IP Office

9500 Series User Guide

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Chapter 1. Introduction

1. Introduction

This guide is for 9500 Series telephones supported by IP Office Release 8.0 running on an Avaya IP Office telephone system.

- **9500 Series Telephones**
  The 9504 and 9508 phones are supported on B5800 Branch Gateway and IP Office systems only. They are physically and functionally the same as their 9400 Series equivalents but are not supported on other Avaya telephone systems.
-
  These IP phones are supported by IP Office and other Avaya telephone systems. Running H.323 firmware, the supported phones are:

Gigabit Support
This column indicates that the phone natively supports Gigabit Ethernet. Other phones can support Gigabit through the use of a suitable Gigabit adapter.

- **Unsupported Features**
  The 9500 Series phones are supported on a number of Avaya telephone systems and support different features depending on the telephone system. This guide covers only the features supported on an Avaya IP Office telephone system.

1.1 Important Safety Information

! Warning: This handset may pick up small metal objects such as metal pins or staples.

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

⚠ Note for Australian installations only:
Installations of the 9408/9508 terminal with an 1151 PSU and BM12 must be restricted to the same building as the host Gateway. That is, the 9408/9508 – if installed with an 1151 PSU and BM12 – cannot be connected in a campus environment where the 9408/9508 terminal is installed in a building separate from the building housing the Gateway. This application cannot be used with exposed (out-of-building) wiring.

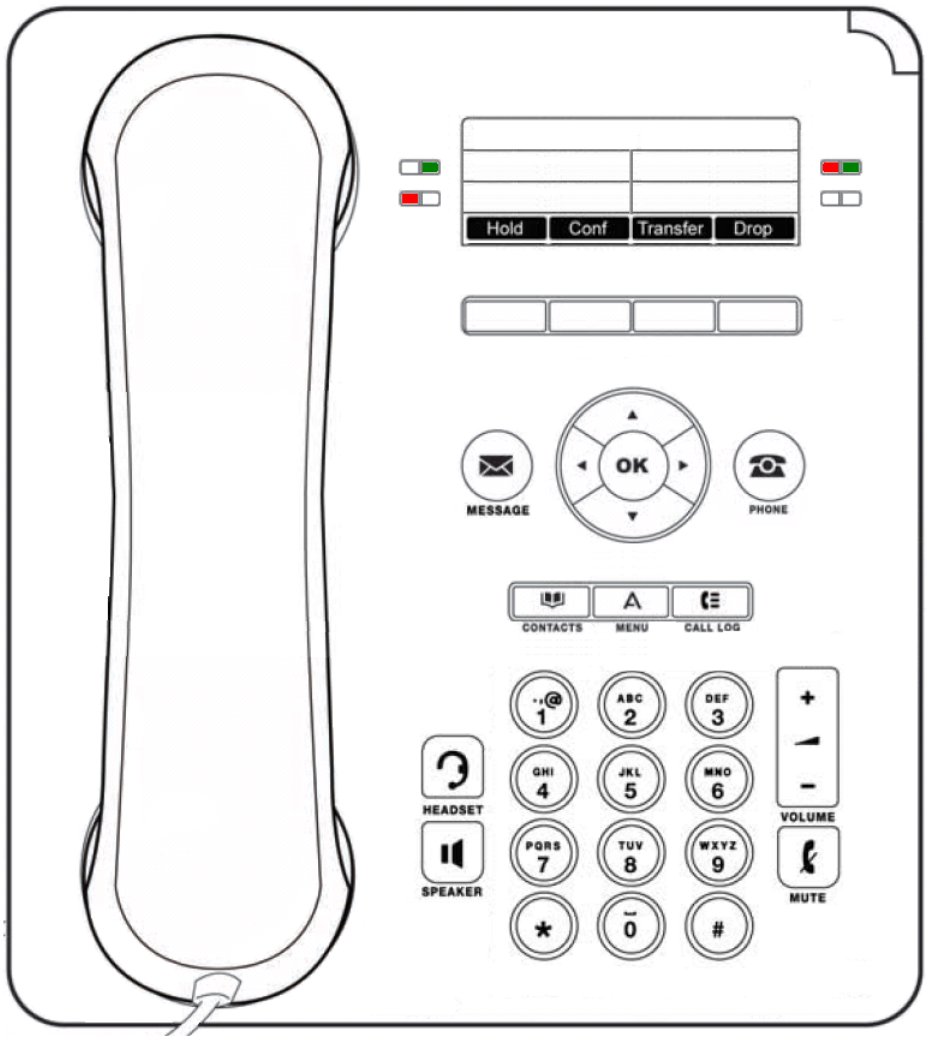
For installations in which the 9408/9508 is used without the 1151 PSU and BM12, campus connections are acceptable: the 9408/9508 can be located in a separate building in these cases.

This restriction applies to Australian installations only.

1.2 9504 Telephone

The IP Office supports the 9504 telephone.

9400 Series and 9500 Series phones are physically and functionally identical. However, 9500 Series phones are only supported on Avaya B5800 Branch Gateway and IP Office systems whereas 9400 Series phones are also supported on other Avaya telephone systems. This guide only covers use of IP Office phones on an IP Office system.



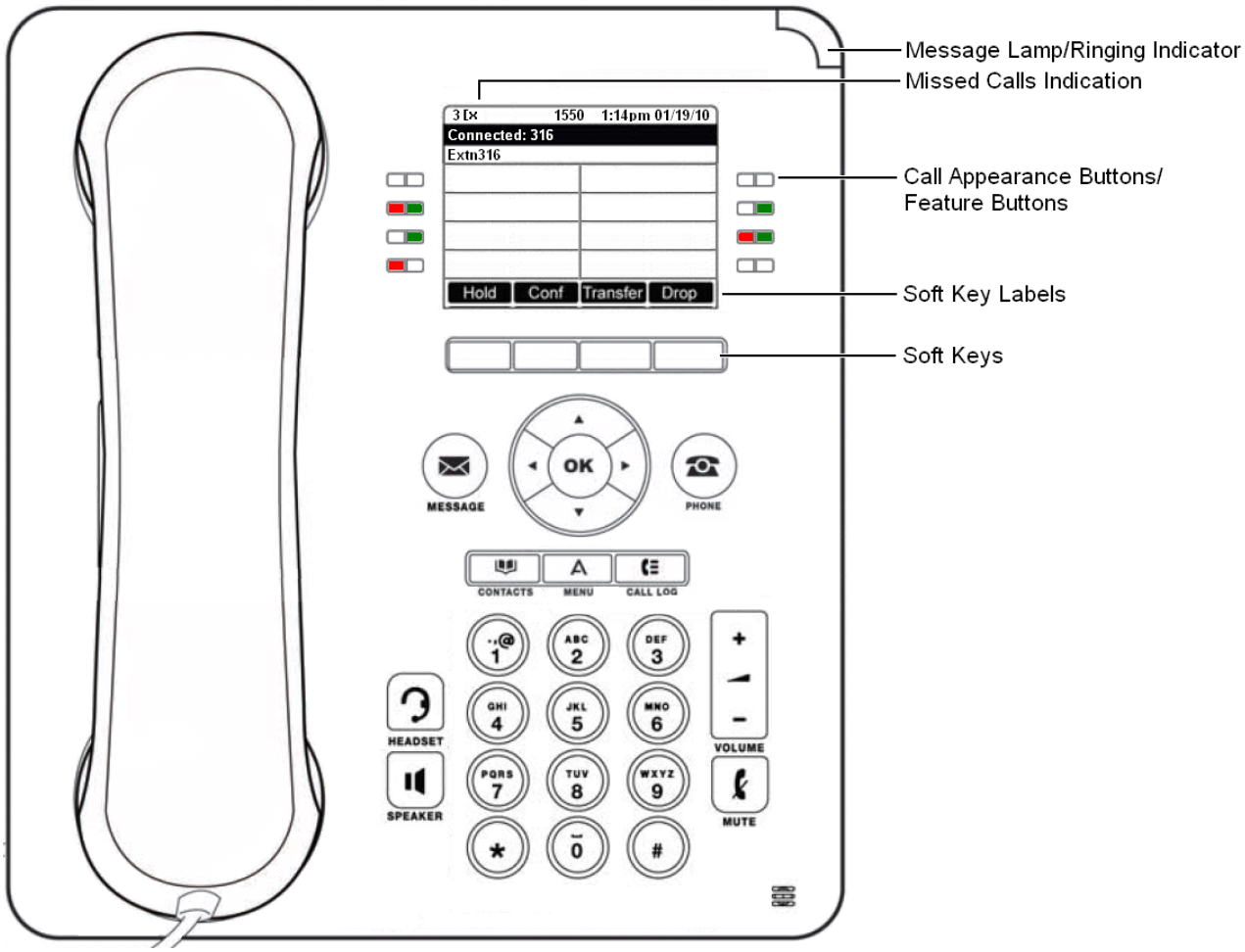
This phone supports 12 programmable call appearance/feature buttons. The labels for these buttons are visible on the main display and can be controlled by the adjacent buttons.

Functions can be assigned to the phone's feature buttons by your system administrator or by yourself using self-administration. Note how you cannot replace features assigned to buttons by your system administrator but you *can* replace other features. Note also that there are features that the system administrator can assign that are not available for you to assign. This guide includes only the features that are available for you to assign if required.

1.3 9508 Telephone

The IP Office supports the 9508 telephone.

9400 Series and 9500 Series phones are physically and functionally identical. However, 9500 Series phones are only supported on Avaya B5800 Branch Gateway and IP Office systems whereas 9400 Series phones are also supported on other Avaya telephone systems. This guide only covers use of IP Office phones on an IP Office system.



This phone supports 24 programmable call appearance/feature buttons. The labels for these buttons are visible on the main display and can be controlled by the adjacent buttons.

Functions can be assigned to the phone's feature buttons by your system administrator or by yourself using self-administration. Note how you cannot replace features assigned to buttons by your system administrator but you *can* replace other features. Note also that there are features that the system administrator can assign that are not available for you to assign. This guide includes only the features that are available for you to assign if required.

1.4 Button Modules

The addition of a button module allows the phone to support additional programmable buttons.

- Do not connect or disconnect a button module yourself. Your system administrator will arrange this if necessary. Failure to connect and restart the equipment in the correct order may cause the phone and or the button module to function incorrectly.

9508 Phones

These phones support BM12 button modules. Each button module provides the phone with an additional 24 buttons (2 pages of 12) which can be used as appearance buttons 140 and or feature buttons 94.

Up to three button modules can be attached to each phone. However the number of button modules supported by the telephone system may be limited by the total number of button modules attached to other phones on the telephone system.

9504 Phones

These phones do not support any additional button modules.

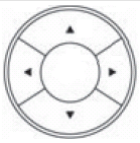
⚠ **Note for Australian installations only:**
Installations of the 9408/9508 terminal with an 1151 PSU and BM12 must be restricted to the same building as the host Gateway. That is, the 9408/9508 – if installed with an 1151 PSU and BM12 – cannot be connected in a campus environment where the 9408/9508 terminal is installed in a building separate from the building housing the Gateway. This application cannot be used with exposed (out-of-building) wiring.

For installations in which the 9408/9508 is used without the 1151 PSU and BM12, campus connections are acceptable: the 9408/9508 can be located in a separate building in these cases.

This restriction applies to Australian installations only.

1.5 Phone Keys

The following keys are found on the phone:

Key	Description
	Soft Keys - The keys below the display have variable functions. When the key is active, its function is indicated by the text label above it.
	Message - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
	**Navigation Keys** - Press the ▲ up and down ▼ arrow keys to scroll through lists. In some menus, you can also use the ◀ left and right ▶ arrow keys to enter and exit different levels of the menu. A menu option that accesses a sub-menu is indicated by the ... dots (ellipsis) icon after its name.
	OK - The **OK** key normally matches the function offered by the leftmost soft key below the screen.
	PHONE - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
	MENU - This key is used to access a menu for phone settings and information.
	CONTACTS 48 - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
	CALL LOG 56 / **HISTORY** 59 - This key displays a record of your most recent calls (answered, missed, and outgoing). The button is illuminated when you have new missed calls.
	VOLUME 112 - Press + plus or – minus on the **Volume** key to adjust the volume of the incoming call. Separate volumes can be adjusted for the ringer, handset, headset, and speaker.
	HEADSET 44 - This key is used to answer and end calls using a headset connected to the phone's headset socket. The button is lit when you are connected to a call using the headset.
	MUTE 22 - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
	SPEAKER 45 - This key is used to answer and end calls using the phone's handsfree speaker and microphone. The button is lit when you are connected to a call handsfree.
	FORWARD 76 - This button provides direct access to the forwarding 76 menu options.
or	These keys have two roles: • **Appearance Keys** - These buttons represent calls that you can make or receive. • **Feature Buttons** 94 - Those keys not configured as appearance keys can be used for other functions. • On touch screen phones, these buttons are replaced by their text labels on the screen.

