IP Office Release 6.0

1408, 1416, 1608 and 1616 Phone Guide

15-601040 Issue 03e - (09 April 2010)

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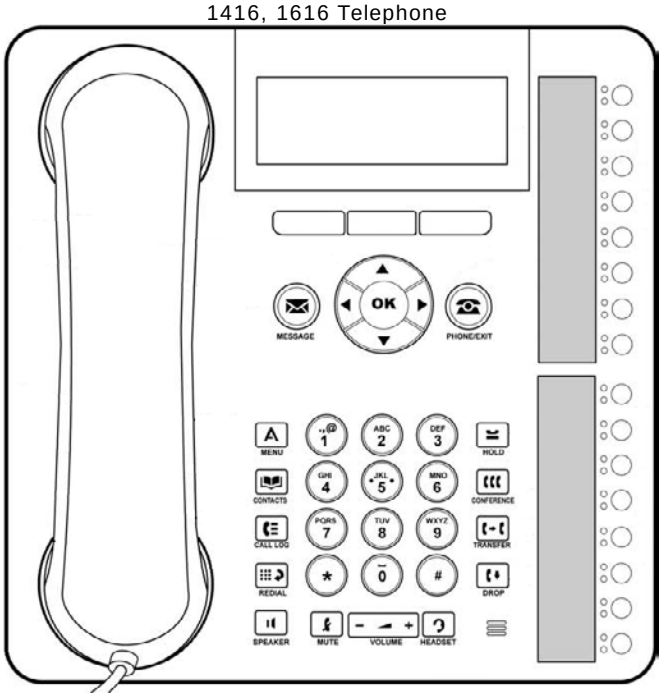
Chapter 1. Introduction

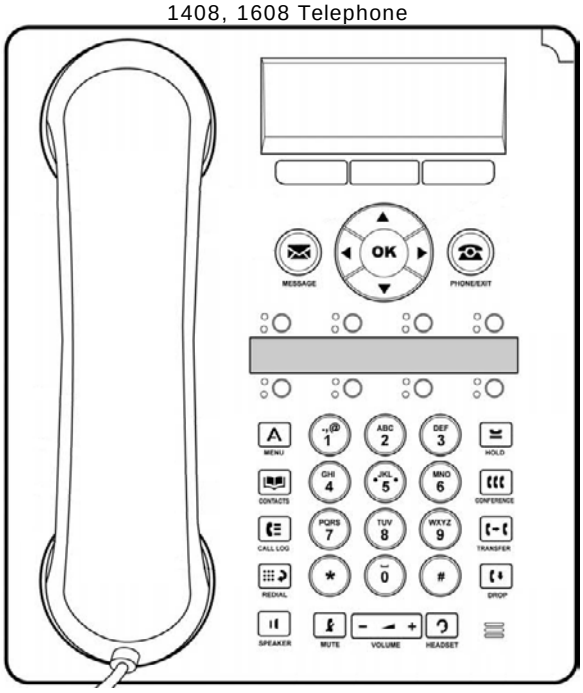
1. Introduction

This guide is for 1408, 1608, 1416 and 1616 phones when being used on an IP Office telephone system running IP Office Release 6 software.

1416, 1616 Telephone



1408, 1608 Telephone

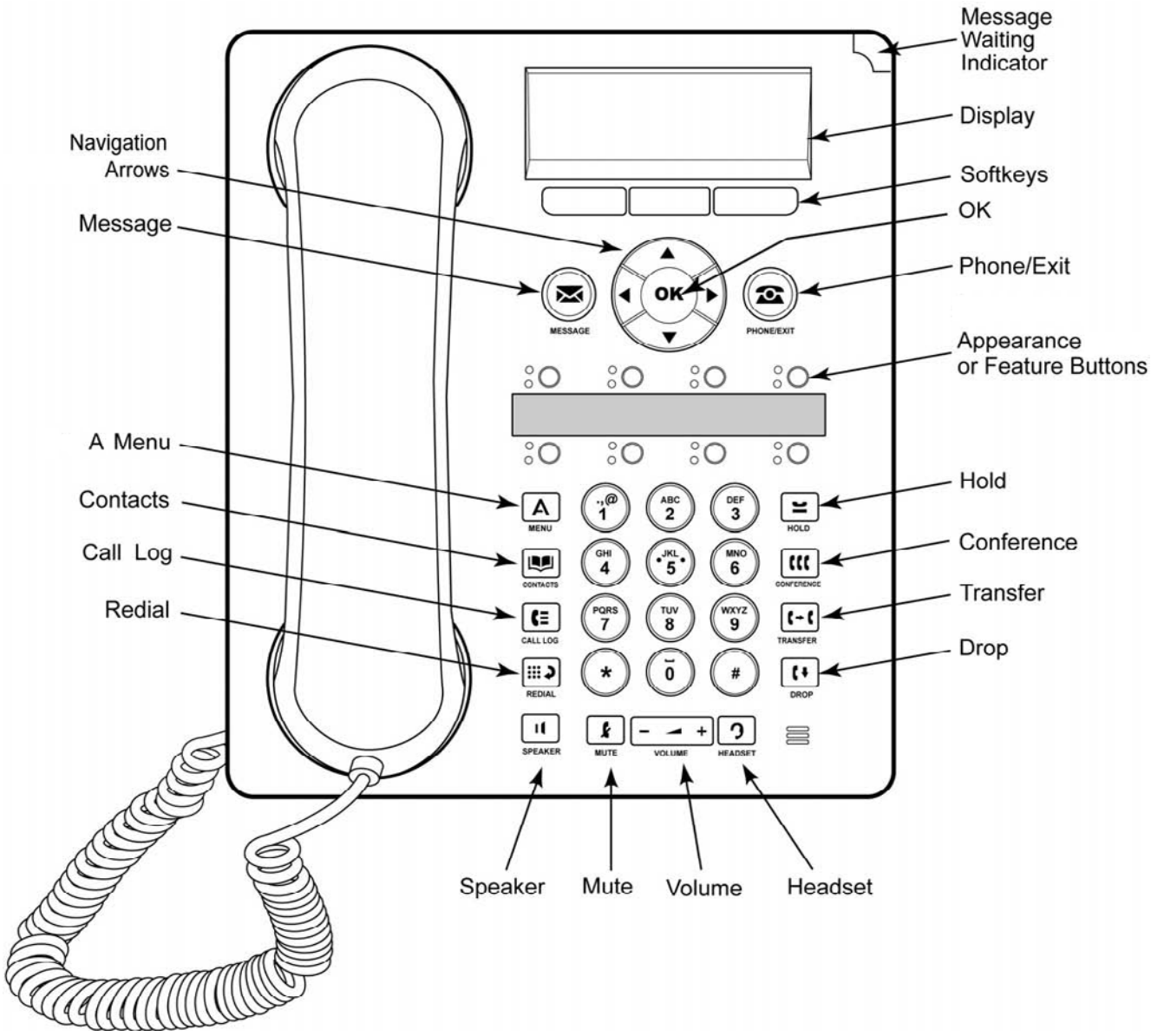


1.1 Important Safety Information

- ! Warning: This handset may pickup small metal objects such as metal pins or staples.
- During a power surge, EFT or ESD, calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- The phone should not be connected directly to the outdoor telecommunication network.

