



# IP Office

## Analog Phone User Guide

#### Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

#### Documentation Disclaimer

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

#### Link Disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this Documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

#### License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

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

License Type(s): Designated System(s) License (DS).

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

#### Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

#### Third-Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on Avaya's web site at: <http://support.avaya.com/ThirdPartyLicense/>

#### Avaya Fraud Intervention

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

#### Trademarks

Avaya and the Avaya logo are registered trademarks of Avaya Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this document, marks identified by "®," "TM" and "SM" are registered marks, trademarks and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

#### Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

#### Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1 800 628 2888 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.



# Contents

## 1. The Telephone

|  |    |
|--|----|
| 1.1 Making Calls.....                          | 7  |
| 1.2 Answering Calls.....                       | 7  |
| 1.3 Transferring Calls.....                    | 8  |
| 1.4 Call Waiting.....                          | 8  |
| 1.5 Call Forwarding.....                       | 8  |
| 1.6 Diverting Calls.....                       | 9  |
| 1.7 Do Not Disturb.....                        | 10 |
| 1.8 Voicemail .....                            | 10 |
| 1.9 The System Administrator.....              | 11 |
| 1.10 Default Speed Dial and Feature Codes..... | 11 |
| 1.11 Private Call.....                         | 12 |
| Index .....                                    | 13 |





# Chapter 1.

# The Telephone





---

# 1. The Telephone

This guide covers the general operation of analog telephones on the IP Office telephone system.

## 1.1 Making Calls

To make a call to another extension:

Pick up the handset and dial the number. If the number is busy, you can use *Ring Back When Free* as follows:

1. Dial any digit and hang up. When the extension you called is free, your phone will ring (a burst of three rings).
2. Lift the handset and the extension is dialed automatically.

To make an external call:

- Pick up the handset and either dial the number (there is no need to add an external call prefix to get an outside line) or use a *speed dial* code (contact your system administrator for a list of your speed codes).

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

## 1.2 Answering Calls

To answer a call ringing at your own extension:

- Pick up the handset; internal calls have a single ring cadence, external calls have a double ring cadence.

To answer a call 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.



---

## 1.3 Transferring Calls

To transfer a call to another extension:

1. To get a dial tone, press R and put your current caller on hold.
2. Dial the other extension number; you can either hang up when it rings or wait until the other extension answers.

If the call is not answered or the extension is busy, press R to return to the held call. If the caller wishes to wait until the busy extension is free, the call can be *queued* to that extension as follows:

- To place the caller on hold, press R. To obtain a dial tone, press R again.
- To queue the held caller against extension 201, dial \*33\*201#.

## 1.4 Call Waiting

Call Waiting alerts you if another call arrives while you are already making a call, by making a beep at a six second interval.

If you hear the Call Waiting signal, press R to put the present caller on hold and to connect you to the new call. To return to the original caller, press R again.

To turn call waiting on, dial \*15. To turn it off, dial \*16.

## 1.5 Call Forwarding

Your calls can be forwarded to another extension or an external number when:

- You are away from your desk (on no answer).
- or
- Your extension is busy (on all Call Appearance keys).
- or
- You are away from the office (e.g. when you are on holiday).

The following options are available for call forwarding:

- To set the number to which your calls are forwarded, dial \*07\*201# (forwarding to 201 in this example).
- To switch Forward Unconditional On (i.e. not Hunt Group), dial \*01. The letter D is displayed. 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.
- To switch Forward Hunt Group Calls On, dial \*50. To switch it off, dial \*51. This setting is for Forward Unconditional only.
- To Cancel All Forwarding, dial \*00.

Note

- Cancelling all forwarding will also cancel any Follow Me you have set.
- Your system administrator may have configured a forwarding number on your behalf. If so, by pressing the star code from your extension, you can over-ride the configured number. *Forwarding on No Answer* is not effective if you are using voicemail.





## 1.6 Diverting Calls

You can divert your calls to another extension using Follow Me. Unlike Forward, Follow me can only be used to divert calls to another internal extension on the same IP Office.