- The **CONFERENCE**, **DROP**, **HOLD**, **REDIAL** and **TRANSFER** keys found on other Avaya phones are presented as soft key 19 functions relative to the current call.

1.6 Status Letters

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

- **B = Barred**
  A **B** is shown on your phone's display when the system administrator has prohibited you from making outgoing calls. You will only be able to make internal calls when your status is set to Barred.
- **D = Diverting (Forwarding) Calls**
  A **D** is shown after your extension name on the phone's idle display when you have 'forward unconditional' enabled.
- **G = Group Member (In Group)**
  A **G** is shown after your extension name on the phone's idle display when you have been configured as a member of a hunt group and your membership is enabled. With this status active, you may receive calls targeted to the hunt group.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown after your extension name on the phone's idle display when you have 'do not disturb' enabled.
- **O = Out of Service**
  When a group is set to night service mode, all members of that group retain an 'out of service' status indicated by an **O** on the idle display. Calls are diverted to the group's fallback, if set. Otherwise, the calls are sent to voicemail (if available).
- **R = Resilience**
  An **R** is shown after your extension name on the phone's idle display to indicate that your phone is working in resilience mode. This is used when there may have been a problem with the telephone system to which your phone was registered and another system is currently providing support for your phone. In this mode, some features may not be available and calls may be routed differently.
- **S = System Alarm**
  If you are configured as a system administrator 126, an **S** in the phone's display indicates a system alarm 131.
- **T = Twinned**
  A **T** is shown after your extension name on the phone's idle display if it is internally twinned with your phone. Calls to you will alert on both phones and can be answered by you at either phone.

1.7 The Phone Stand

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

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

The stand cannot be flipped to another position except by removing it to change the position. The angle of the display is not adjustable on these phones.

Other Stands

If the phone needs to be used in a situation other than on a desk, for example wall-mounted, a number of other stand designs are available from Avaya. Contact your system administrator.

Chapter 2.
Making Calls

2. Making Calls

If you are not already on a call, then you can just dial the number. The first available appearance button will be used for the call. Alternatively, you can press a specific appearance button in order to make a call using that button.

If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts altering the target.

If the call is to a user, and they do not answer, you can set a callback by pressing **CallBack** and then ending the call by pressing **Drop**. When a callback is set, the next time a user uses their phone or ends their current call, the system will call you and when you answer, automatically make another call to the user.

2.1 En-Bloc Dialing

By default, when you start dialing a number on your phone, the phone immediately connects to the telephone system and starts passing the digits you dial to the phone system. You cannot correct the digits you have already dialed except by ending the call and starting over. Also, if you pause dialing for too long the phone system may think that you have finished dialing and will attempt to connect the call using only the digits you had dialed up to that point.

En-bloc dialing allows you to compose and edit the number to dial on your phone's display before it is sent to the phone system to be dialed.

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

Dialing a Number Using En-Bloc Mode

1. With no connected call on the phone, start dialing. Do not lift the handset or select headset or speaker before dialing.
2. You can use the ◀ left arrow key or the **Bksp** key to delete the previous digit dialed if you need to correct the number or press **Clear** to erase the whole number.
3. When you have completed the number, you can select how you want to make the call:
   - Lift the handset to make a call using the handset.
   - Press the **Call** soft key or **OK** button to start the call using the phone's default handsfree audio path 113 (speaker or headset). You can also press one of your idle call appearance buttons to make the call using that appearance.
   - Press the **Headset** button to start the call on a headset connected to your phone.
   - Press the **Speaker** button to start the call on your phone's handsfree speaker.

Enabling/Disabling En-Bloc Dialing

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **En-Bloc Dial**.
5. Use **Change** button to select **On** or **Off**.

2.2 Call Soft Key Options

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

- **Account**
  Enter an account code to associate with the call.
- **Answer**
  Answer a page call, turning it into a normal call.
- **CallBack**
  Set an automatic callback on the user that you have called but who has not answered. When they next end a call, the telephone system will call you and when answered, will automatically make a call to the user.
- **Complete**
  Complete the transfer of a held call. A **Cancel** option is also shown which will end the transfer attempt.
- **Conference**
  Put your current call on hold and present dial tone for you to dial the number you want to add to a conference with the held caller.
- **Connect**
  Take a call off hold.
- **Dir**
  Access the directory in order to select a number by name rather than dialing it. The type of names available in the directory is adjusted to match those suitable for use by the feature.
- **Drop**
  End the call.
- **Ignore**
  Quiet the ringer for the current alerting call. The call will continue alerting until either answered, it goes to voicemail, or the caller abandons the call.
- **Pickup**
  Answer the call that is held or alerting another user.
- **Redial**
  If there are outgoing numbers in your call log, display the list of those numbers.
- **Transfer**
  Put your current call on hold and present dial tone for you to dial the number to which you want to transfer the call.
- **ToVM**
  Send an alerting call to your voicemail.

2.3 Calling from the Contacts List

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

1. Access the contacts directory:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right arrow keys to select which type of directory entries you want to display.
      - **All**
        All directory entries.
      - **External**
        Directory entries stored by the telephone system for all users to use.
      - **Groups**
        The names and numbers of hunt groups on the telephone system.
      - **Users**
        The names and numbers of other users on the telephone system.
      - **Personal**
        Your own personal directory entries.
   c. Use the up and down arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Call** or press the button next to the name.
3. Proceed as you would with a normally dialed call.

2.4 Calling from the Call Log/History

You can use the call log to make calls to the number included in the currently selected call record.

1. Access the call log.
   a. Press the **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are ***All***, ***Outgoing*** , ***Incoming*** and ***Missed*** .
   d. Use the up and down arrow keys to scroll through the records.
2. Press **Call** to call the number displayed in the call record.

2.5 Redialling a Previous Number

When **Redial** is displayed it can be used in one of two ways, set by the phone's redial mode setting 30.

List Mode

This redial method is used when your phone's redial mode 30 is set to ***List***.

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

One Number Mode

This redial method is used when your phone's redial mode 30 is set to ***One***.

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

2.6 Making a Page Call

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

If the dialing short code or the paging button have been pre-configured with a number, the user or group at that number will be paged if available.

The dialing short code can be configured to accept the number of the user or group to page when dialed. Similarly a paging button can be set to allow number entry when pressed as follows:

1. Press the paging button.
2. Dial the number of the user or group you want to page.
3. When the dialing is completed, the page call is made.
   - If the destination is a user and they already have a call connected, they cannot be paged. If the destination is a group which is not in service or has no available members, it cannot be paged.

Feature Button

The self-administer function can be used to assign a feature button as a page button using the Group Paging action.

2.7 Withholding Your Number

You can select to withhold your number on external calls. Note that this option may not be supported in all situations. It may depend on the configuration of your phone system and options supported by your telephone line provider.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ menu keys to highlight **Withhold Number**.
4. Press **Change** to switch the option **On** or **Off**.
5. Press **Save**.

2.8 Adjusting the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is adjusted separately for whichever device is in use (handset 113, headset 113 or speaker 113).

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

2.9 Muting a Call

Muting a call stops the caller from hearing you. However you can still hear them. The status indication line indicates a mute setting via the icon.

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

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

2.10 Ending Calls

The **Drop** option can be used to end the currently highlighted call on the display.

- If the call is connected on the phone's speaker, the **SPEAKER** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's headset, the **HEADSET** key is lit. Pressing the key again will end the call.
- If the call is connected on the phone's handset, replacing the handset will end the call.

Chapter 3.
Answering Calls

3. Answering Calls

A slow flashing red lamp on an appearance button indicates an alerting call. This may also be accompanied by ringing 102 and by the message lamp flashing 103.

Selected Button

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

1. Select the method which you want to use to talk to the caller:
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting visually and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
   - To answer the call using the handset, lift the handset.
   - To answer the call handsfree, press the **SPEAKER** key.
   - To answer the call on a headset, press the **HEADSET** key.
   - Just pressing the call appearance key will answer the call either on the speaker or headset depending on the phone's audio path 44 setting.
2. Once you have answered the call, you can switch between different talk modes:
   - To switch to using the handset, lift the handset.
   - To switch to handsfree, press the **SPEAKER** key. If you were using the handset you can now safely replace it.
   - To switch to headset mode, press the **HEADSET** key. If you were using the handset you can now safely replace it.
   - If you have answered the call on the speaker or headset, pressing the **SPEAKER** or **HEADSET** key again before you select another mode will end the call.
   - Just pressing the call appearance key or any other appearance button will put the current call on hold.

Answering Another Call

If you are already on a call, answering a new call will automatically put the existing call on hold[1], unless your first press **Drop**.

1. Using the ▲ up and down ▼ arrow keys, scroll the display highlight the waiting call.
   - To quiet the ringing, press the **Ignore** soft key. The call will still continue alerting and can be answered or ignored.
   - To redirect the call to voicemail, press the **To VM** soft key.
2. To answer the call, press the call appearance button. Your existing call will be put on hold.

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

3.1 Diverting a Call to Voicemail

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

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

3.2 Ignoring an Incoming Call

You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.

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

3.3 Answering a Page Call

Your phone can be paged if you have no other connected call in progress. The page is heard through the phone's speaker.

1. A page call is indicated in the display by the word **Page**.
   - To answer the page call, press the **Answer** soft key. The call is turned into a normal call.
   - To ignore the page call, press the **Drop** soft key.

3.4 Using Call Pickup

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

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Pickup**. Press **Select**.
   - To answer a ringing call, press the **Any** soft key.
   - To answer a call ringing against a particular target, dial the target's number. Alternatively, press the **Dir** soft key to select the target from the directory 52.
3. The following menus will appear depending on the type of number entered:
   - **User Number**
     - To answer a call ringing against the user, press the **Pickup** soft key.
     - To return to entering a number, press the **Clear** key.
   - **Hunt Group Number**
     - To answer a call ringing against the members of the group, press the **Members** soft key. The call does not have to be a call to the hunt group.
     - To answer a call ringing for the hunt group, press the **Group** soft key.
     - To return to entering a number, press the **Clear** key.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

- **Pickup Any Call: *30**
  Answer a call ringing on the telephone system.

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

Chapter 4.
Redialling

4. Redialling

The phone's redial operation can work in either of the following modes:

- ***Open Call Log*** 30
  If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
- ***Last Dialed*** 30
  If this mode is selected, pressing **Redial** will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.

You can select the redial mode 30 that the phone uses. In either case, the redial function uses the outgoing call records in your personal call log 56. If you delete the records in your call log, redial will not work until new outgoing call records exist in your personal call log.

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

4.1 Open Call Log Mode

This redial method is used when your phone's redial mode 30 is set to ***List***.

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

4.2 Last Dialed Mode

This redial method is used when your phone's redial mode 30 is set to ***One***.

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

4.3 Selecting Your Redial Mode

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Redial Action**.
5. The current mode, ***Open Call Log*** or ***Last Dialed*** is displayed.
   - ***Open Call Log*** 30
     If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
   - ***Last Dialed*** 30
     If this mode is selected, pressing **Redial** will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.
6. Press **Change** to change the mode.
7. When the desired mode is displayed, press **Save**.

Chapter 5.
Holding and Parking Calls

5. Holding and Parking Calls

Holding a call and parking a call are two similar actions. The current caller is placed on hold and hears music if available. The table below summarizes the main differences between parking a call and holding a call.

When used to park or hold a call...	Hold	Park
... the call occupies an appearance button.	Yes	No
... the caller hears music on hold if available.	Yes	Yes
... the call can be retrieved by other users dialing a short code.	No	Yes
... the call recalls you automatically if your phone is idle.	Yes Default 15 seconds	Yes Default 5 minutes.
... can be used with conference calls.	Yes	No
... can be used to start or add calls to a conference.	Yes	No
... the call is assigned a unique ID.	No	Yes

5.1 Holding Calls

You can hold one or more calls.

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

Calls that you have held will return to your phone (when idle) if they remain on hold for too long. The default return delay is 15 seconds. Your hold recall can be changed by the system administrator. Returning calls ignore any forwarding or do not disturb settings.

Important - Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

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

5.1.1 Holding a Call

1. To put your current call on hold, press the **Hold** soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp. On phones with only a single call appearance button (or icon), the phone displays "On-Hold" before the call information on the call's application line.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. You can scroll the display using the ▲ up and down ▼ arrow keys. The held call will appear with a icon.

5.1.2 Taking a Call Off Hold

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

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

5.1.3 Switching Between Calls

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

5.1.4 Transferring a Held Call

5.2 Parking Calls

Parking a call is similar to holding a call. However, parked calls can be unparked by other users on the phone system. Each parked call is given a number. By default, the number is your extension number plus a digit.