1.2 1408 and 1608 Phones

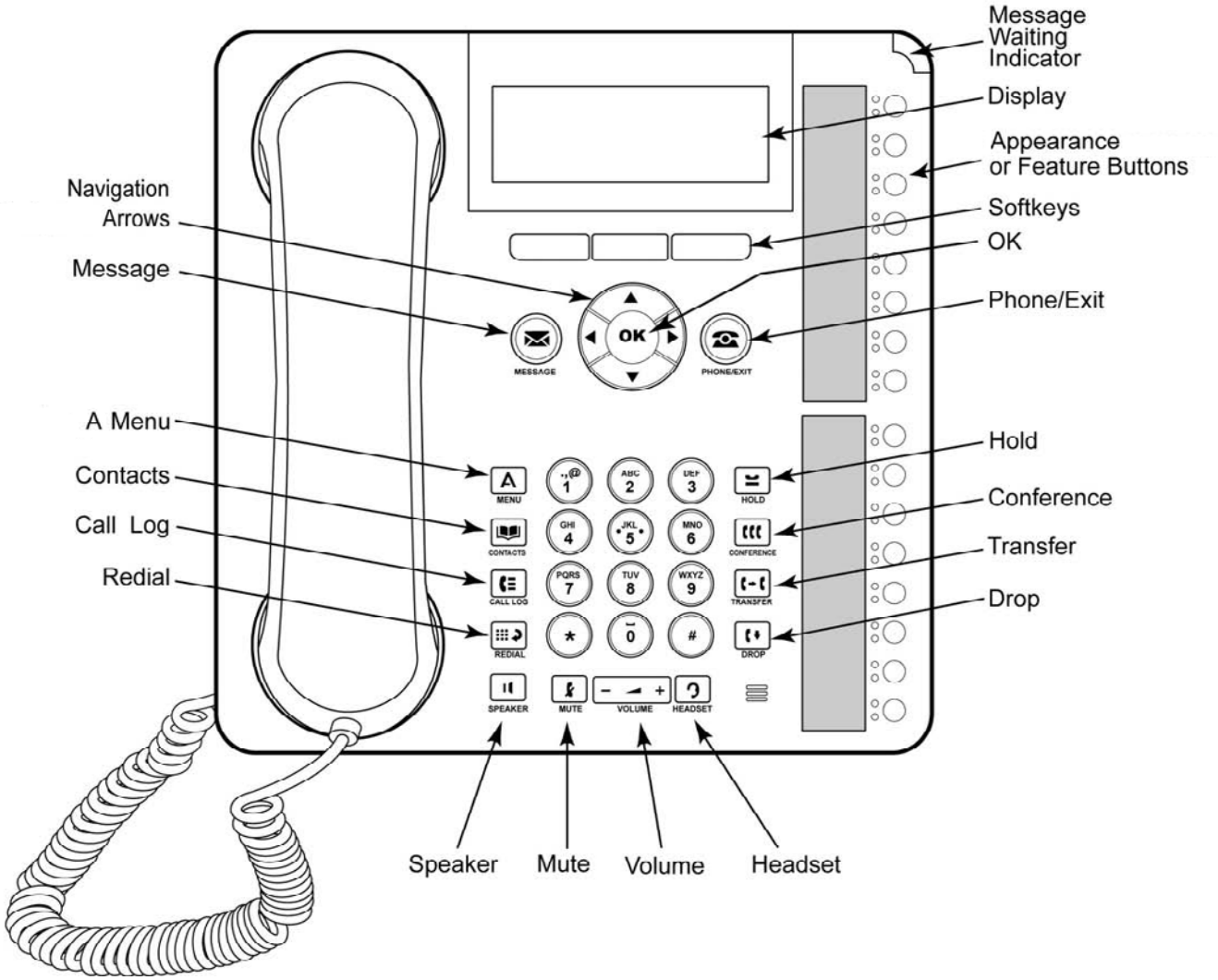
The diagram below shows the main features of a 1408 or 1608 phone.



- This phone has 8 programmable buttons.
  - By default the first 3 buttons are used as appearance buttons for calls you make and receive. Your system administrator can configure additional appearance buttons.
  - Any button not configured as appearance buttons can be configured for a range of telephone system features. These are called feature buttons. Your system administrator can do this or, for a limited number of functions, you can do this using the phones self-administration 149 menu.
- The phone includes an integral stand that can be flipped to either of two positions without needing any tools. When used in the upright position, a plastic peg in the earpiece rest area for the handset can be reversed if a more secure grip on the handset when not in use is required.
- The phone includes a handsfree speaker and microphone for operation as a handsfree speakerphone. The speaker is located under the handset. The microphone is located at the bottom right of the keypad.
- The phone includes a headset socket for connection of phone headsets.
- The 1608 and 1616 phones are connect to the telephone system via the IP data network and so have some additional options, see IP Phone Features 15.

1.3 1416 and 1616 Phones

The diagram below shows the main features of a 1416 or 1616 phone.