### Note

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

To use Follow-Me-Here from another extension:

In this case, N is your home extension

- Dial \*12\**N*# from the extension you are temporarily using.
- Dial \*13\**N*# to re-direct the calls back to your own extension, before you return to it.

To use Follow-Me-To from your home extension:

In this case, N is the extension to which you want your calls diverted.

- Dial \*14\**N*# from your own extension.
- Dial \*14\*# to cancel either feature from your own extension.

### Notes

- If you use the option Cancel All Forwarding, your Follow Me will also be cancelled.
- Follow Me does not apply to the following call types:
  - Voicemail Callback
  - Automatic Call Back
  - Hold or Park return.



---

## 1.7 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 (with or without exceptions), dial \*08. To switch it off, dial \*09.
- To add a number to the exception list, dial \*10\*N#
- To delete a number from the exception list, dial \*11\*N#.

Note

- Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.
- The only call that will ignore the Do Not Disturb rule will be one where you were the original caller, then performed an unsupervised transfer to another extension. If that extension does not answer, the call will be re-directed to you as the originator.

## 1.8 Voicemail

You can enable voicemail to allow callers to leave messages when you are out of the office, away from your desk or engaged on another phone call. Voicemail messages can be retrieved internally or externally via any phone. Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as *Voicemail Ringback*.

Note

- Not all systems support voicemail or have voicemail installed.

The following options are available for voicemail:

- To switch voicemail on, dial \*18. To switch it off, dial \*19.
- To retrieve your voicemail, dial \*17.
- To turn Voicemail Ringback on, dial \*48. To turn it off, dial \*49.

Dialling a number whilst listening to your messages invokes further facilities:

- Once messages have been delivered, they are held on the system for 24 hours.
- 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 dialling from a number that has been registered for the purpose or by dialling your extension number and PIN when prompted. If validation is successful, then dial 2 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.



## 1.9 The System Administrator

The system enables you to set up a wide range of advanced telephony features, with your own numbering plan, speed dialling and feature codes. It also allows you to restrict access, selectively, to certain numbers for external calls and to permit controlled access to your local network for staff working away from your premises.

Codes and phone numbers can be set up for the benefit of all users or can be assigned to individual extensions. Codes for speed dialling may be up to eight digits and may include the \* and # symbols. The default feature codes can be deleted and replaced by alternatives, if required.

In use, phone numbers programmed for individual extensions take precedence over general ones, and those entered at extensions take overall precedence; these remain in force until cancelled by the user or when the system is re-booted.

## 1.10 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 phone service providers.

The phone system also has a number of short codes for special features. The set below are the default codes, note however that these can be edited and changed by your system administrator.

In the short codes below, *N* represents another number such as an extension number.

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



---

## 1.11 Private Call

The Private Call feature is used to prevent any intrusions during the call. Private call can be activated either before or during a call and will set the phone status to 'cannot be intruded' until you switch the Private Call feature off.

If you place an intrusive call to an extension with Private Call on, you will hear the Number Unobtainable tone.

Note

- Private call is not a default feature. If you require this option, contact your administrator.



---

# Index

## A

answering calls 7

## C

call

- answering 7
- diverting 9
- external 7
- forwarding 8, 11
- internal 7
- making 7
- pick up 11
- private call 12
- transferring 8
- voicemail 10, 11
- waiting 8, 11

## D

default codes 11  
diverting calls 9  
do not disturb 10, 11

## E

external calls 7

## F

feature codes 11  
follow me 11

## I

internal calls 7

## P

private call 12

## S

speed dials 11  
system administrator 11







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 have been transferred or licensed to Avaya.

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

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

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

© 2008 Avaya Inc. All rights reserved.

Avaya  
Unit 1, Sterling Court  
15 - 21 Mundells  
Welwyn Garden City  
Hertfordshire  
AL7 1LZ  
England.

Tel: +44 (0) 1707 392200  
Fax: +44 (0) 1707 376933

Web: <http://marketingtools.avaya.com/knowledgebase>