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

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

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

A feature button 94 set to the **Call Park** action can be used to park and unpark calls. If configured to a specific park number, the button will indicate when another user has parked a call using that park slot number.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

5.2.1 Parking Calls Using the Menu

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

5.2.2 Unparking Calls (Status Menu)

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

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

Chapter 6.
Transferring Calls

6. Transferring Calls

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

1. Press **Transfer**. The current call is automatically put on hold.
2. Dial the number for the transfer. Alternatively, press **Dir** to select a destination from the directory 52 or use the **Redial** option, if applicable.
   - To complete the transfer, press **Complete**. You can do this while the call is still ringing.
     - Transferring a call while it is still ringing is called an unsupervised transfer.
     - Transferring a call after ringing finishes is called a supervised transfer.
   - If the transfer destination does not answer or, after answering the call, does not want to accept the call, press the **Cancel** soft key.
3. Press **Complete** to complete the transfer. If the transfer destination does not answer or does not want to accept the call, press the **Cancel** soft key.

6.1 Transferring to Voicemail

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

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

6.2 Transferring a Held Call

Chapter 7.
Account Codes

7. Account Codes

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

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

7.1 Forced Account Code Entry

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

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

7.2 Manual Account Code Entry

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

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

Feature Button

Access to the enter account code menu can be assigned to a feature button 94 configured with the Account Code Entry action. The button can also be preset with a specific account code.

Chapter 8.
Conference Calls

8. Conference Calls

The telephone system supports multiple conference calls, with additional parties addable to any conference call until the system's conference capacity is reached. A maximum of 64 parties in any particular conference call is supported. Conference resources are also used for call recording and other features, reducing the available conference capacity for ordinary conference calls.

Some conference controls, for example dropping other parties, only apply to conferences started on the same phone system as your extension.

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

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

8.1 Starting a Conference

If you have a connected call and any held calls, pressing the **Conf** soft key will start a conference between you and those calls.

If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Press the **Conf** soft key. The current call is automatically put on hold.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.
5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

8.2 Adding a Call to a Conference

You can add parties to an existing conference.

1. Press **HOLD** to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.
2. Press an available appearance key on which to make a call.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Conf** again.
5. If they do not want to join the call or do not answer, press **Drop** and then press the appearance key of the held call.

8.3 Viewing Conference Details

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

1. If not already displayed, press the ▲ up or down ▼ arrow key to display the conference call.
2. Press the **Details** soft key.
   - To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
   - To drop a caller from the conference, highlight them and press **Drop**.
   - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
   - To return to the call display, press the **Back** soft key.

8.4 Dropping/Muting Parties

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

1. While connected to a conference call, if you press the **Details** key, the conference details menu is displayed.
2. You can then perform the following actions:
    - To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
    - To drop a caller from the conference, highlight them and press **Drop**.
    - To mute a caller, highlight them and press **Mute**. Repeat this to unmute them.
    - To return to the call display, press the **Back** soft key.

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

8.5 Holding a Conference Call

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

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

Important - Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

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

Chapter 9.
Headset/Handsfree Operation

9. Headset/Handsfree Operation

9.1 Headset Operation

Your phone has a headset socket located under the phone. This is suitable for the connection of phone headsets that connect via an HIS headset cable.

- Pressing the **HEADSET** key can be used to answer a call through the headset. It can also be pressed to end a headset call.
- The key is lit when there is a call connected through the headset.
- The key can also be pressed to turn a call that has already been answered using the handset or handsfree into a headset call.
- If there are no currently connected calls to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting 44.
- If there is already a connected call to which you are talking through the headset, answering another call by pressing the appearance button will answer that call using the headset.

You can adjust the following handsfree settings:

- **Headset Volume** 113
- **Headset Automatic Gain Control On/Off** 113
- **Default Audio Path** 44

9.1.1 Headset Volume

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

1. With the call connected on the headset, press the key.
2. Use the **+** plus and **−** minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

9.1.2 Default Handsfree Audio Path

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

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

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

9.2 Handsfree Speaker Operation

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

- Pressing the **SPEAKER** key can be used to answer a call handsfree. It can also be pressed to end a handsfree call.
- The key is lit when there is a call connected handsfree.
- The key can also be pressed to turn a call that has already been answered using the handset or headset into a handsfree call.
- If there are no currently connected calls to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting 44.
- If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button will answer that call handsfree.

You can adjust the following handsfree settings:

- **Speaker Volume** 113
- **Speaker Automatic Gain Control On/Off** 113
- **Default Audio Path** 45

Conference Phones

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

9.2.1 Speaker Volume

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

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

9.2.2 Default Handsfree Audio Path

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

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

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

Chapter 10. Contacts/Directory

10. Contacts/Directory

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

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

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

- **Personal Directory Contacts**
  These contacts are stored by the telephone system as part of your user settings.
  - They are displayed on the phone while you are using it. If you hot desk to another phone that also stores your contacts on the system, your personal contacts move with you.
  - You can have up to 100 personal directory entries[2] that you can add, edit and delete through the phone. **Note:** While each user is allowed up to 100 personal directory entries, the total capacity of the system may limit the addition of further personal directory entries for all users.
  - The system administrator can add, edit and delete your personal directory entries.
  - The system administrator can also set other users as **Ex Directory**. Those users are then not included in the user directory.
- **User Contacts**
  These contacts list all[3] the other users on the telephone system. If your system is part of a Small Community Network of IP Office telephone systems, it includes users on the other systems.
- **Group Contacts**
  These contacts list all the hunt groups on the telephone system. If your system is part of a Small Community Network of IP Office telephone systems, it includes those hunt groups that the system administrator has configured to be advertised across the network.
- **External Contacts**
  These contacts are viewable and useable by all phone users. These are two types of external contacts:
  - Some external contacts are entered into the telephone system configuration by the system administrator.[1]
  - Other external contacts are those imported by the telephone system from other directory sources.

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

10.1 Managing External Contacts

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

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

10.2 Viewing Contacts Details

1. Access the contacts directory:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right arrow keys to select which type of directory entries you want to display.
      - **All**
        All directory entries.
      - **External**
        Directory entries stored by the telephone system for all users to use.
      - **Groups**
        The names and numbers of hunt groups on the telephone system.
      - **Users**
        The names and numbers of other users on the telephone system.
      - **Personal**
        Your own personal directory entries.
   c. Use the up and down arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
   d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Details** to display the name, number and type of contact.
3. Use the up and down arrow key to scroll through the contacts.
4. The range of soft keys available will depend on the type of directory entry:
   - **Call** 52
     Make a call to the stored number.
   - **List**
     Return to the list of contacts.
   - **More**
     If the contact is one of your personal directory entries, the **More** soft key will be present to allow you to access the options below. It is also present for external directory entries if you have been set as a system phone user by the system administrator.
   - **Edit** 54
     Edit the name and number.
   - **Delete** 54
     Delete the name and number.
   - **New** 53
     Add a new personal directory contact.

10.3 Making a Call from the Directory

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

1. Access the contacts directory:
    a. Press the **CONTACTS** key. The directory menu is displayed.
    b. Use the left and right arrow keys to select which type of directory entries you want to display.
        - **All**
          All directory entries.
        - **External**
          Directory entries stored by the telephone system for all users to use.
        - **Groups**
          The names and numbers of hunt groups on the telephone system.
        - **Users**
          The names and numbers of other users on the telephone system.
        - **Personal**
          Your own personal directory entries.
    c. Use the up and down arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
    d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. When the required entry is highlighted, press **Call** or press the button next to the name.
3. Proceed as you would with a normally dialed call.

10.4 Using the Directory for Other Functions

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

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

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

10.5 Adding a New Contact

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

1. Access your personal directory contacts:
   a. Press the **CONTACTS** key. The directory menu is displayed.
   b. Use the left and right arrow keys to select your ***Personal*** directory.
2. Press the **New** soft key.
   - The menu now allows editing of the name and number.
   - Use the up and down arrow keys to switch between number and name entry.
   - When the name and number have been entered as required, press the **Save** soft key.
   - To exit without making any changes, press the **Cancel** soft key.

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

10.5.1 Adding a Contact from the Call Log/History

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

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

10.6 Editing a Contact

You can edit the contacts in your own personal directory.

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

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

10.7 Deleting a Contact

You can delete a contact from your own personal directory.

1. Access your personal directory contacts:
    a. Press the **CONTACTS** key. The directory menu is displayed.
    b. Use the left and right arrow keys to select your ***Personal*** directory.
    c. Use the up and down arrow keys to scroll through the list or start dialing the name you want to find to display only matching entries. If you dial a name to return to the full list press the **Clear** soft key.
    d. To view more details of the highlighted name, press **Details**. To return to the directory press **List**.
2. Locate the required entry.
3. Press the **Details** soft key.
4. Press the **More** soft key and then the **Delete** soft key.
5. Press the **Delete** soft key again to confirm the action.

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

Chapter 11.
Call History

11. Call History

This menu is accessed by pressing the **HISTORY** key. The call log you see is a call log stored on the telephone system. If you log in at another phone that also stores a call log, your call history moves with you.

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

- **Making a Call** 57
- **Viewing Call Details** 58
- **Deleting a Record** 59
- **Deleting All Records** 59
- **Add a Record to Your Contacts** 59

Missed Calls

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

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

The icon is also used at the top left of the phone display to indicate missed calls and is prefixed with the number of missed calls.

Missed Group Call

If you are a member of any hunt groups, the system administrator can configure whether your missed calls log should also include missed hunt groups calls. The hunt group does not necessarily have to have rung at your phone. It will be recorded as missed if it was presented to the hunt group and not answered by any of the members including you.

Notes

1. Centralized call log can be turned off by the system administrator 143. In that case the call log is stored by the phone and is lost if the phone is reset. This guide only covers the centralized call log stored by the telephone system.
2. The call log on other types of phones is a local call log maintained by that phone. It will not move with you when you hot desk and it will be lost if the phone is restarted.
3. The redial function uses the outgoing call records stored in the call log.

11.1 Accessing the Call Log/History

1. Access the call log.
   a. Press the **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are ***All***, ***Outgoing*** , ***Incoming*** and ***Missed*** .
   d. Use the up and down arrow keys to scroll through the records.
2. Pressing **OK** will make a call to the number stored with the currently displayed record.
3. You can use the functions listed at the bottom of the display by pressing the soft key below the function name.
   - **Call** 57
     Make a call to the number stored in the currently displayed call log record.
   - **Details** 58
     Display more details about the current call log record. You can also add the caller details to your personal directory 59 if required.
   - **Delete** 59
     Deletes the currently displayed record.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Del All** 59
     Delete all the call log records, not just the current types of records being shown.
   - **+Contact** 59
     Add the currently highlighted call log record to your personal contacts.
4. To exit the call log, press the **PHONE/EXIT** button.

11.2 Making a Call

You can use the call log to make calls to the number included in the currently selected call record.

1. Access the call log.
   a. Press the **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are ***All***, ***Outgoing*** , ***Incoming*** and ***Missed*** .
   d. Use the up and down arrow keys to scroll through the records.
2. Press **Call** to call the number displayed in the call record.

11.3 Viewing Call Details

You can view additional details about the currently shown call.

1. Access the call log.
   a. Press the **HISTORY** button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number. If you have any new missed call records, the button is illuminated and the call log will open showing your missed calls.
   c. Use the left and right arrow keys to select which call log records you are viewing. The options are ***All***, ***Outgoing*** , ***Incoming*** and ***Missed*** .
   d. Use the up and down arrow keys to scroll through the records.
2. Press the **Details** soft key. The individual details of the currently selected call record are displayed.
3. The possible values are:

Name	Call Type Icon
Number	Count
Time and Date	Duration

   - **Name** - The name of the caller if known.
   - **Number** - The number of the caller if available.
   - **Time and Date** - The time of the call.
   - **Call Type Icon** - The type of call record, ie. = ***Incoming***, = ***Outgoing*** or = ***Missed***.
   - **Count** - How many time a call of the same type, name and number has occurred. Only the details of the most recent call are kept in your call log. However the count will indicate if the caller has rung or has been rung several times.
   - **Duration -** The length of the call.
4. While you are in the details of a call record, the soft key functions available are:
   - **Call**
     Call the number shown in the call record. You can also do this by pressing the **OK** button.
   - **List**
     Go back to the normal call screen to select another call record. You can also use the up and down arrow keys to view the previous or next record.
   - **Delete**
     Delete the currently displayed record.
   - **More**
     Switch between the different sets of available soft key functions.
   - **+Contact**
     Add the name and number to your personal directory. You can edit the details before they are added.
   - **Delete All**
     Delete all the records.