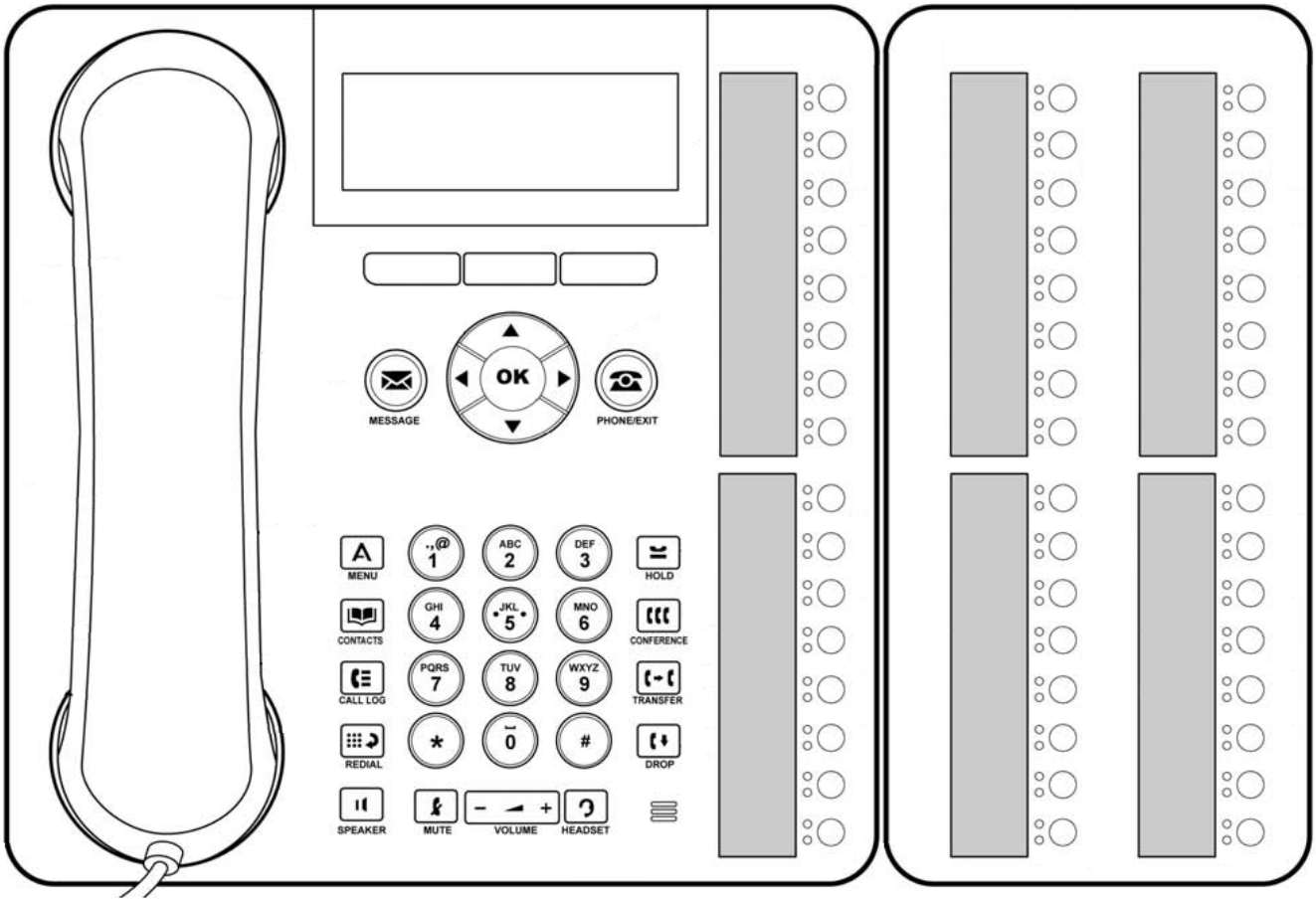


- The display angle can be adjusted for optimal viewing.
- This phone has 16 programmable buttons.
- The phone also supports up to 3 add-on BM32 button modules, each providing an addition 32 buttons.
  - By default the first 3 buttons are used as appearance buttons for calls you make and receive. Your system administrator can configure additional appearance buttons.
  - Any button not configured as appearance buttons can be configured for a range of telephone system features. These are called feature buttons. Your system administrator can do this or, for a limited number of functions, you can do this using the phones self-administration 149 menu.
- The phone includes an integral stand that can be flipped to either of two positions without needing any tools. When used in the upright position, a plastic peg in the earpiece rest area for the handset can be reversed if a more secure grip on the handset when not in use is required.
- The phone includes a handsfree speaker and microphone for operation as a handsfree speakerphone. The speaker is located under the handset. The microphone is located at the bottom right of the keypad.
- The phone includes a headset socket for connection of phone headsets.
- The 1608 and 1616 phones are connect to the telephone system via the IP data network and so have some additional options, see IP Phone Features 15.

1.4 Button Modules

The 1416 and 1616 phones can support addition units called button modules. Each button module provides the phone with an additional 32 buttons which can be used as appearance buttons 19 and or feature buttons 148.

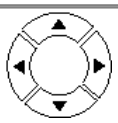
Up to 3 button modules can be attached to a 1416 or 1616 phone. However the number of button modules supported by the telephone system may be limited by the total number of button modules attached to other phones on the telephone system.



- 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 to not function correctly.
- The button module used for 1416 phones is not interchangeable with that used for 1616 phones and vice versa.

1.5 Phone Keys

The following keys are found on the phone:

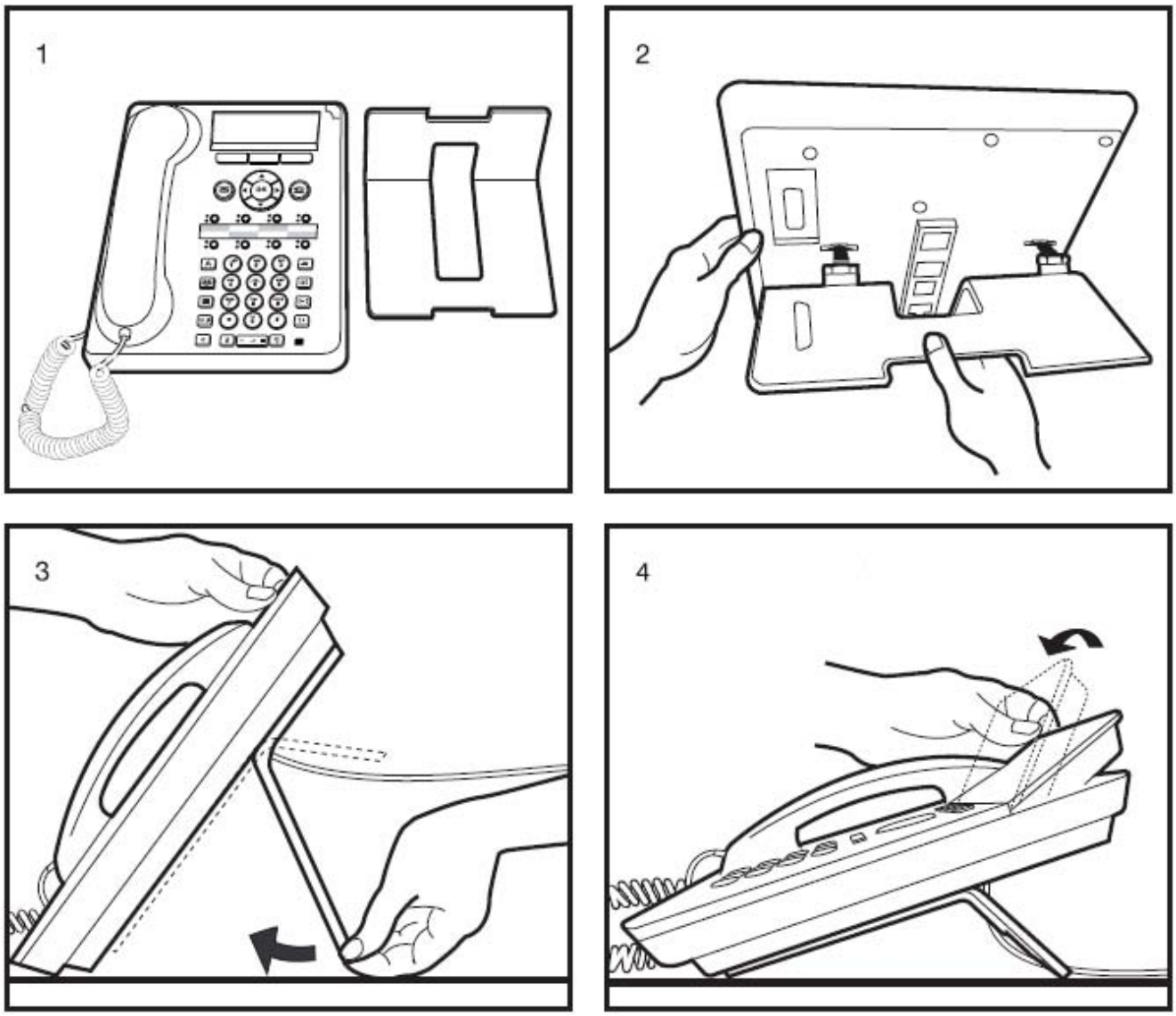
Key	Description
	Soft Keys - These 3 keys below the display have variable functions. When the key is active, its function is indicated by the text label above it. The left hand key is usually linked to the OK key.
	Message - This key is used to access your voicemail system. By default this uses a series of menus on your phone's display.
	Navigation Keys - Press the ▲ up and down ▼ arrow keys to scroll through lists. The ↓ ↕ ↑ arrow icons indicate where you are in a list. 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. In some menus, the ◀ and ▶ symbols in the display indicate a value that can be changed by pressing the ◀ left and right ▶ arrow keys.
	OK - The OK key normally matches the function offered by the left hand soft key below the screen.
	PHONE/EXIT - This key is used to exit any menu you are in and return to the appearance buttons menu. During a call it can also be used to toggle the options displayed on the appearance menu.
	MENU - This key is used to access a menu for phone settings and information.
	CONTACTS 80 - This key is used to display the various directories (personal and shared) of names and telephone numbers to which you have access.
	CALL LOG 90 - This key displays a record of you most recent answered, missed and outgoing calls. The button is illuminated when you have new missed calls.
	REDIAL 46 - This key is used to either redial the last call you made or to show a list of the last calls you made from which you can select the number to redial.
	HOLD 53 - This key is used to put the call you are currently talking to on hold.
	CONFERENCE 68 - This key is used to start a conference call and to add callers to an existing conference.
	TRANSFER 60 - This key is used to transfer calls to another number.
	DROP 38 - Press the Drop key to drop the active call. It can also be used to redirect a ringing call to voicemail. While on a conference call, you can press the Drop key to drop a person from the conference call.
	VOLUME 180 - 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 72 - This key is used to answer and end calls using a headset connected to the phones headset socket. The button is lit when you are connected to a call using the headset.
	MUTE 38 - This key can be used to mute your speech to the currently connected call. The button is lit while mute is active.
	SPEAKER 76 - 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.
	These keys have two roles: • Appearance Keys 19 - These button represent calls that you can make or receive. • Feature Buttons 148 - Those key not configured as appearance keys can be used for other functions.

