ Cancel to return to the options menu.

Logging Off

Allows you to log your telephone off to prevent unauthorized use during an absence, or for privacy purposes.

1. **CAUTION:** Logging off deletes all Call Log entries and returns any options you may have changed to their default values.

To log your phone off:

1. Press ✔ **Options** and ⬭ **Log off**.

2. Select **Yes** to un-register your phone from the IP Office, delete all Call Log entries and returns any options you may have configured to their default values.

3. Selecting **No** returns you to the main Option menu; your phone remains logged on to the network and your Call Log and options values remain unchanged.

To log back on:

The display will show **Ext.=xxx** in the top row. Simply press **#** and enter your password (consult your System Administrator).

Changing Feature Key Labels

This action is currently not supported on IP Office.

Language Selection

When the phone is first installed, it is set to display screen text in English. You can select the language that you would prefer from the following:

- English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português) or Japanese (Katakana characters).

Note: This does not alter your user language setting on the telephone system.

1. Press ✔ Options, ▶ and ⬭ **Language**. A menu listing the available languages appears.

2. Press the ◀ or ▶ keys next to the language required. You are asked in the original language "Are you sure?" with the same message in the new language below.

3. Do one of the following:

    - To return to the options menu without saving any changes, press ⬭ **Return**.

    - To save the settings and return to the options menu, press ⬭ **Yes** (which is displayed in both the original and the selected language).

Application Options

Redial

⊞↩Redial can be configured to dial the last number dialed or list the last three numbers dialed for you to choose from. The default is the last number dialed.

To change Redial:

1. Press ✔ **Options** and then select the ⊞↩**Redial** feature button. It will toggle between **Last Number** and **Last 3 Numbers**.

2. Select ⬭ **Save**. After saving or canceling, the first Options main screen is displayed.

Phone Screen on Answer

This action controls the phone screen display when the phone is answered.

When the **Phone Screen on Answer?** option is set to **Yes**, the phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which "remembers" the current web screen).

When the **Phone Screen on Answer?** option is set to **No** (the default setting), answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message.

To change Phone Screen on Answer:

1. Press ✔ **Options** and then select the **Phone Screen on Answer** feature button. It will toggle between **Yes** and **No**.

2. Select ⬭**Save**. (To restore the previous setting without changing it, press ⬭ **Cancel**.) After saving or canceling, the first Options main screen is displayed.

Phone Screen on Calling

This action controls the phone screen display when the phone is answered.

When the **Phone Screen on Answer?** option is set to **Yes** (the default setting), the phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button).

When the **Phone Screen on Answer?** option is set to **No** answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message.

To change Phone Screen on Answer:

1. Press ✔ **Options**, **Applications Options** and then select the **Phone Screen on Answer** feature button. It will toggle between **Yes** and **No**.

2. Select ⬭ **Save**. (To restore the previous setting without changing it, press ⬭ **Cancel**.) After saving or canceling, the first Options main screen is displayed.

Display Call Timers

This action controls whether the duration of the current call is displayed or not. If set to **Yes**, the duration of the current call is displayed on the call appearance key. If set to **No**, the call duration will not be displayed.

To change the Display Call Timers status:

1. Press ✔ **Options** and then select the **Display Call Timers?** feature button. It will toggle between **Yes** and **No**.

2. Select ⬭**Save**. (To restore the previous setting without changing it, press ⬭**Cancel**.) After saving or canceling, the first Options main screen is displayed.

Message Display Rate

When the IP Office sends messages to your phone that are longer than the display area, the first part of the message is presented for a specific time interval. The second part of the message is then displayed for a specific time interval. The Message Display Rate can be either Fast (display interval is 2 seconds) or Slow - default (display interval is 3 seconds).

To change Message Display Rate:

1. Press ✔ **Options**and then select the **Message Display Rate** feature button. This will toggle between **Fast** and **Slow**.

2. Select ⬭**Save**. (To restore the previous setting without changing it, press ⬭**Cancel**.) After saving or canceling, the first Options main screen is displayed.

Visual Alerting

When this option is set to **No** (the default), ringing is the only notification of an incoming call. When set to Yes, your phone rings and your voice message indicator light flashes to alert you to an incoming call.

To change Visual Alerting:

1. Press ✔ **Options** and then select the Visual Alerting feature button. It will toggle between **No** and **Yes**.

2. Select ⬭**Save**. (To restore the previous setting without changing it, press ⬭**Cancel**.) After saving or canceling, the first Options main screen is displayed.

System Features

Introduction

As well as your phones specific features, you can access a number of system features by dialing short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public telephone network.

Making Calls

Internal Calls:

If your System Administrator has allocated you the *Ring Back When Free* feature (see RBak+ - Ringback When Free) under a dial pad digit, you can:

1. When you call an extension that does not answer or is busy, press the ▭ **RBak** feature key to set a callback on that extension.

2. When the extension you called becomes free, your phone will ring (a burst of three rings).

3. Lift the handset and the extension is called automatically.

4. When the extension you called is free, your phone will ring (a burst of three rings).

5. Lift the handset and the extension is called automatically.

External calls:

To make an external call, either dial the number (prefixed by the access code if required) or use a speed dial code (contact your system manager for a list of your speed codes).

If you hear busy tone while dialing, then the call may be barred. Your system manager can bar certain calls, such as those to premium rate numbers and international calls.

Answering Calls

Ringing at your own extension:

Simply pick up the handset. When in headset mode, press the button associated with the alerting call.