11.4 Deleting a Record

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

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

11.5 Deleting All Records

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

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

11.6 Adding a Record to Your Contacts

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

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

Chapter 12.
Voicemail

12. Voicemail

If your telephone system includes a voicemail server, pressing the **MESSAGES** button accesses a series of menus referred to as "visual voice".[1] You can use these menus to playback messages and change various voicemail settings.

- **Checking Messages** 63
- **Record and Send a Message** 64
- **Change Your Mailbox Greeting** 65
- **Select a Voicemail Email Mode** 64
- **Change Your Voicemail Code** 66
- **Turn Use of Voicemail On/Off** 67
- **Transfer to Voicemail** 67
- **Send a Call to Voicemail** 67

By default, voicemail is used to answer calls to you that have rung unanswered for your 'no answer' time. It is also used to answer calls when you have 'do not disturb' enabled.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

- **Check Messages: *17**
  Access mailboxes to check for messages.
- **Voicemail On: *18**
  Allow voicemail to be used to answer calls.
- **Voicemail Off: *19**
  Stop voicemail being used to answer calls.
- **Voicemail Ringback On: *48**
  Have voicemail ring your phone when you have any new messages. It will call when you use the phone.
- **Voicemail Ringback Off: *49**
  Switch off ringback.

Note: The system administrator can change the default operation of the **MESSAGES** button to access either visual voice or a spoken voice prompts. That is a system wide setting that will affect all users. This guide assumes the default operation of using visual voice.

12.1 Message Waiting Indication

Both the **MESSAGES** button and the message lamp on your phone are used to indicate when you have new messages in your voicemail mailbox. They remain lit until you have played each of the new messages.

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

12.2 Visual Voice

This menu option provides a route into visual voice if the **MESSAGES** key has not been configured to do so.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Visual Voice**. Press **Select**.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the **Done** soft key.
3. The **Visual Voice** menu is displayed.

12.3 Checking Messages

1. Press the **MESSAGES** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed. The numbers shown against the **Listen** option indicate the number of new, old, and saved messages in your mailbox.
   - If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the ▲ up and down ▼ arrow keys to highlight hunt group names and the number of messages in those mailboxes.
3. Highlight **Listen** and press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the ▲ up and down ▼ arrow keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the currently highlighted message:
   - **Play** / **Pause**
     Start/stop playback of the currently displayed message.
   - **Call**
     Call the person who left the message.
   - **Back**
     Return to the previous menu.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Delete**
     Delete the message.
   - **Save**
     Mark the message as saved. Saved messages are not normally automatically deleted.[1]
   - **Copy**
     Copy the message to another mailbox. The menu will prompt you to enter the destination number.

Automatic Message Deletion

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

12.4 Sending a Message

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

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

12.5 Email Mode

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

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

Through the **Visual Voice** menu you can change the mode of voicemail email operation.

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

12.6 Mailbox Greeting

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

1. Press the **MESSAGES** button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the **Done** soft key.
2. The **Visual Voice** menu is displayed.
3. Use the ▲ up and down ▼ arrow keys to scroll to the **Greeting** option and press **Select**.
4. Use the soft keys to listen to and record your mailbox greeting.
   - **Record**
     Record a new greeting. Note that the greeting must be at least three seconds long or the voicemail system will discard it.
   - **Listen**
     Listen to the current greeting or the new greeting just recorded.
   - **Submit**
     Submit the new recording as your mailbox greeting.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Delete**
     Delete your current mailbox greeting. The greeting will return to its default mailbox greeting.
   - **Cancel**
     Return to the main **Visual Voice** menu.

Personal Greetings

Intuity voicemail allows a number of greetings to be recorded and then used for different call types (internal, external, etc). These greetings are set up and recorded through the mailbox voice prompt interface.They can also be set up and recorded using the one-X Portal for IP Office application.

12.7 Changing Your Voicemail Code

1. Press the **MESSAGES** button.
    - Depending on how your system is configured, you may be required to enter your voicemail password and then press the **Done** soft key.
2. The **Visual Voice** menu is displayed.
3. Use the ▲ up and down ▼ arrow keys to scroll to the **Password** option and press **Select**.
4. Enter your current password and press **Save**.
5. Enter the new password that you want to use.
    - The new password must be at least four digits long.
    - A series of numbers (for example 1234) or repeated numbers are not allowed.
6. When the desired password is complete, press **Save**.

12.8 Switching Voicemail On/Off

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

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

12.9 Transferring to Voicemail

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

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

12.10 Sending a Call to Voicemail

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

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

Chapter 13.
Logging In/Out

13. Logging In/Out

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

- **Log In** 71
  You can log in at any phone that you want to use. All your calls are then redirected to that phone and your user settings are applied to calls made and received. If it is a phone that stores your contacts and call history on the system, your contacts and call log are displayed by the phone.
  - Any other existing user of that phone is logged out while you are logged in.
  - If you were logged in on another phone, you are logged out from it.
  - If your phone system is in a Small Community Network (SCN) 143 of phone systems, it may be possible to log in at extensions located on other phone systems in the network. Your system administrator will advise you if you can 'remote hot desk' and what features will still be available to you when you do.
- **Log Out** 71
  When you log out from a phone (or are logged out by another user logging in), the telephone system may apply several actions:
  - If you have a normal default extension and no one else is logged in there, you return to being logged in on that phone.
  - If you remain logged out, you are treated the same as being on 'do not disturb' except that all calls to you go to voicemail instead, if available.
  - If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin while you are logged out.
- **Lock/Unlock** 71
  Separately from logging in and out, you can lock your phone settings. While locked, the phone can still be used to answer your calls and can be used to make internal and emergency calls. However it cannot be used to make external calls and your user settings cannot be accessed through the phones menus.
  - You can set your phone to automatically lock itself after a period of inactivity.
- **Default Extension**
  Each extension can be configured with a default user. If you are logged off from an extension, the system will automatically log you in at your default extension if it is not in use by another user.
- **Login Idle Period**
  Your system administrator can configure a timeout which will automatically log you out if you do not use the phone in that time to make or answer a call.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

13.1 Logging In

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

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

- **Phone In Use** 71
  If the phone is already in use you can still login. The existing user will be logged out.
- **Logged Out** 71
  If the phone has no current user, the basic menu with just the login option is displayed.
- **Unregistered Phone**
  If the phone is not registered with the phone system, the **Enter Extension** menu is displayed.

13.1.1 Logging In on a Phone Already in Use

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

1. If the phone is already in use:
   - Press the **Features** soft key.
   - Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
   - Use the ▲ up and down ▼ arrow keys to highlight **Login...**. Press **Select**.
2. The login menu is displayed.
3. Enter your extension number and press **Next** .
4. Enter your security PIN (login code).
5. Press **Done**.

13.1.2 Logging In on a Not Logged In Phone

This method is used to login at an extension where the previous user has logged out 71 and the phone has no current user. You can recognize a phone in this state by NOT LOGGED IN on the display.

1. Press **Select**.
2. The login menu is displayed.
3. Enter your extension number and press **Next** .
4. Enter your security PIN (login code).
5. Press **Done**.

13.2 Logging Out

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

13.3 Locking/Auto Locking

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

To use the lock feature you need to set a security PIN 73.

When your phone is locked:

- It can only be used to make internal and emergency calls.

- None of the menus for your user settings can be accessed.
- Unlocking the phone 72 requires your login code, if you have configured a login code 73.

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

To set your phone to automatically lock after a period of inactivity:

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Phone Screen Settings**. Press **Select**.
4. Highlight **Auto Lock (minutes)** and press **Select**.

- Press the **Change** soft key to change the setting or use the ◀ left or right ▶ arrow keys.
- Do not use the inactivity timer.

  1 / 5 / 30 / 60
  Lock the phone after the indicated number of minutes.

5. Press the **Save** soft key.

13.4 Unlocking

The message **PHONE LOCKED** indicates that the phone has been locked 71. While locked, the phone can only be used to make internal calls to other extensions and none of the phone and user menus can be accessed.

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

13.5 Changing Your Security PIN

You can change your own security PIN (login code). If set, this PIN is used for logging in at other phones, locking your phone 71, and accessing system administration features 128. This is not your voicemail code 66 used for voicemail access.

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

Chapter 14.
Redirecting Calls

14. Redirecting Calls

This section looks at the different ways that you can redirect your calls to another phone.

- **Follow Me** 77
  Temporarily redirect all your calls to another phone that you will be sharing with that phone's normal user. This function can be used in two ways:
  - **Follow Me To**
    Set the follow me destination from your own phone.
  - **Follow Me Here**
    Set the follow me destination from the phone that you want to use.
- **Forward** 79
  Forward calls to an internal or external number.
  - **Forward on Busy**
    Forward calls when you have reached the limit of the number of calls that the phone can present to you.
  - **Forward on No Answer**
    Forward calls if they have rung unanswered at your phone.
  - **Forward Unconditional**
    Immediately forward calls. Forwarding to voicemail can be selected as an option.
- **Do Not Disturb** 84
  Redirect all calls to voicemail, if available. Otherwise, calls are redirected to a busy tone.
  - Do not disturb exception numbers can be used to allow calls from specific numbers to ignore do not disturb.
- **Twinning** 86
  Twinning is a process whereby you can have your calls ring at two different phones. You can answer calls at either phone. There are two variants of twinning, internal twinning which uses two internal extensions and mobile twinning which twins your internal extension with an external number.

Method		Calls Redirected			Destination		
		Internal	External	Group	Internal	External	Voicemail
Follow Me	Follow Me To	✓	✓	✓	✓	✗	✗
	Follow Me Here	✓	✓	✓	✓	✗	✗
Forward	Forward on Busy	✓	✓	✗	✓	✓	✗
	Forward on No Answer	✓	✓	✗	✓	✓	✗
	Forward Unconditional	✓	✓	✓	✓	✓	✓
Do Not Disturb		✓	✓	✗	✗	✗	✓
Twinning		✓	✓	✓	✓	✓	✓

14.1 Follow Me

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

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

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

All calls are redirected.

Follow Me To

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

Follow Me Here

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

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

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

14.1.1 Follow Me To (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Forward**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Follow Me To**. Press **Select**.
4. Dial the number of another user. When it matches a user, their name is displayed. Alternatively, use the **Dir** soft key to select a user from the directory 52.
   - **Save**
     Save the selected number as your 'follow me to' destination. All calls to your extension number will be redirected to that destination.
   - **Clear**
     Clear the currently selected or set number.
   - **Back**
     Go back to the previous menu.

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

14.1.2 Follow Me (Status Menu)

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

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

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

14.1.3 Follow Me Here (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Forward**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Follow Me Here**. Press **Select**.
   - Use the menu to add or remove users.
     - Use the ▲ up and down ▼ arrow keys to scroll through the names.
     - To remove a user, press the **Clear** soft key.
     - To add a user, press the **Add** soft key.
       - Dial the number of another user. When it matches a user, their name is displayed. Alternatively, use the **Dir** soft key to select a user from the directory 52.
       - Press the **Save** soft key to set the 'follow me here.'

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

14.2 Forwarding Calls

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

Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls made to you. However, if required, internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward unconditional' destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.
- **D = Diverting (Forwarding) Calls**
  A **D** is shown after your extension name on the phone's idle display when you have 'forward unconditional' enabled.

Forward on Busy

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

- By default, this function is only applied to incoming external calls made to you. However, if required, internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- 'Busy' is defined has having no available call appearance buttons on which further calls can be presented.
- Hunt group calls are not presented when you are busy and so are not forwarded by this setting.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

Forward on No Answer

Forward on no answer redirects calls that have alerted your phone but have not been answered.

- By default this function is only applied to incoming external calls to you. However, if required, internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your 'no answer' time (default 15 seconds).
- Hunt group calls are not forwarded.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

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

14.2.1 Forward Unconditional (Status Menu)

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

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

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

14.2.2 Forward Unconditional (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Forward**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Forward Unconditional**. Press **Select**.
4. The screen will display your current 'forward unconditional' settings.
   - **To Switch Forward Unconditional On/Off**
     Highlight **Fwd Unconditional**. Press **On** or **Off** to change the current setting. If no destination is currently set when you switch 'forward unconditional' on, the display will jump to the destination field.
   - **To Select Which Calls as Forwarded**
     Highlight **Call Type**. Press **Change** to see the different options. When the required option is displayed press **Save**. The options are ***External Only***, ***External and Group***, ***Non Group Calls*** and ***All Calls***.
   - **To Set the Forward Destination**
     Highlight **Destination**. Either press **Edit** and enter the number required or press **To VM** for the 'forward to voicemail' option.
     - If you select **Voicemail** as the destination, you will need to switch 'forward unconditional' off in order to cancel it and enter a new destination.