1.6 The Phone Stand

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

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

On the 1416 and 1616 phones, the angle of the phone display can also be adjusted as shown below.



1.7 Labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

1.8 IP Phone Features (1608 and 1616)

The 1608 and 1616 phones connect to the phone system using an IP connection and support a number of additional features:

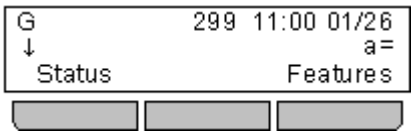
- The phone uses a 10/100 Ethernet connection to connect to the telephone system via the IP network.
- The phone includes a PC pass through 10/100 Ethernet port that can be used to also connect a computer to the network through the same connection as the phone. Use of this port can be disabled by the system administrator if not supported.
- The phone may be powered from the network if Power over Ethernet (PoE) is available. Otherwise the phone needs its own power supply unit.

1.9 The Main Phone Menus

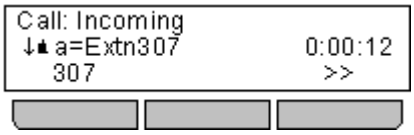
The main menus are detailed below. You can move between them using the PHONE key. You can do this even during a call including when a call is alerting. In addition the menus are accessible from the call appearance menu by pressing the Status and Features soft keys when they are displayed.

The Appearance Menu

Idle



Active



This menu is used to display information about the buttons that have been configured for appearance functions. These will normally be the first 3 button on the phone but the system administrator can configure additional buttons.

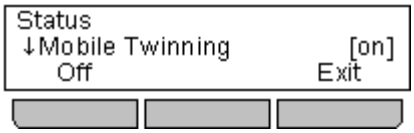
Using the ▲ up and down ▼ arrow keys you can scroll through the details of each of the buttons.

The display for buttons that currently have a call in progress will show details of the associated call.

The display for buttons that are idle will show the default label for the button and also soft key labels for accessing the other main menus.

Those buttons that have not been configured as appearance buttons can be used as feature buttons 148.

The Status Menu

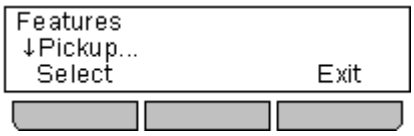


The Status menu is not always visible. It is shown when you have any special call routing features active. For example do not disturb switched on.

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.

A summary of the menu options is shown in the Status Menu diagram 225.

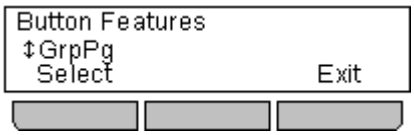
The Features Menu



The Features menu is used to access and configure range of your user settings. The system administrator can control some of the options that will be available to you within the menu. Typically these are settings stored by the telephone system which will be applicable even if you login at another phone.

A summary of the menu options is shown in the IP Office Features menu diagram 221.

The Button Features Menu



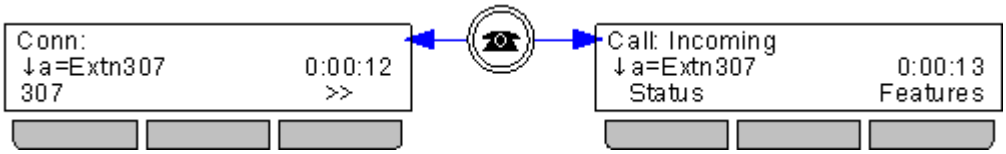
Those buttons not configured by the system administrators as appearance buttons can be used for other special features.

The button feature can be accessed by pressing the appropriate button. However they can also be accessed through the Button Features section of the Features menu (press the Features soft key and selecting Button Features). The ▲ up and down ▼ arrow keys can then be used to scroll through the programmed buttons. The associated button will briefly flash its red lamp.

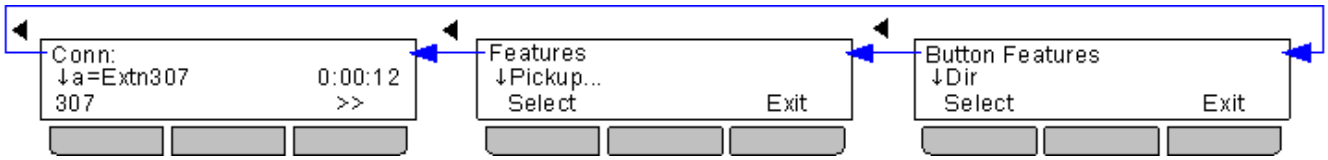
The action of each button is normally set by the system administrator. However you can also use the self-administer menu 149 to select and assign actions to the buttons.

Switching Menus

With a call connected, you can still access the other main menus. Press the PHONE key to toggle between the normal appearance menu or one that lists the other menus accessible.



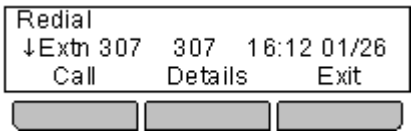
You can also use the left arrow key to switch between the Appearance menu , Features menu and Button Features menu.



1.10 Other Menus

In addition to the main phone menus 16, there are a number of additional menus which are accessed by pressing specific keys.

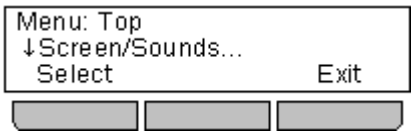
- The Redial Menu 46



This menu accesses by pressing the key. It shows a list of up to the 10 last outgoing calls that you have made.

You can configure your phone 47 to simply redial the last number dialed in which case the menu is not shown.