The default ringing cadences are:

- Internal calls have a single ring cadence
- External calls have a double ring cadence.

These can be changed by your System Administrator.

Ringing at another extension:

You can answer from your own phone by using Call Pick-Up; lift your handset and dial:

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

Note: If your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come into effect.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by providing call waiting tone. If you hear the call waiting tone, either end your current call or put the caller on hold. The waiting call should then ring.

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

Call Forwarding

Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy (on all Call Appearance keys), and all calls (for example when you go on holiday).

- To set the number to which your calls are forwarded dial ***07*201#** (forwarding to 201 in this example).

- To switch forward direct station calls (i.e. not Hunt Group) 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**.

Diverting Calls

You can divert your calls to another extension.

Note: If you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:

- ***12*N#** from the extension you are temporarily using (where **N** is your extension number). Hence, calls to your extension will be diverted to the extension you are temporarily using.

- ***13*N#** to re-direct the calls back to your own extension, before you return to it.

At your own extension:

*14*N# from your own extension (where **N** is the extension to which you want your calls diverted).

14# to cancel either feature from your own extension.

You can divert your calls to another extension. In the examples below *N* is the extension to which you want your calls diverted.

Note: If you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:

- ***12*N#** from the extension you are temporarily using.

- ***13*N#** to re-direct the calls back to your own extension, before you return to it.

At your own extension:

*14*N# from your own extension.

14# to cancel either feature from your own extension.

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list:

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

Dial ***08** and to switch it off dial ***09**

> **or**

Dial ***10*N#** to add a number to the exception list.

> **or**

Dial ***11*N#** to delete a number from the exception list.

Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Voicemail

Note that not all systems support voicemail or have voicemail installed.

To switch voicemail on dial ***18**, to switch it off dial ***19**.

To retrieve your voicemail, use the code ***17**.

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**.

Dialing a number while listening to your messages invokes further facilities:

Once messages have been delivered, they are held on the system for 24 hours (this is fixed for Voicemail Lite, but can be varied by your System Administrator if your IP Office is equipped with VoicemailPro).

You can collect your voicemail from another extension by using the PIN your System Administrator has set up for you. You can collect your messages if you are out of the office, by either dialing from a number that has been registered for the purpose or by dialing your extension number and PIN when prompted. If validation is successful, then dial **1** to retrieve your mail.

The System Administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

Default Feature Codes

The following are the normal default feature codes available to all users. Your System Administrator may add additional codes for other features and for speed dials.

The **N** where shown, should be replaced by the appropriate number. For example, with ***07*N#**, replace **N** with the extension to which you want your calls forwarded when you have forwarding switched on.

Code	Feature	Code	Feature
*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditionally On	*33*N#	Call Queue
*02	Forward Unconditionally Off	*34	Hold Music
*03	Forward on Busy On	*35*N#	Extn Login
*04	Forward on Busy Off	*36*N#	Extn Logout
*05	Forward on No Answer On	*37*N#	Park Call
*06	Forward on No Answer Off	*38*N#	Ride Call
*07*N#	Forward to number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steal
*14*N#	Follow Me To	*46	Call Steal
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*51	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward on busy number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID

Management and Trouble Shooting

Overview

The phones are relatively trouble-free. This chapter provides helpful information for:

- Testing your telephone to be sure it is operating correctly.

- Basic Troubleshooting; this chart provides the most common problems an end user might encounter and suggested resolutions.

- Application-specific troubleshooting; this chart describes problems and solutions specific to phone application (Speed Dial, Call Log, or Web Access).

- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

Testing Your Phone

This test function enables you to verify that your telephone's lights and display are operating properly.

Testing the Telephone's Lights and Display

1. With the telephone idle (on-hook), press and release the ♪ **Mute** button, then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST).

2. The display should indicate the self-test has started. If the test is successful, the message "Self test Passed #=end" displays; if the test is not successful, the message "Self test Failed #=end" displays instead.

3. Press # to return to the Phone screen.

4. If nothing appears on the display and the phone is receiving power, your phone may need to be replaced. Contact your System Administrator for assistance or additional troubleshooting information.

Trouble Shooting Chart

- **Phone does not activate when connected for the first time:**
  Unless your System Administrator has already initialized your telephone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, it's IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 10 minutes to your System Administrator.

- **Phone does not activate after a power interruption:**
  Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.

- **Display shows an error/informational message:**
  Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.

- **Speakerphone does not operate:**
  Ask your System Administrator if your Speakerphone has been disabled.

- **Characters do not appear on the display screen:**
  See " Phone does not activate when connected for the first time" above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and release the **Mute** button, then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced. If the above suggested solutions do not resolve the problem, reset or power cycle the phone with your System Administrator's assistance.

- **No dial tone:**
  Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone. Contact your System Administrator if the problem persists.

- **Phone does not ring:**
  Set your ringer volume to a higher level using the ▼ and ▲ **Volume** keys. From another phone, place a call to your extension to test the above suggested solution.

- **All other IP problems:**
  Contact your System Administrator.

SPEED DIAL APPLICATION:

> **You cannot dial out using any Speed Dial entries:**
> Dial button. Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.

> **You cannot add an entry to the Speed Dial list:**
> You have 100 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.

CALL LOG APPLICATION:

> **You cannot dial out after selecting a call log entry:**
> Check that all call appearances incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.

> **You cannot add an entry to the Speed Dial list:**
> You have 100 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.

> **Dialing from this application does not go through:**
> Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.

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