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

14.2.3 Forward On Busy/No Answer (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Forward**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Fwd Busy/No Answer**. Press **Select**.
    - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
        - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
        - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
        - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between ***All Calls*** or ***External Calls Only***.
        - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select**.
    - Press **Save** to save any changes.

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

14.2.4 Forward On No Answer (Status Menu)

If your phone is set to 'forward on no answer 141' you can clear or change the forward settings through the **Status** menu.

1. Press the **Status** soft key if shown.
    - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd No Answer**.
3. To switch the forward off press **Off**.
4. To change the forward setting press **Details**.
    - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
        - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
        - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
        - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between ***All Calls*** or ***External Calls Only***.
        - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select**.
    - Press **Save** to save any changes.

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

14.2.5 Forward On Busy (Status Menu)

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd Busy**.
3. To switch the forward off press **Off**.
4. To change the forward setting press **Details**.
   - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
     - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
     - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
     - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between ***All Calls*** or ***External Calls Only***.
     - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select**.
   - Press **Save** to save any changes.

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

14.3 Do Not Disturb

- When you are in 'do not disturb,' your callers are redirected to voicemail if available. Otherwise, you hear a busy tone.
- The only people who can call you are those calling from numbers in your 'do not disturb' exceptions list. Forwarding can still be applied to these calls.
- Calls to any hunt group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling 'do not disturb' will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown after your extension name on the phone's idle display when you have 'do not disturb' enabled.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

14.3.1 DND On/Off (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Press **Change** to change the setting.
4. Press **Save** to save the setting.

14.3.2 DND Off (Status Menu)

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

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

14.3.3 Do Not Disturb Exceptions

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **DND Exceptions**. Press **Select**.
4. To add a number, highlight **Add Another**. Dial the number and press **Add**.
5. To remove an existing number, highlight it and press **Remove**.
6. Press **Done** when completed.

14.4 Twinning

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

The system supports two twinning methods: internal twinning 142 and mobile twinning 143.

Internal Twinning

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

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

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

If both phones are phones that store your contacts and call history on the system, the contacts and call history on each will be the same.

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

Mobile Twinning

Mobile twinning 143 allows your calls to ring at both your phone's and at another phone's number, which can include an external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the number to which you are twinned.

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

14.4.1 Mobile Twinning Control

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

- Setting a button to the **Twinning** function is recommended—contact your system administrator. Such a button allows you to transfer calls to your twinning destination, retrieve calls from the twinning destination, and access the menu options below to set the twinning destination number and switch twinning on/off.

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

Chapter 15.
Groups

15. Groups

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

When a call is made to a group, it is presented to the available group members, either one at a time or all at the same time, until answered by one of the members.

How long a group call will ring at each group member before being presented to the next member is controlled by the group's own settings. Hunt groups also use voicemail and have their own settings for when an unanswered call should go to the group's mailbox. For group calls, the hunt group's voicemail settings are used rather than your settings.

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

- **Enable/Disable Your Group Membership** 89
  When your membership of a hunt group is disabled, you no longer receive hunt group calls for that group. You are still a member of the group and can re-enable your membership.
- **Change the Hunt Group Service Status** 90
  Each hunt group can either be in service, in night service, or out of service. When in night service or out of service, the groups calls are redirected to an alternate group, or to voicemail if available.
- **Change the Hunt Group Fallback Destination** 90
  These menus allow you to change the alternate groups used for the group's calls when it is in night service or out of service status.

Default Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

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

15.1 Group Membership

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

15.1.1 Group Membership On/Off (Status Menu)

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight the hunt group name and your current membership status (**Enabled** or **Disabled**).
3. Press the **Enable** or **Disable** soft key to change the status of your membership to that group.
4. Press **Exit**.

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

15.1.2 Group Membership On/Off (Features Menu)

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

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

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

15.2 Group Service Status and Fallback

- **Group Service Status**
  A hunt group can be in one of the following service modes:
  - **In Service**
    The groups operates as normal, distributing calls to available members of the group.
  - **Night Service**
    The group is in 'night service' mode. Calls are redirected to its night service fallback group if set 92, otherwise to voicemail if available.
    - A hunt group can also be put into and out of night service automatically by the telephone system using a time profile. If that is the case, the night service state cannot be overridden using manual controls.
  - **Out of Service**
    The group is out of service. Calls are redirected to its out of service fallback group if set 92, otherwise to voicemail if available.
- **Fallback Group**
  For the night service and out of service states, the hunt group can be configured with a fallback destination to which its group calls are redirected. This destination is another hunt group. If no fallback destination is set, the group's voicemail is used (if available). Separate night service and out of service fallback destinations can be set for the group.

Display Icon

- **O = Out of Service**
  When a group is set to night service mode, all members of that group retain an 'out of service' status indicated by an **O** on the idle display. Calls are diverted to the group's fallback, if set. Otherwise, the calls are sent to voicemail (if available).

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

15.2.1 Changing the Group Service Status (Features Menu)

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Group**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **State**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to scroll through the list of hunt groups you can configure. Use **All Groups** for all the groups you can configure. The soft keys available will vary depending on whether a particular or all groups is selected and the current state of the selection.
   - **All Groups**
   - **In Service**
     The groups operates as normal, distributing calls to available members of the group.
   - **Night Service**
     The group is in 'night service' mode. Calls are redirected to its night service fallback group if set 92, otherwise to voicemail if available.
     - A hunt group can also be put into and out of night service automatically by the telephone system using a time profile. If that is the case, the night service state cannot be overridden using manual controls.
   - **Out of Service**
     The group is out of service. Calls are redirected to its out of service fallback group if set 92, otherwise to voicemail if available.
   - **Particular Group**
     - **Change**
       Change the status of the selected group.
     - **Save**
       Exit the menus.

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

15.2.2 Changing the Group Service Status (Status Menu)

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight the hunt group name and your current membership status.
3. Select the required state using the soft keys:
   - **In Service**
     The groups operates as normal, distributing calls to available members of the group.
   - **Night Service**
     The group is in 'night service' mode. Calls are redirected to its night service fallback group if set 92, otherwise to voicemail if available.
     - A hunt group can also be put into and out of night service automatically by the telephone system using a time profile. If that is the case, the night service state cannot be overridden using manual controls.
   - **Out of Service**
     The group is out of service. Calls are redirected to its out of service fallback group if set 92, otherwise to voicemail if available.

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

15.2.3 Changing the Group Fallback

You may be able to use the Features menu to change the fallback group destination for some of the hunt groups of which you are a member.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the up and down arrow keys to highlight **Group**. Press **Select**.
3. Use the up and down arrow keys to highlight **Fallback**. Press **Select**.
   - Use the left and right arrow keys to switch between altering night service (***NS***) or out of service (***OOS***) settings.
   - Use the up and down arrow keys to scroll through the list of hunt groups you can configure in the current mode.
   - To change the setting of the currently highlighted hunt group press **Edit**.
   - To change the setting of all the hunt groups press **More** and then press **Edit All**.

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

Chapter 16.
Button Features

16. Button Features

Functions can be assigned to the phone's feature buttons by your system administrator or by yourself using self-administration. Note how you cannot replace features assigned to buttons by your system administrator but you *can* replace other features. Note also that there are features that the system administrator can assign that are not available for you to assign. This guide includes only the features that are available for you to assign if required.

Button Actions

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

- Abbreviated Dial*
- Absence Text*
- Account Code
- Auto Callback
- Break Out
- Call Forward All*
- Call Park
- Call Park To Other
- Call Pickup*
- Call Pickup Any *
- Drop Call
- Flash Hook
- Group BLF
- HG Night Service
- Internal Auto Answer
- Page*
- Ringer Off
- Self Administer*
- Send All Calls*
- Suppress Digits
- User BLF
- Timer

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

Button Lamps

The use of the button lamp or icon will depend on the action associated with the button.

Fixed Buttons

On all the phones, the programmable button features appear below the call appearance buttons. The screen can be scrolled to display further buttons.

16.1 Editing Your Programmable Buttons

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Self-Administer**. Press **Select**.
4. Enter your security PIN and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to scroll through the list of current functions assigned to each button.
   - To remove the existing function from a button press **Erase**.
   - You can also press **More** and use the **Copy** and **Paste** options to copy the settings of an existing button to another button.
   - To assign a function to the highlighted button press **Replace**.
     - Select the required function from the list and press **Select**.
     - Depending on the function, you may need to enter some information such as a target extension number.
   - The button will be given a default label. To change the label, press **More** and then select **Label**. Use the keyboard to enter the text you want to display for the button label. Note that the label is only shown while editing the label and after you exit the administration menu.
7. When completed press **Back**.

16.2 Abbreviated Dial

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

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

16.3 Absence Text

Set or clear an absence text message for display on your phone. This text also appears on the display of the phone making the incoming call. When setting the message, you can select from a number of pre-configured messages and then add your own text if you want.

16.4 Account Code

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

If the button is set with an account code, that account code is applied to the current call when the button is pressed.

If the button is set without an account code, pressing the button will display the enter account code 38 menu.

16.5 Automatic Callback

A button with this action can be used to set a callback on a user who does not answer. After ringing the user, press the button. When the target user ends their next call, the system will ring you and then the targeted user.

When a callback has been set, the button's red lamp is lit. Pressing the button again cancels the callback.

16.6 Breakout

This action is useable within a Small Community Network (SCN) of IP Office systems. When the button is pressed, the menu will allow selection of another IP Office system within the network. The number that you then dial will be output from that IP Office system.

This feature is useful when you want to hot desk to other IP Office systems within the network. While logged in to a remote system, it will allow you to dial out from your home system as if still working from there.

16.7 Call Park

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

- When associated with a specific park slot number, the button will park and unpark calls from that park slot. When a call has been parked, the button's red lamp is lit. Pressing the button again shows the parked call details and enables you to retrieve the call.
- When not associated with a specific park slot number, the button will park calls by assigning them a park slot number based on your extension number. More than one call can be parked. When a call has bee parked, the button's red lamp is lit. When you press the button, all the calls that are parked are displayed. Select the call that you want to retrieve and press the **Connect** soft button.
    - If pressed while a call is connected, that call will be parked using a park slot number assigned by the system based on your extension number.
    - If pressed with no call connected, your phone will display details of your parked calls.

16.7.1 Call Forward All

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

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

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

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

16.8 Call Park to Other

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

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

16.9 Call Pickup

Answer a call ringing a user or hunt group.

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

16.10 Call Pickup Any

Answer a call currently ringing on the telephone system.

16.11 Drop Call

This action can be used to drop your current call without having to highlight it on the display.

16.12 Flash Hook

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

16.13 Group BLF

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

16.14 Hunt Group Night Service

A button configured with this action can be used to put a hunt group into or out of night service status.

The button cannot be used to override a hunt group put into night service by a time profile on the telephone system.

The button can be configured with a hunt group number or it can be left blank to toggle all groups of which you are a member.

16.15 Internal Auto Answer

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

16.16 Paging

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

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

16.17 Ringer Off

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

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

16.18 Self Administer

A button configured for this action can be used to access the Self Administer menu. For more information, see Quick Touch Lines.

16.19 Send All Calls

A button configured with this action can be used to switch 'do not disturb 84' on or off. When 'do not disturb' is on, the button's red lamp is lit or a red warning icon is displayed. Pressing the button again turns 'do not disturb' off.

16.20 Suppress Digits

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

- If en-block 18 dialing is active you will see the digits as you dial them. When you make the call the digits will be suppressed.
- When the option to suppress digits is used, the call is not recorded in the call log.

16.21 User BLF

This type of button can be used to monitor the status of another user. The lamp's state will indicate the status of the user.

- **Off = Available**
  Pressing the button will make a call to the user.
- **Slow Flash = Ringing**
  Pressing the button will display options to pickup the call.
- **Fast Flash = On a Call**
  Pressing the button will display a number of options:
  - **Call**
    Call the user.
  - **Message**
    Cause a single burst of ringing on the user's phone. They will also see the message "Please Call" followed by your extension number.

- **Voicemail**
  Call the user's voicemail mailbox to leave a message.
- **Auto Callback**
  Set an automatic callback on the user. The callback will occur when the user ends their current call.

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

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

In addition to calling the user, the user BLF button(s) can be used to transfer calls or to start a conference rather than dialing the user's extension number.

Chapter 17.
Phone Settings

17. Phone Settings

Pressing the **MENU** key accesses a menu that can be used to control various phone settings. These are mainly settings stored by the phone rather than user settings that move with you.