- The A Menu



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.

The Phone A-Menu diagram 226 shows a summary of the menu options.

- The Contacts/Directory Menu 80

This menu is accessed by pressing the 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 Contact Menu 229 diagram shows a summary of the menu options.

- The Call Log Menu 90

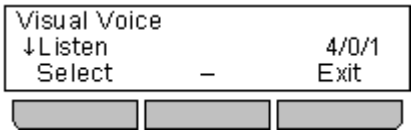
This menu is accessed by pressing the key. The call log you see is a call log stored on the telephone system. If you login at another 1408, 1416, 1608 or 1616 phone, your call log moves with you.

Your call log contains your 10 most recent answered calls, 10 most recent calls you made and 10 most recent missed calls.

If configured by the system administrator, it can also include calls missed by hunt groups of which you are a member.

The Call Log 228 menu diagram shows a summary of the menu options.

- The Visual Voice Menu 96



This menu is accessed by pressing the key. It is used to access the voicemail system and to then play messages in your voicemail mailbox, record and send messages to other users and to change various mailbox settings.

The Visual Voice menu diagram 224 shows a summary of the menu options.

1.11 Appearance Buttons/Menu

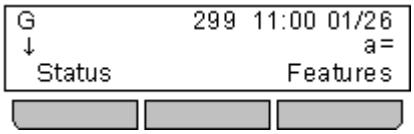
Appearance buttons are used to represent calls made and received by you and other users on the telephone system. They are configured by your system administrator. Normally your first 3 buttons are call appearance buttons but additional buttons can be configured as appearance buttons.

There are 4 different types of appearance keys that your system administrator can configure:

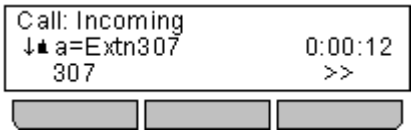
- Call Appearance Buttons 21
  These represent ordinary phone calls. Each call appearance that you have can be used to make and or receive calls. By default you normally have 3 call appearance keys and no other appearance keys.
- Bridged Appearance Buttons 23
  These appearance keys each match a specific call appearance key of another user. They allow you to answer the other user's calls on the matching call appearance or to make a call that the other user can then pickup using their matched call appearance.
- Call Coverage Buttons 25
  These appearance keys represent another user. When that other user has any calls alerting unanswered, the call coverage key for that user will start alerting and can be used to answer the call.
- Line Appearance Buttons 27
  These represent specific phone lines connected to the telephone system. You can use the button to make calls using that line or to answer calls on that line. Several users can have line appearance keys that represent the same line. Your phone's display and the key lamps will indicate when the line is being used by other users as well as by yourself.

Appearance Button Display/Menu

Idle



Active



This menu is used to display information about the buttons that have been configured for appearance functions. These will normally be the first 3 button on the phone but the system administrator can configure additional buttons.

Using the ▲ up and down ▼ arrow keys you can scroll through the details of each of the buttons.

The display for buttons that currently have a call in progress will show details of the associated call.

The display for buttons that are idle will show the default label for the button and also soft key labels for accessing the other main menus.

Those buttons that have not been configured as appearance buttons can be used as feature buttons 148.

1.11.1 Using the Appearance Menu

These icons are shown to indicate the status of the call on the currently displayed appearance button:

1. Use the ▲ up and down ▼ arrow keys to scroll through details of the current call on each appearance button.

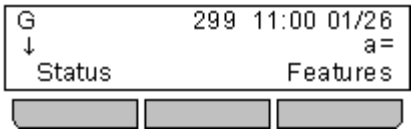
2. If there is currently a call on the appearance button, an icon will be displayed indicating the status of the call.

   - Alerting
     The call is alerting your phone.
   - Connected
     The call is the currently connected call to which you are talking.
   - On Hold
     The call is on hold.
   - Held Elsewhere
     The call has been put on hold by someone else who answered the call using an appearance button on their phone.
   - Conference
     The call is a conference call.

3. A >> double-arrow at the bottom left indicates that there are soft key options [32] available that could be applied to the call. To access these, press the >> double-arrow soft key and select the required function.

1.11.2 Phone Status Letters

The series of letters that appear in the top left of the display are used to indicate the status of various features.



- B = Barred
  A B is shown on your phone's display when the system administrator has set you to outgoing call barred status. You will only be able to make internal calls while this is applied.
- D = Diverting (Forwarding) Calls
  A D is shown on your phone's display when you have forward unconditional enabled.
- G = Group Member (In Group)
  A G is shown on your phone's display when have been configured as a member of a hunt group and your membership is enabled. While this is the case, you may receive calls targeted to the hunt group.
- N = No Calls (Do Not Disturb)
  An N is shown on your phone's display when you have do not disturb enabled.
- O = Out of Service
  An O is shown on your phone's display when any of the groups of which you are enabled as a member is set to night service mode. In that mode calls to that group are diverted to its fallback if set or otherwise to voicemail if available.
- T = Twinned
  A T is shown on a phone's 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.
- R = Resilience
  An R is shown on your phone's display 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 IP Office 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 [206], an S in the phone's display indicates a system alarm [218]. *(IP500 V2 only)*

1.11.3 Call Apperance Buttons

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.

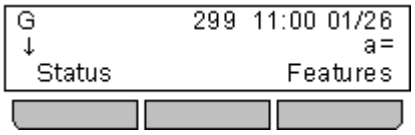
When all your call appearance buttons are in use, any further calls to your number follow your forward on busy setting if set or otherwise go to voicemail if available.

Call Appearance Button Lamps

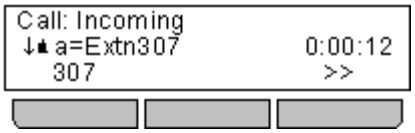
The following lamp states are used by appearance buttons configured to be call appearance buttons.

Button Lamps		State
	Red off. Green off.	Idle The call appearance is not in use and is not currently selected.
	Red on. Green off.	Idle + Selected The call appearance is not in use but is the current selected button that will be used if the user goes off hook.
	Red off. Green slow flash.	Alerting The matching call appearance is alerting for an incoming call. This is accompanied by ringing. If the user is already on a call, only a single ring is given.
	Red on. Green slow flash.	Alerting + Selected As above but Ringing Line Preference has made this the user's current selected button.
	Red on. Green on.	In Use Here The user has a call connected on the call appearance or is dialing.
	Red off. Green on.	In Use Elsewhere The call appearance button is in use on a bridged appearance.
	Red off. Green fast flash.	On Hold Here The call has been put on hold by this user.
	Red off. Green flash.	On Hold Elsewhere A call on a bridged appearance button matched to the call appearance has been put on hold. Calls on a call appearance that are put on hold by another user will continue to show connected lamp status, though the phone display will indicate a held call.
	Red off. Green broken flash.	Inaccessible The button pressed is not accessible. The call is still dialing, ringing or cannot be bridged into.

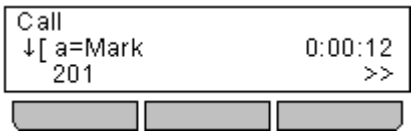
Call Appearance Button Display



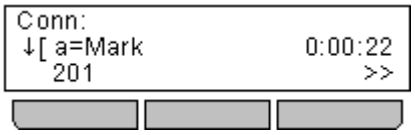
Idle
Indicates that the call appearance is available to be used to make a call or to receive an incoming call.



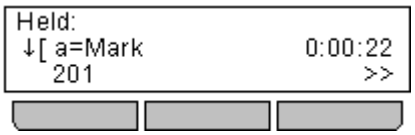
Alerting
This call appearance is alerting with an incoming call. You can press the >> double-arrow soft key to select the Ignore or ToVm soft key options.



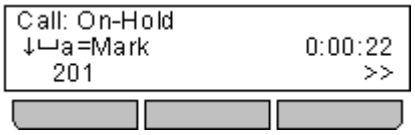
Outgoing Call
You have made a call with the appearance but it is not yet connected.



Connected
The appearance is the one with which you are currently talking.



Held
The call that you made or received on the call appearance has been put on hold by the other party.



Holding
You have put the call on hold.

1.11.4 Bridged Appearance Buttons

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 show 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 Small Community Network 239.

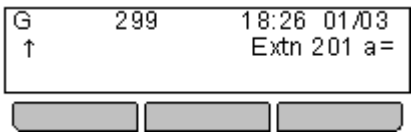
If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 167 that should be used when a call alerts on any of those buttons. The options are to use normal ringing, a single non-repeated ring (abbreviated ring) or no ring. The coverage ring setting is only used if you do not already have a connected call. If you already have a connected call in progress, the shorter of your coverage ring and the system administrator set attention ring settings is used.

Bridged Appearance Button Lamps

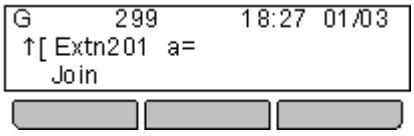
The following lamp states are used by appearance buttons configured to be bridged appearance buttons.

Button Lamps		Bridge Appearance Button State
	Red off. Green off.	Idle The bridged appearance is not in use.
	Red off. Green slow flash.	Alerting The matching call appearance is alerting for an incoming call. This is accompanied by ringing. If the user is already on a call, only a single ring is given.
	Red on. Green slow flash.	Alerting + Selected As above but Ringing Line Preference has made this the user's current selected button.
	Red off. Green on.	In Use Elsewhere The matching call appearance button is in use.
	Red on. Green on.	In Use Here The user has made a call or answered a call on the bridged appearance, or bridged into it.
	Red off. Green fast flash.	On Hold Here The call has been put on hold by this user.
	Red off. Green flash.	On Hold Elsewhere The call on that call appearance has been put on hold by another user.
	Red off. Green broken flash.	Inaccessible The button pressed is not useable. The call is still dialing, ringing or cannot be bridged into.

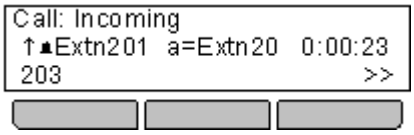
Bridged Appearance Button Display



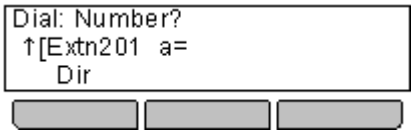
Idle
By default, a bridged appearance is labeled with the name of the user and the label of their call appearance button that your bridged appearance matches.



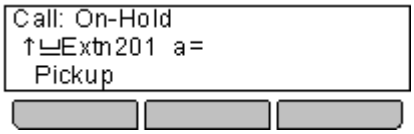
In Use
The bridged appearance will show when the matching call appearance is in use on a call. The Join soft key, if displayed, indicates that you can intrude into the call to make it a conference call by pressing the soft key or the bridged appearance button.



Ringing
The bridged appearance will shown when the matching call appearance is being presented a call to answer. Typically just a single ring is given on your phone, however that can be changed by the system administrator. You can answer the call by pressing the bridged appearance button.



Making a Call
If idle (see above), you can press the bridged appearance to make a call. The matching call appearance will indicate that it is in use and the other user can join the call by pressing that call appearance.



Held Call
If the other user puts their call on the matching call appearance on hold, your bridged appearance will indicate the held call. You can retrieve the held call by pressing the Pickup soft key or pressing the bridged appearance button.

1.11.5 Call Coverage Buttons

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 Small Community Network.

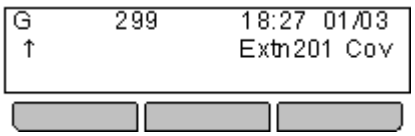
If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 167 that should be used when a call alerts on any of those buttons. The options are to use normal ringing, a single non-repeated ring (abbreviated ring) or no ring. The coverage ring setting is only used if you do not already have a connected call. If you already have a connected call in progress, the shorter of your coverage ring and the system administrator set attention ring settings is used.

Call Coverage Button Lamps

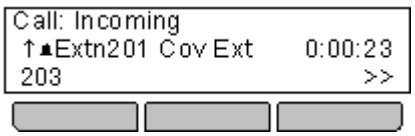
The following lamp states are used by appearance buttons configured to be call coverage buttons.

Button Lamps		Call Coverage Button State
	Red off. Green off.	Idle The button is not in use.
	Red off. Green slow flash.	Alerting The call coverage is alerting for an unanswered call at the covered user's phone. This is accompanied by ringing. If the user is already on a call, only a single ring is given.
	Red on. Green slow flash.	Alerting + Selected As above but Ringing Line Preference has made this the user's current selected button.
	Red on. Green on.	In Use Here The user has answered the call requiring coverage.
	Red off. Green fast flash.	On Hold Here The covered call has been put on hold by the call coverage button user.

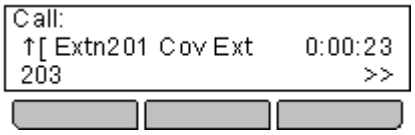
Call Coverage Button Display



Idle
By default the display shows the name of the user being covered and Cov. In this state the button cannot be used to make calls or perform other actions.

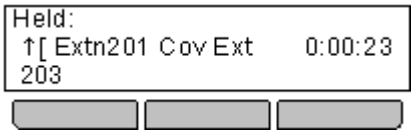


Alerting
If the covered user has any alerting call, when their call coverage time is reached the call will also being alerting on your call coverage button for that user. You can answer the call by pressing the button.



Connected
When you use the call coverage button to answer the call, it becomes your call.

On Hold
When you put the call on hold, the



Held
If the call is from another internal user and they put the call on hold, the held state is indicated. You can retrieve the call from hold by pressing the call coverage button again.

1.11.6 Line Appearance Buttons

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.

Line Appearance Button Lamps

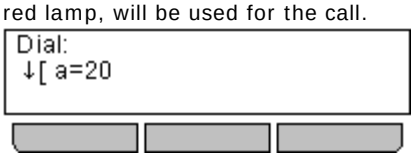
The following lamp states are used by appearance buttons configured to be line appearance buttons.

Button Lamps	Line Appearance Button State
Red off. Green off.	Idle The associated line is not in use.
Red on. Green off.	Idle + Selected The associated line is not in use but the button is the user currently selected button.
Red off. Green slow flash.	Alerting The line is ringing at it incoming call route destination. This is accompanied by ringing. If the user is already on a call, only a single ring is given.
Red on. Green slow flash.	Alerting + Selected As above but Ringing Line Preference has made this the user's current selected button.
Red off. Green on.	In Use Elsewhere The line is in use.
Red on. Green on.	In Use Here The user has answered the line, made a call on it or bridged into the call on the line.
Red off. Green fast flash.	On Hold Here The call on the line has been put on hold by this user.
Red off. Green flash.	On Hold Elsewhere The call on the line has been put on hold by another appearance button user.
Red off. Green broken flash.	Inaccessible The button pressed is not accessible. The call is still dialing, ringing, routing or cannot be bridged into.