General	Display Controls
• Mobile Twinning 101 • Withhold Number 101 • Redial Mode 101 • En-Bloc Dialing 102	• Display Brightness 107 • Display Contrast 107 • Half/Full Width Display 108 • Call Timer 108 • Show Last Call Duration 107 • Display Language 110 • Show Waiting Calls 110 • Exit Menu Inactivity Timer (Auto Return) 110 • A-Menu Auto Exit 111
Sounds	**Ringer Controls**
• Button Clicks 112 • Error Tones 112 • Ringer Volume 112 • Handset Volume 113 • Headset Volume 113 • Speaker Volume 113 • Automatic Gain Control 113 • Default Audio Path 113	• Switch the Ringer On/Off 103 • Flash the message lamp for calls (Visual Alerting) 103 • Coverage Ring 103 • Ring Sound 104 • Ring Volume 105 • Internal Auto Answer 105 • Audible Alerting 106

17.1 Mobile Twinning

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

- Setting a button to the **Twinning** function is recommended—contact your system administrator. Such a button allows you to transfer calls to your twinning destination, retrieve calls from the twinning destination, and access the menu options below to set the twinning destination number and switch twinning on/off.

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

17.2 Withhold Number

You can select to withhold your number on external calls. Note that this option may not be supported in all situations. It may depend on the configuration of your phone system and options supported by your telephone line provider.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ menu keys to highlight **Withhold Number**.
4. Press **Change** to switch the option **On** or **Off**.
5. Press **Save**.

17.3 Redial Mode

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Redial Action**.
5. The current mode, ***Open Call Log*** or ***Last Dialed*** is displayed.
   - ***Open Call Log*** 30
     If this mode is selected, pressing **Redial** will display a menu of the most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.
   - ***Last Dialed*** 30
     If this mode is selected, pressing **Redial** will immediately repeat the most recent outgoing call in your call log. None of the other redial functions will be accessible.
6. Press **Change** to change the mode.
7. When the desired mode is displayed, press **Save**.

17.4 En-Bloc Dialing

By default, when you start dialing a number on your phone, the phone immediately connects to the telephone system and starts passing the digits you dial to the phone system. You cannot correct the digits you have already dialed except by ending the call and starting over. Also, if you pause dialing for too long the phone system may think that you have finished dialing and will attempt to connect the call using only the digits you had dialed up to that point.

En-bloc dialing allows you to compose and edit the number to dial on your phone's display before it is sent to the phone system to be dialed.

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

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **En-Bloc Dial**.
5. Use **Change** button to select **On** or **Off**.

17.5 Ringer Controls

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

- **Disabling the ringer** 103
- **Flash the message lamp for calls (Visual Alerting)** 103
- **Coverage Ring** 103
- **Ring Sound** 104
- **Ringer Volume** 105
- **Internal Auto Answer** 105
- **Audible Alerting** 106

Calls are presented with a number of different ring patterns.

- **Internal Calls:** *Repeated single ring.*
- **External Calls:** *Repeated double ring.*
- **Ringback/Return Calls:** *Repeated single-ring followed by two short rings.*
  This type of ring is used for calls that are returning to your phone. For example, a call that you put on hold and which is returning due to being left on hold too long.
- **Coverage Ring:** *Variable*
  You can also adjust the ringing used for call coverage and bridged appearance buttons. See Coverage Ring 103. The options are normal ringing, an abbreviated ring (a non-repeated single ring), and no ring.
- **Attention Ring:** *Variable*
  The system administrator can adjust the ring used for new calls when you are already talking to a caller. The options are an abbreviated ring (a non-repeated single ring) and no ring.
  - For calls alerting on a call coverage or bridged appearance button when you are already on a call, the shorter of the coverage ring or attention ring settings is used.

The system administrator can also adjust when ringing is used for each specific appearance button. The ringing can be immediate, delayed for a set time, or off.

17.5.1 Disabling the Ringer

This option can be used to turn off the ringer for all calls. If set to no ring, this disables both the phone's audible alerting 106 and visual alerting 103.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Disable Ringer**.
4. Press the **Change** soft key to change the setting. Selecting **On** will turn the ringer off.

17.5.2 Visual Alerting

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

1. Press the **MENU** button.
2. Use the ▲ up and down ▼ arrow keys to highlight **Call Settings**.
3. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Visual Alerting**.
5. Press the **Change** soft key to change the setting.
6. When completed, press the **Save** soft key.
7. Press the **Back** / **Exit** soft keys to exit the menus.

17.5.3 Coverage Ring

If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 103 that should be used when a call alerts on any of those buttons. The options are to use normal ringing, a single non-repeated ring (abbreviated ring) or no ring. The coverage ring setting is only used if you do not already have a connected call. If you already have a connected call in progress, the shorter of the coverage ring and attention ring settings is used.

This is a user setting which will move with you if you hot desk another phone.

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

17.5.4 Ring Sound

As well as ring patterns, you can change the sound of the ring tone used:

Note: The default ring tone is set by the administrator.

1. Press the **MENU** button.
2. Use the up and down arrow keys to highlight **Screen & Sound Options**.
3. Press **Select**.
4. Use the up and down arrow keys to highlight **Personalized Ringing**. Press **Select**.
   - Use the up and down arrow keys to scroll through the different available ring tones.
   - Clicking on a ring tone will play that ring tone through the phone's speaker.
   - Press the **Play** soft key to listen to the currently displayed ring tone.
   - Press **Other** to hear a different version of the ring tone.
   - To make the currently selected ring tone the ring tone for the phone, press the **Save** soft key.
   - To leave the menu without making any changes press the **Cancel** soft key.
5. Press **Back** / **Exit** to exit the menus.

17.5.5 Ringer Volume

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

1. With the phone idle or ringing, press the key.
2. Use the + plus and − minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

17.5.6 Internal Auto Answer

You can select to have internal calls automatically connected if you are not already on a call. The call will be connected, after the phone gives a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting 113.

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

This function can be assigned to a feature button 94 configured with the Internal Auto Answer action. The button lamp will indicate when 'internal auto answer' is on.

17.5.7 Audible Alerting

The phone's audible ringer can be switched off. Unlike disabling the ringer 103, this only affects the ring and does not affect the visual alerting 103.

1. Press the **MENU** button.
1. Use the up and down arrow keys to highlight **Call Settings**. Press **Select**.
2. Use the up and down arrow keys to highlight **Audible Alerting**. Press **Select**.
3. Use the left and right arrow keys to change the setting.
4. When completed, press the **Save** soft key.
5. Press the **Exit** soft key to exit the menus.

17.6 Display Controls

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

- **Display Brightness** 107
  Adjust the brightness of the display.
- **Display Contrast** 107
  Adjust the contrast of the display.
- **Half/Full Width Display** 108
  Some phones can display full or half-width button labels.
- **Call Timer** 108
  Adjust whether the ring/call time is displayed for calls on appearance buttons.
- **Show Last Call Duration** 107
  Display the duration of a call for a few seconds after the call is ended.
- **Display Language** 110
  Select the language used for the phone's menus.
- **Show Waiting Calls** 110
  If, when already on a call, there is another call waiting to be answered, automatically toggle the call information displayed between details of the current call and those of the waiting call.
- **Exit Menu Inactivity Timer (Auto Return)** 110
  Return to the normal call display after a period of inactivity in a menu.
- **A-Menu Auto Exit** 111
  Automatically exit the A-menu screens when a new call alerts your phone.

17.6.1 Display Brightness

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

17.6.1.1 Display Contrast

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

17.6.2 Last Call Duration Display

As an alternate to call timer 108 display, you can have the phone briefly (4 seconds) display the duration of the call after it is ended.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the up and down arrow keys to highlight **Call Settings**. Press **Select**.
3. Use the up and down arrow keys to highlight **Show Last Call Duration**.
4. Press **Change** to change the setting between ***On*** or ***Off***.
5. Press the **Save** soft key.

17.6.3 Half/Full Width Display

The phone can be set to use either a full screen width line or just a half-width for each appearance and feature button. The number of button features that can be configured is not affected by the display mode selected for the buttons.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the up and down arrow keys to highlight **Phone User**. Press **Select**.
3. Use the up and down arrow keys to highlight **Phone Screen Settings**. Press **Select**.
4. Use the up and down arrow keys to highlight **Display Mode**.
5. Press the **Change** soft key to change the setting or use the left or right arrow keys.
   - **Dual Column**
     Each button feature occupies one half of a screen line, either right or left. The adjacent button is used with the button feature.
   - **Single Column**
     Each button feature occupies the full width screen line. The buttons at either end are used with the button feature. However, for status indication lights only the left hand button is used.
6. Press the **Save** soft key.

17.6.4 Call Timer Display

When you have calls alerting on appearance buttons, the phone can include a timer in the appearance details shown on the display. The timer shows how long the call has been alerting and, if you answer the call, resets to show how long the call has been connected. The timer will also show how long a call has been on hold when you hold the call.

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

- For the currently selected call appearance, the call timer display can be temporarily turned on or off using a programmable button set to the **Timer** function.

17.6.5 Display Language

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

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

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

1. Press the **MENU** button.
2. Use the ▲ up and down ▼ arrow keys to highlight **Advanced Options**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **Language**. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to scroll through the available languages. The current language is indicated by a tick mark.
5. To change to the currently highlighted language, press **Select**.
4. Press **Back / Exit** to exit the menus.

17.6.6 Show Call Waiting

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

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

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

17.6.7 Inactivity Timer (Auto Return)

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

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

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

17.6.8 A-Menu Auto Exit

The **Show Phone Screen** option only applies to the A-menu screens accessed when you press the A key. If this option is on and you receive a call while in the A-menu, the phone will automatically exit the menu and display the call details.

1. Press the A **MENU** button.
2. Use the ▲ up and down ▼ arrow keys to locate the option **Call Settings...**.
3. Press the **Select** soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option **Show Phone Screen**.
5. Use the ◀ left and right ▶ arrow keys or press the **On/Off** soft key to change the setting.
6. When completed, press the **Done** soft key.
7. Press the **Exit** soft key to exit the menus.

17.7 Volume and Sound

This section covers controls that relate to volume and to the various sounds that your phone uses. These are in addition to the available ringer controls 102.

- **Button Click** 112
  Turn the phone menu key click on or off.
- **Error Tones** 112
  Turn the phone menu error tones on or off.
- **Ringer Volume** 112
  Adjust the volume of the ringer used by the phone.
- **Handset Volume** 113
  Adjust the incoming call volume heard through the phone's handset.
- **Headset Volume** 113
  Adjust the incoming call volume heard through a headset attached to the phone.
- **Speaker Volume** 113
  Adjust the incoming call volume heard through the phone's speaker.
- **Automatic Gain Control** 113
  Switch automatic gain control on or off.

Note: The system administrator can configure your phone to reset its volume after each call.

17.7.1 Button Clicks

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

1. Press the **MENU** button.
2. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**.
3. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Button Clicks**.
5. Press **Change** to change the setting between **On** or **Off**.
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

17.7.2 Error Tones

1. Press the **MENU** button.
2. Use the ▲ up and down ▼ arrow keys to highlight **Screen & Sound Options**.
3. Press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight **Error Tones**.
5. Press **Change** to change the setting between **On** or **Off**.
6. When completed, press the **Save** soft key.
7. Press **Back / Exit** to exit the menus.

17.7.3 Ringer Volume

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

1. With the phone idle or ringing, press the key.
2. Use the **+** plus and **−** minus keys to adjust the volume.
3. The display returns to normal after a few seconds.

17.7.4 Handset Volume

While talking via the handset, you can adjust the volume of the incoming call.

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

17.7.5 Headset Volume

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

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

17.7.6 Speaker Volume

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

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

17.7.7 Automatic Gain Control

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

1. Press the **MENU** button.
2. Use the up and down arrow keys to highlight **Advanced Options**. Press **Select**.
3. Use the up and down arrow keys to highlight **Audio**. Press **Select**.
   - Use the up and down arrow keys to switch between ***Handset***, ***Headset,*** or ***Speaker*** settings for AGC.
   - To change the highlighted setting, press **Change**.
4. When completed, press **Save**.
5. Press **Back / Exit** to exit the menus.

17.7.8 Default Handsfree Audio Path

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

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

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

17.8 Viewing Information

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

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

Chapter 18.
Status Menu

18. Status Menu

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

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

- **Switching mobile twinning off** 119
- **View and unpark parked calls** 120
- **Clear or change a 'follow me to' setting** 116
- **Switch off 'do not disturb'** 116
- **Clear or change 'forward unconditional'** 118
- **Clear or change 'forward on no answer'** 118
- **Clear or change 'forward on busy'** 117
- **Clear or change 'follow me here' settings** 117
- **Change hunt group membership status** 119
- **Change hunt group service status** 119
- **View system alarms** 120

18.1 Do Not Disturb

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

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

18.2 Follow Me To

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

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

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

18.3 Follow Me Here

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Follow Me Here**. There will be a separate entry for each user.
   - To clear the 'follow me to' setting, press the **Clear** soft key.
   - To change the destination of the setting, press the **Details** soft key.
   - Use the menu to add or remove users.
     - Use the ▲ up and down ▼ arrow keys to scroll through the names.
     - To remove a user, press the **Clear** soft key.
     - To add a user, press the **Add** soft key.
       - Dial the number of another user. When it matches a user, their name is displayed. Alternatively, use the **Dir** soft key to select a user from the directory 52.
       - Press the **Save** soft key to set the 'follow me here.'

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

18.4 Forward On Busy

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd Busy**.
3. To switch the forward off press **Off**.
4. To change the forward setting press **Details**.
   - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
     - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
     - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
     - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between ***All Calls*** or ***External Calls Only***.
     - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select**.
   - Press **Save** to save any changes.

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

18.5 Forward On No Answer

If your phone is set to '[forward on no answer](#) 141' you can clear or change the forward settings through the **Status** menu.

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd No Answer**.
3. To switch the forward off press **Off**.
4. To change the forward setting press **Details**.
   - Use the ▲ up and down ▼ arrow keys to scroll through the menu options.
     - To switch 'forward on busy' on or off, highlight **Fwd Busy** and press **On** or **Off**.
     - To switch 'forward on no answer' on or off, highlight **Fwd No Answer** and press **On** or **Off**.
     - To select which calls are forwarded highlight **Call Type**. Press **Change** to change the option between ***All Calls*** or ***External Calls Only***.
     - To change the destination highlight **Destination** and press **Edit**. Enter the number and press **Select**.
   - Press **Save** to save any changes.

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

18.6 Forward Unconditional

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

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

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

18.7 Forwarded Here

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight **Fwd To Here**.

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

18.8 Group Membership

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight the hunt group name and your current membership status (**Enabled** or **Disabled**).
3. Press the **Enable** or **Disable** soft key to change the status of your membership to that group.
4. Press **Exit**.

18.9 Group Service Status

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. Use the ▲ up and down ▼ arrow keys to highlight the hunt group name and your current membership status.
3. Select the required state using the soft keys:
   - **In Service**
     The groups operates as normal, distributing calls to available members of the group.
   - **Night Service**
     The group is in 'night service' mode. Calls are redirected to its night service fallback group if set 92, otherwise to voicemail if available.
     - A hunt group can also be put into and out of night service automatically by the telephone system using a time profile. If that is the case, the night service state cannot be overridden using manual controls.
   - **Out of Service**
     The group is out of service. Calls are redirected to its out of service fallback group if set 92, otherwise to voicemail if available.

- **!** The system administrator is able to configure whether you have access to the **Membership**, **State** and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

18.10 Mobile Twinning

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

1. Press the **Status** soft key if shown.
   - To access the Status menu during a call, press the **PHONE** key and then press the **Status** soft key if shown.
2. If necessary use the ▲ up and down ▼ arrow keys to highlight **Mobile Twinning**.
   - To clear the setting, press the **Off** soft key.

18.11 Parked Calls

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

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

18.12 System Alarms

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

- **Memory Card Failure**
  There is a problem with one of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 130.
- **Expansion Failure**
  There is a problem with one of the external expansion modules attached to the telephone system.
- **Voicemail Failure**
  The voicemail system is not available.
- **Voicemail Almost Full**
  The voicemail system is nearly out of storage space for any new messages, prompts, or recordings.
- **Voicemail Full**
  The voicemail system cannot store any new messages, prompts, or recordings.
- **Licence Key Failure**
  There is a problem with the memory card used to license features and applications.
- **System Boot Error**
  The telephone system has encountered an error while restarting.
- **Corrupt Date/Time**
  There is an error in the date or time being used by the system. Selecting **Admin** will take you to the system administration menu where you can change the date 126 and time 128.

Chapter 19.
Short Codes

19. Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

Short codes are useful as they can be dialed from any phone on the system. For example, you can log in at a basic analog extension and still control a number of features.

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

Note: Certain short codes may be unavailable by default—contact your system administrator for more information.

Park/Unpark

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

Call Pickup

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

Conference

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

Do Not Disturb

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

Follow Me

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

Forwarding

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

Hunt Group

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

Login

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

Voicemail

- **Check Messages: *17**
  Access mailboxes to check for messages.
- **Voicemail On: *18**
  Allow voicemail to be used to answer calls.
- **Voicemail Off: *19**
  Stop voicemail being used to answer calls.
- **Voicemail Ringback On: *48**
  Have voicemail ring your phone when you have any new messages. It will call when you use the phone.
- **Voicemail Ringback Off: *49**
  Switch off ringback.

Chapter 20.
System Administration

20. System Administration

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

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

20.1 Checking the System Information

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to highlight **System Information**. Press **Select**.
6. The system displays the following information about itself:
   - The system type and the level of software it is running.
   - The IP addresses of the two network interfaces.
   - The serial number of the license key.

20.2 Setting the Date

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** 127 is available instead.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to highlight **Date**. Press **Select**.
6. The current date being used by the telephone system is displayed.
7. Enter the required date, using the either the ***** or **#** keys to enter the **/** separators. To delete the previous digit or character entered press **Bksp**.
8. When a complete valid date has been entered, the display will confirm that by showing the full date and the **Set** soft key option.
9. To set the date as the new date to be used by the telephone system press **Set**.

20.3 Checking the Time Server Status

For systems that automatically obtain the time from a time server, this option is available in place of the Date 126, Time 128 and Time Offset 128 functions. It allows you to check the current status of the time server and the information the system has obtained from the time server.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to highlight **Time Server Status**. Press **Select**.
6. The time server information is listed. It includes the address of the time server, the current local time and the UTC time. If the phone system is configured for daylight savings then the current amount of daylight savings being applied to the local time is also shown.

20.4 Setting the Time

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** 127 is available instead.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the up and down arrow keys to highlight **Time**. Press **Select**.
6. The current time being used by the telephone system is displayed.
7. Enter the required time in 24-hour clock format:
   - Use either the ***** or **#** keys to enter the **:** separator.
   - To delete the previous digit or character entered press **Bksp**.
8. When a complete and valid time has been entered, the display will request confirmation by showing the **Set** soft key option.
9. To set the time as the new time to be used by the telephone system press the **Set** soft key.

20.5 Setting the Time Offset

The process below can be used when the telephone system does not obtain the time and date automatically. On systems that are configured to obtain the time automatically, the option for checking the **Time Server Status** 127 is available instead.

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the up and down arrow keys to highlight **Local Time Offset**. Press **Select**.
6. The current offset is displayed.
7. Enter the offset required in hours and minutes:
   - To enter the **:** separator press either the ***** or **#** key.
   - To delete the previous digit or character entered press the **Bksp** key.
   - To change the offset from between positive or negative press the ▶ right arrow key.
8. When a valid offset has been entered, the **Set** soft key is displayed.
9. To apply the offset to the current telephone system time press the **Set** soft key.

20.6 Shutting Down the System

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

! WARNINGS

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to highlight **System Shutdown**. Press **Select**.
6. The current default timeout (10 minutes) setting is shown and can be used by pressing **OK** soft key. Otherwise, enter the timeout required in hours and minutes and then press the **Ok** soft key.
   - The allowable range for the timeout is from ***00:05*** to ***24:00***. Note that the **Ok** soft key is not displayed if the timeout entered is not within the allowed range.
   - To enter the **:** symbol in the timeout press either the ***** or **#** key.
   - To delete the previous digit or character entered press the ◄ left arrow key.
7. After pressing the **Ok** soft key, you will be asked to confirm whether you want to shutdown the telephone system. Only proceed if you are sure. If you are not sure press **Back**.
8. If you press the **Confirm** soft key, the telephone system will switch itself to a shutdown state. This will disconnect all current calls and services.

20.7 Managing Memory Cards

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

1. Press the **Features** soft key if shown. To do this during a call, press the **PHONE** key and then press the **Features** soft key.
2. Use the ▲ up and down ▼ arrow keys to highlight **Phone User**. Press **Select**.
3. Use the ▲ up and down ▼ arrow keys to highlight **System Administration**. Press **Select**. If the option is not present then you may not have been configured as a system phone user by your system administrator.
4. Enter your security PIN (login code) and press **Done**.
5. Use the ▲ up and down ▼ arrow keys to highlight **Memory Card**. Press **Select**.
6. The menu lists both the current state of the memory card(s) that can be added to the telephone system followed by the action(s) that can be performed on those cards.
   - The status of each memory card listed will be one of either **No Card**, **Active**, or **Inactive**. Entries are only listed for the types of cards that are supported on the telephone system to which you are connected:
     - **System** - This refers to the first SD memory card that must be fitted to the system.
     - **Option** - This refers to the second optional SD memory card that can be fitted to the system.
   - The actions that can be performed on the memory cards are listed after the status of the cards. The actions available will depend on the cards fitted and the current status of those cards. After selecting an action, you can then select the card on which you want the action performed and then press the Confirm soft key to start the action.
     - **System Backup**
       This option is available when a **System** card is present and active. It allows the telephone system's current configuration settings to be copied to a backup file on the memory card.
     - **System Restore**
       This option is available when a **System** card is present and active. It overwrites the telephone system's current configuration settings with those from a backup file on the card.
     - **Upgrade Configuration**
       Copy configuration files from an **Optional** card to the **System** card in the system's control unit.
     - **Upgrade Binaries**
       Copy software files from an **Optional** card to the **System** card in the system's control unit.
     - **Copy**
       This option is available on systems where both a **System** and **Option** memory card are active. It copies the contents of the **System** card to the **Option** card.
     - **Shutdown**
       This option is available when an ***Active*** card is present. It allows the card to be made inactive.
     - **Start Up**
       This option is available when an ***Inactive*** card is present. It allows the card to be made active again.

20.8 Reporting System Alarms

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

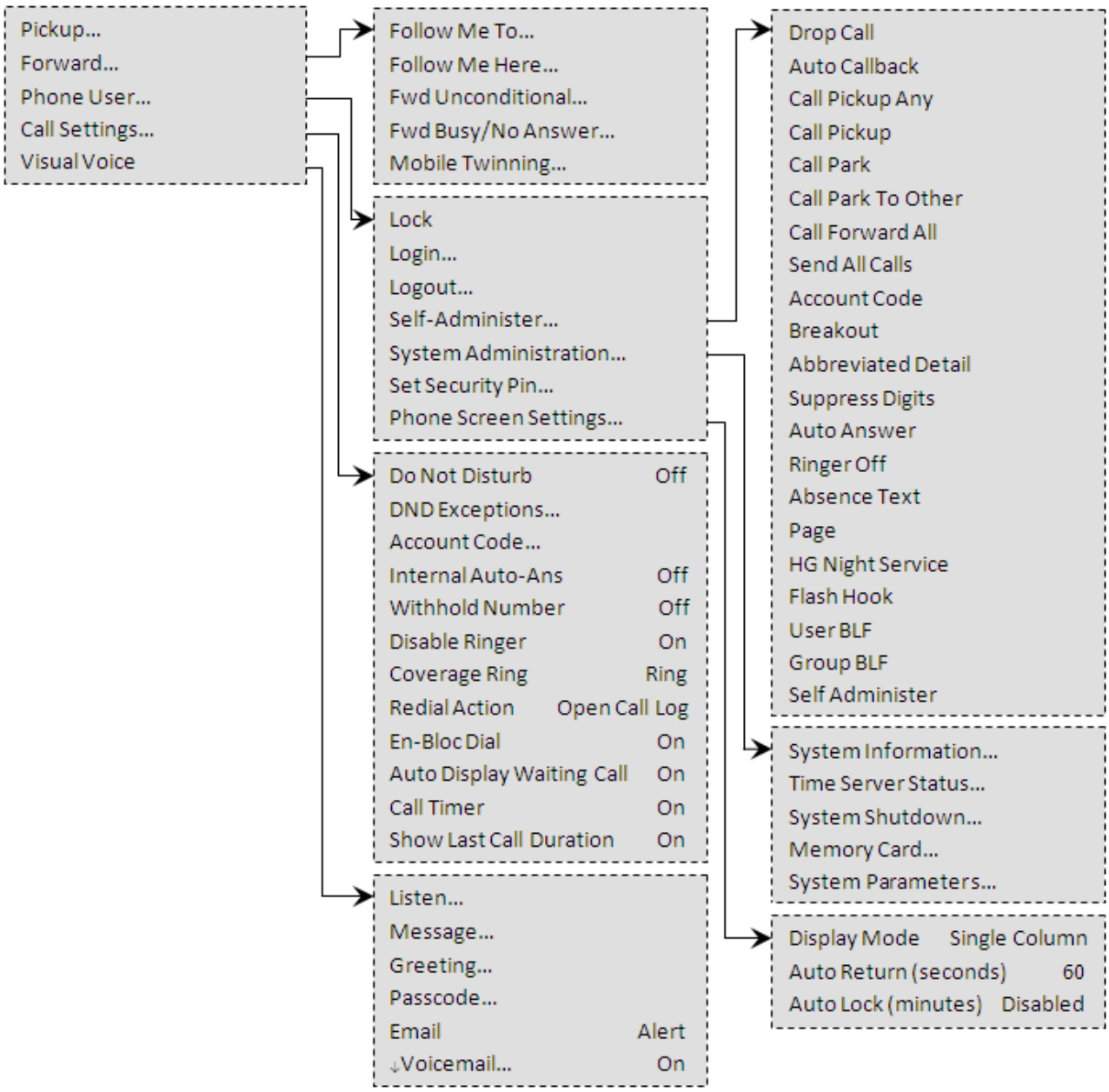
- **Memory Card Failure**
  There is a problem with one of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 130.
- **Expansion Failure**
  There is a problem with one of the external expansion modules attached to the telephone system.
- **Voicemail Failure**
  The voicemail system is not available.
- **Voicemail Almost Full**
  The voicemail system is nearly out of storage space for any new messages, prompts, or recordings.
- **Voicemail Full**
  The voicemail system cannot store any new messages, prompts, or recordings.
- **Licence Key Failure**
  There is a problem with the memory card used to license features and applications.
- **System Boot Error**
  The telephone system has encountered an error while restarting.
- **Corrupt Date/Time**
  There is an error in the date or time being used by the system. Selecting **Admin** will take you to the system administration menu where you can change the date 126 and time 128.