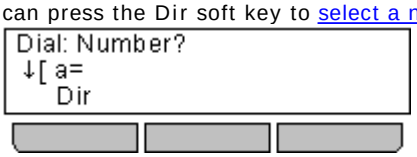
Chapter 2.
Making Calls

2. Making Calls

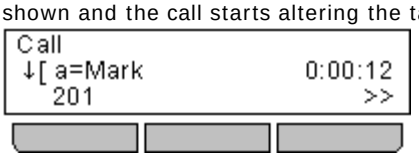
If you are not already on a call, then you can just dial the number. The currently selected appearance button, shown by a red lamp, will be used for the call.



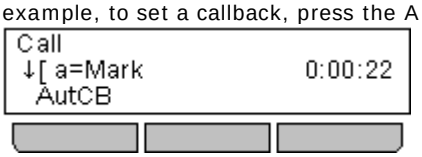
Alternatively, you can press a specific appearance button in order to make a call using that button. Using this method you can press the Dir soft key to select a number from the directory 83.



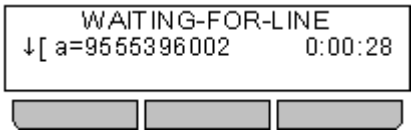
If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts altering the target.



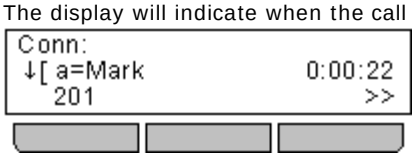
If the call is to a user, and they do not answer, press the >> double-arrow soft key to access additional options. For example, to set a callback, press the AutCB soft key.



If the call is external and no external line is currently available, the message WAITING FOR LINE is displayed.



The display will indicate when the call is connected to the destination or to an outgoing line.



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 again. 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 have completed dialing so far.

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 are using a phone that supports en-bloc dialing.

Dialing a Number Using En-Bloc Mode

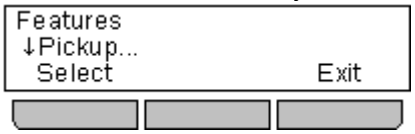
1. With no connected call on the phone, start dialing. Do not lift the handset or select headset or speaker before dialing.

2. You can use the ◀ right arrow key to delete the previous digit dialed if you need to correct the number.
3. When you have completed the number as required, you can select how you want to make the call.
   - Lift the handset to start a call using the handset.
   - Pressing the Call soft key or OK button to start the call using the phone's default handsfree audio path 183 (speaker or headset). You can also press one of your idle call appearance 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.

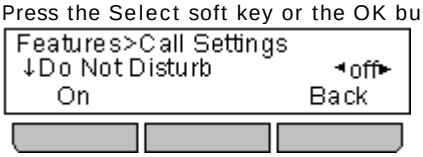
1. Press the Features soft key if shown.



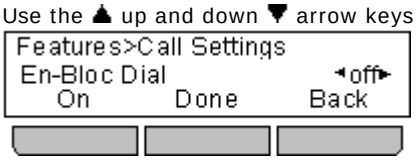
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

3. Press the Select soft key or the OK button or the ▶ right arrow key.



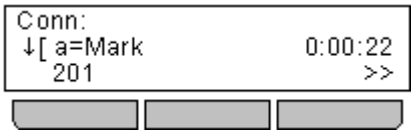
4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option En-Bloc Dial.



5. Use the ◀ left and right ▶ arrow keys to change the setting or use the indicated soft key.

2.2 Call Soft Key Options

When making, answering and during a call, a >> double-arrow soft key appears on the display, it indicates that there are additional options that you can access. The options will vary according to the type of call and system features available to you.



- Account
  Enter an account code to associate with the call.
- Answer
  Answer a page call, turning it into a normal call.
- AutCB
  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.
- Dir
  Access the directory in order to select a number by name.
- Drop
  End the call.
- Ignore
  Quiet the ringer for the current alerting call. The call will continue alerting until either answered or it goes to voicemail.
- Pickup
  Answer the call that is held or alerting another user.
- ToVM
  Send an alerting call to your voicemail.

2.3 Calling a Person from the Contacts List

1408 1416 1608 1616

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

1. Access the contacts directory:
   a. Press the CONTACTS key. The directory menu is displayed.

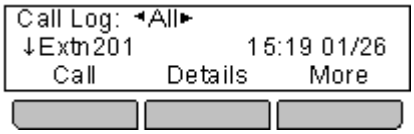
   b. Use the left and right arrow keys to select which type of directory entries you want displayed.
      - All
        All directory entries.
      - External
        Directory entries stored by the telephony system for all users to use.
      - Groups
        The names and numbers of hunt groups on the telephone system.
      - Users
        The names and numbers of other users on the telephone system.
      - Personal
        Your own personal directory entries.
   c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
   d. Use the up and down arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.
2. When the required entry is displayed, press Call.
3. Continue as for a normally dialed call.

2.4 Calling a Person from the Call Log

1408 1416 1608 1616

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



   c. Use the ◄ left and right ► arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Call soft key or OK to call the number displayed in the call record.

2.5 Redialling a Previous Number

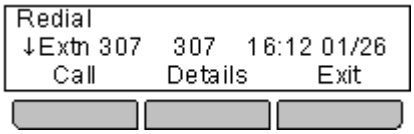
Your phone's REDIAL key can work in one of two ways, set by its redial mode setting 47.

List Mode

1408 1416 1608 1616

This redial method is used when your phone's redial mode 47 is set to *List*.

1. Access the redial list.
   a. Press the Redial key. 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 the Call soft key or OK to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

One Number Mode

1408 1416 1608 1616

This redial method is used when your phone's redial mode 47 is set to *One*.

1. Press the REDIAL key.
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

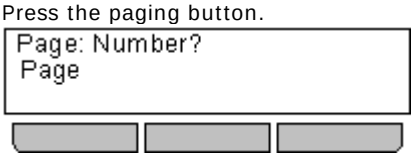
1408 1416 1608 1616

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 152.

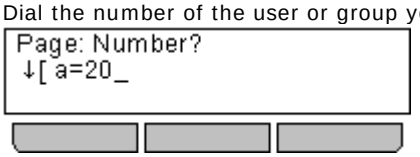
If the dialing short code or the paging button have been pre-configured with a number, the user or group at that number will be paged if available.

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:

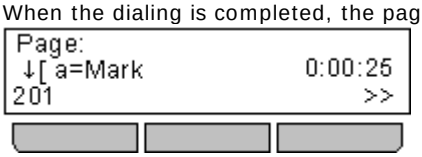
1. Press the paging button.



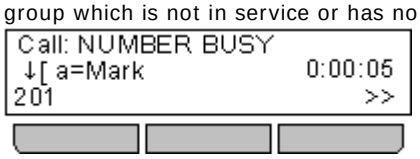
2. Dial the number of the user or group you want to page.