Chapter 21.
Menus

21. Menus

21.1 Features Menu

This menu is accessed by pressing the **Features** soft key. It can be used to access a range of user settings.



To exit the whole user menu and return to the appearance menu, press the **PHONE/EXIT** button or, if displayed, press the **Exit** soft key.

Within the menu, the ▲ up and down ▼ arrows keys are used to scroll through menu options.

When the menu option displayed has sub menus, they are indicated by the **...** three dots (ellipsis) icon after the menu option name. The ◀ left and right ▶ arrow keys can be used to exit and enter sub-menus, except where they are being used to change the value of a setting (see below).

Entering a sub-menu can also be done by pressing the **Select** soft key or the **OK** button. Exiting a sub-menu can be done by pressing the **Back** soft key.

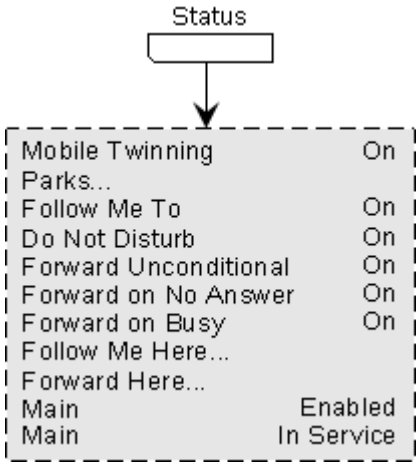
! The system administrator controls whether you can access various menus. Others are only available if certain perquisites are met:

- While the phone is locked 71, the **Features** menu cannot be accessed to change user settings.
- The system administrator is able to configure if you can access the **Membership**, **State**, and **Fallback** options of a group. If you are not configured for any groups then the **Group** menu is not shown.

- The system administrator is able to configure whether you can access the **Forward** and **Follow Me** menu and status options.
- The **Park** menu and status options are only accessible while you are talking to a caller or already have parked calls.
- The **Account Code** menu is only accessible if the system has been configured with accounts codes.
- The **Mobile Twinning** options are only shown if you have been configured to use mobile twinning.
- The **System Administration** option is only shown if you have been configured as a 'System Phone' user.

21.2 Status Menu

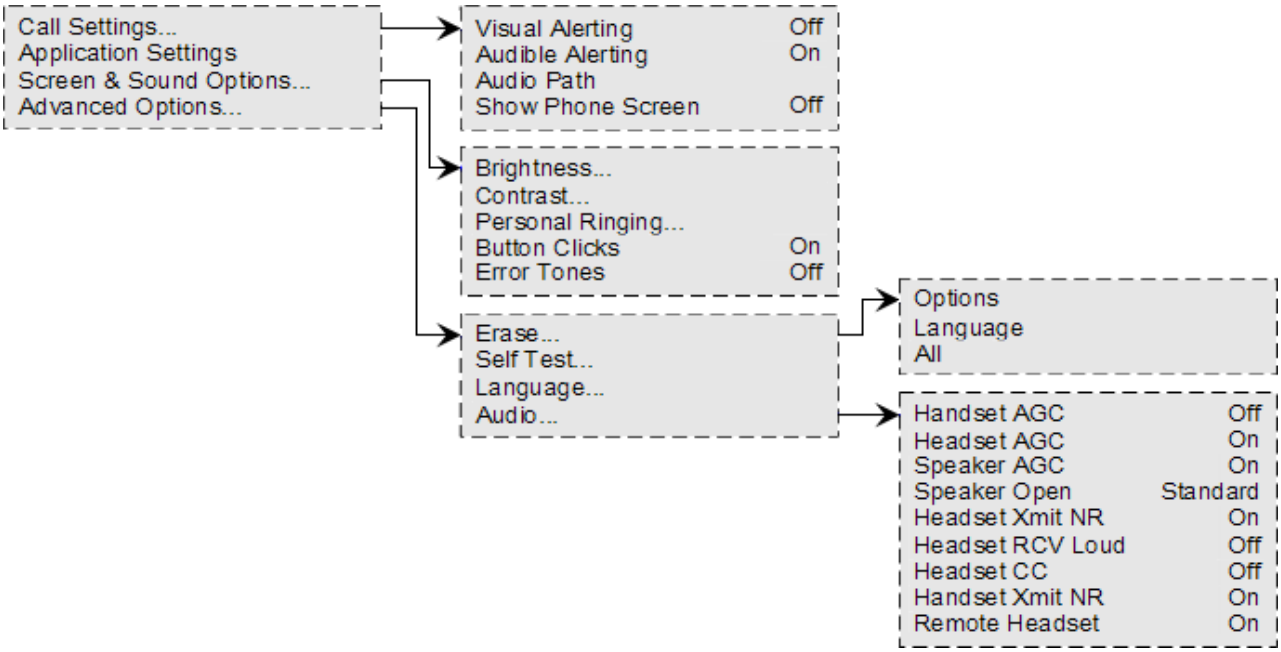
This menu is accessed by pressing the **Status** soft key when displayed. Note that only features administered to the user's set will be displayed.



21.3 A Menu

This menu is used mainly for phone specific settings that are stored by the phone rather than settings that are stored by the phone system and move with you when you log into another phone.

The menu is accessed by pressing the A key.



Chapter 22.
Glossary

22. Glossary

22.1 Abbreviated Ring

A single non-repeated ring. By default, this is the type of ring used when another call alerts you and you already have a call in connected.

22.2 Appearance Button

Appearance buttons are used to represent calls made and received by you and other users on the telephone system. They are configured by your system administrator. Normally, your first three buttons are call appearance buttons, but additional buttons can be configured as appearance buttons.

22.3 Attention Ring

Your system administrator can set what ringing should be used if another call alerts you and you already have a call connected. The options are a single non-repeated ring (abbreviated ring) or no ring.

22.4 Auto Hold

By default, when you have a connected call in progress, if you press another appearance button, the connected call is automatically put on hold. Without auto-hold, pressing another appearance button ends the connected call.

22.5 Bridged Appearance Button

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

- When the user's call appearance button alerts, your matching bridged appearance button also alerts. The bridged appearance button can be used to answer the call on the call appearance button user's behalf.
- When the call appearance button user answers or makes a call using that call appearance, your matching bridged appearance button shows the status of that call, for example connected, on hold, etc. The bridged appearance button can be used to retrieve the call if on hold or to join the call if active.
- Bridged appearance buttons are not supported between users on different systems in a SCN 143.

22.6 Call Appearance Button

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

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

22.7 Call Coverage Button

Each call coverage button is associated with another user on your telephone system. The button allows you to be alerted when that user has an unanswered call still ringing. You can view the details of the call and answer it if required.

The settings of the user being covered control how long it rings at their phone before it also starts alerting on your call coverage button for that user. Call coverage appearance buttons are not supported between users on different systems in a SCN 143.

22.8 Coverage Ring

If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 103 that should be used when a call alerts on any of those buttons. The options are to use normal ringing, a single non-repeated ring (abbreviated ring) or no ring. The coverage ring setting is only used if you do not already have a connected call. If you already have a connected call in progress, the shorter of the coverage ring and attention ring settings is used.

22.9 Do Not Disturb

- When you are in 'do not disturb,' your callers are redirected to voicemail if available. Otherwise, you hear a busy tone.
- The only people who can call you are those calling from numbers in your 'do not disturb' exceptions list. Forwarding can still be applied to these calls.
- Calls to any hunt group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling 'do not disturb' will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown after your extension name on the phone's idle display when you have 'do not disturb' enabled.

22.10 Do Not Disturb Exceptions

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

22.11 Follow Me

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

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

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

All calls are redirected.

22.12 Follow Me Here

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

22.13 Follow Me To

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

22.14 Forward on Busy

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

- By default, this function is only applied to incoming external calls made to you. However, if required, internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- 'Busy' is defined has having no available call appearance buttons on which further calls can be presented.
- Hunt group calls are not presented when you are busy and so are not forwarded by this setting.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

22.15 Forward on No Answer

Forward on no answer redirects calls that have alerted your phone but have not been answered.

- By default this function is only applied to incoming external calls to you. However, if required, internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward on busy'/'no answer' destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your 'no answer' time (default 15 seconds).
- Hunt group calls are not forwarded.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

22.16 Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls made to you. However, if required, internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the 'forward unconditional' destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The 'forward on busy' and 'forward on no answer' options use the same forwarding destination number. If no number is set, they use the same destination as set for 'forward unconditional.'
- If you have voicemail enabled 67, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your 'no answer' time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

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

22.17 Group

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

When a call is made to a group, it is presented to the available group members, either one at a time or all at the same time, until answered by one of the members.

How long a group call will ring at each group member before being presented to the next member is controlled by the group's own settings. Hunt groups also use voicemail and have their own settings for when an unanswered call should go to the group's mailbox. For group calls, the hunt group's voicemail settings are used rather than your settings.

22.18 Idle Line Preference

Having one of your phone's call or line appearance buttons set as the currently selected appearance button means it will be the appearance button used when you go off hook. If this was not the case, you would need to select an appearance button before going off hook.

Idle line preference automatically selects the first available call appearance or line appearance button as your currently selected button when you do not have a call connected.

22.19 Internal Twinning

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

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

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

If both phones are phones that store your contacts and call history on the system, the contacts and call history on each will be the same.

22.20 Line Appearance Button

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

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

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

22.21 Logged Out

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

22.22 Missed Call

Missed calls are calls that ring at your phone but are not answered. Your 10 most recent missed calls are included in your call log (on 9608, 9611, 9621, and 9641 phones, your 30 most recent missed calls are included in your call log).

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

22.23 Missed Group Call

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

22.24 Login Code

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

22.25 Mobile Twinning

Mobile twinning 143 allows your calls to ring at both your phone's and at another phone's number, which can include an external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the number to which you are twinned.

22.26 Park Call

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

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

22.27 Park Slot Number

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

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

22.28 Ringing Line Preference

This setting is controlled by your system administrator and is normally on. When you are not connected to a call, if you receive an incoming call, ringing line preference will make the alerting appearance button your selected appearance button. You can answer the call on the selected appearance button by lifting the handset or pressing the **Headset** or **Speaker** button.

Without ringing line preference, to answer the call on the alerting appearance button you must press the appearance button to select it manually.

22.29 Short Codes

Short codes are numbers that you can dial to enable and disable various features. Your system administrator will confirm any additional short codes that may have been configured for your use.

22.30 Small Community Network

Several IP Office telephone systems can be connected together to form a Small Community Network (SCN) 143. You can then dial the user on other systems in the same way as for internal calls on your own system. The remote users are listed in the directory.

The system administrator can also configure which hunt groups are accessible across the network. You may also be able to hot desk to a phone located on another system in the network.

22.31 System Administrator

The system administrator is able to make or arrange changes to the telephone system configuration. They are able to see and change most of your user settings.

22.32 System Phone User

Your system administrator can configure some users as 'system phone users.' They will be able to access a range of additional functions such as changing the system date and time. A 'system phone user' is able to add, edit, and delete system directory entries.

22.33 Twinning

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

The system supports two twinning methods: internal twinning 142 and mobile twinning 143.

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