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

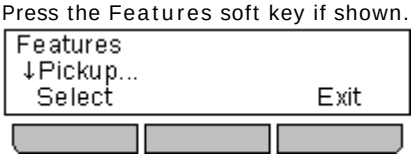
The self-administer function 149 can be used to assign a feature button as a page button using the Group Paging 152 action.

2.7 Withholding Your Number

1408 1416 1608 1616

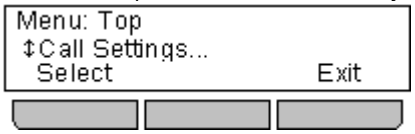
You can select to withhold your number on external calls. Note that this option may not be supported in all situations. It may depend on the configuration of your phone system and options supported by your telephone line provider.

1. Press the Features soft key if shown.

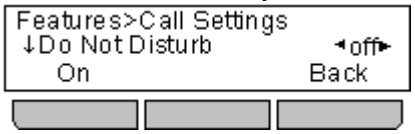


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

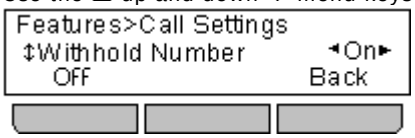
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ menu keys to scroll the menu to Withhold Number.



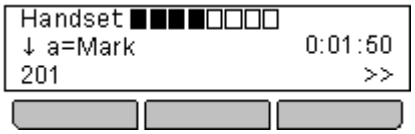
5. Use the ◀ left or right ▶ arrow keys to change the current setting or press the indicated soft key.

2.8 Adjust the Call Volume

1408 1416 1608 1616

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

1. With the call connected, press the − + 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

1408 1416 1608 1616

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

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

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

2.10 Ending Calls

1408 1416 1608 1616

- The DROP key can be used to end the current call to which you are talking. If the call is a conference call, it displays a menu to allow selection of which conference party to drop 69.
- 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 green lamp on an appearance button indicates an alerting call. This may also be accompanied by ringing 163 and by the message lamp flashing.

Selected Button

If the button also has a red lamp ( ) that indicates that it is already the selected button that will be used if you lift the handset or go off hook in any other way. If that in the case you can answer the call in the following ways:

To answer a call on the selected button: = Red on, Slow green flash.

1. Select the method which you want to use to talk to the caller:
   - To quiet the ringing, press the >> double-arrow soft key and then 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 >> double-arrow soft key and then press the To VM soft key.
   - To answer the call using the handset, lift the handset.
   - To answer the call handsfree, press the SPEAKER key.
   - To answer the call on a headset, press the HEADSET key.
   - Just pressing the key will answer the call either on the speaker or headset depending on the phones audio path 73 setting.
2. The green lamp will stop its slow flash. Once you have answered the call, you can switch between 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 key or any other appearance button will put the call on hold.

Answering Another Call

If the button that with a slow green flash does not have a red light, it is not the currently selected button. That may be because you are already on a call on another button. If that is the case, answering the new call will automatically put the existing call on hold.[1]

1. Using the ▲ up and down ▼ arrow keys, you can scroll the display to see details of the waiting call.
   - To quiet the ringing, press the >> double-arrow soft key and then 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 >> double-arrow soft key and then press the To VM soft key.
2. Press the flashing green appearance button to answer the new call and put the existing call on hold. The call will be answered using which ever talk mode you were already using for the existing call.

Notes

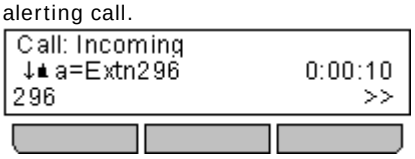
1. This guide assumed that auto hold is enabled (the default). The system administrator can disable auto hold for the system, in which case calls are automatically disconnected rather than held.

3.1 Divert a Call to Voicemail

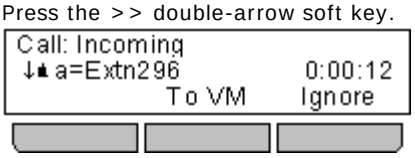
1408 1416 1608 1616

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

1. If the call is not the current call on the display, use the ▲ up and down ▼ arrow keys to scroll the display to the alerting call.



2. Press the >> double-arrow soft key.



3. Press the To VM soft key.

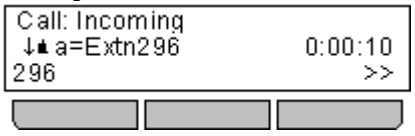
4. The call is redirected to voicemail.

3.2 Ignore an Incoming Call

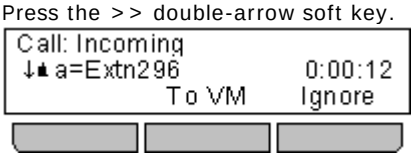
1408 1416 1608 1616

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

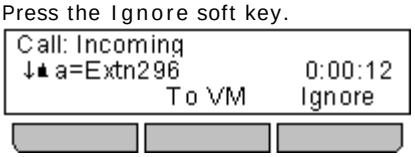
1. If the call is not the current call on the display, use the ▲ up and down ▼ arrow keys to scroll the display to the alerting call.



2. Press the >> double-arrow soft key.



3. Press the Ignore soft key.



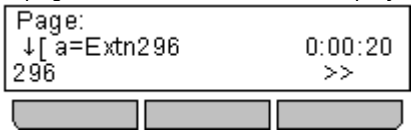
4. The call will continue alerting but with no audible ring.

3.3 Answering a Page Call

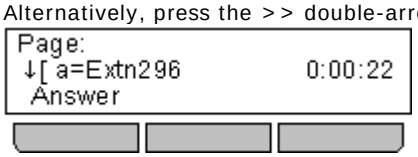
1408 1416 1608 1616

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.

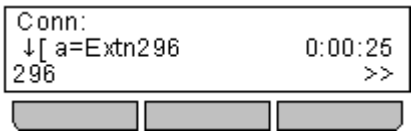


   - To answer the page call, press the CONFERENCE key.
   - Alternatively, press the >> double-arrow soft key.



     - Press the Answer soft key.

2. The call is turned into a normal call.

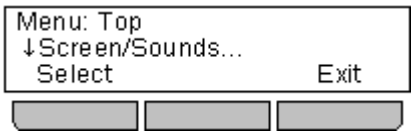


3.4 Auto Answer

1408 1416 1608 1616

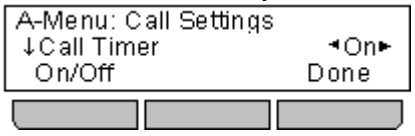
You can select to have internal calls automatically connected if you are not already on a call. The call will be connected, after the phone gives a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting 183.

1. Press the A MENU button.

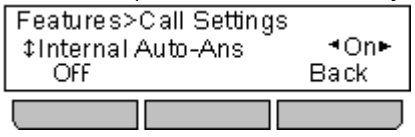


2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....

3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Internal Auto-Answer.



5. Press the Change soft key to change the setting.

This function can be assigned to a feature button 148 configured with the Internal Auto Answer 152 action. The button lamp will indicate when internal auto answer is on.

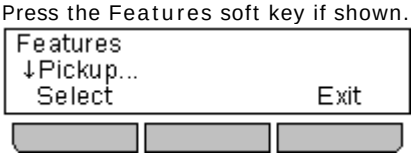
3.5 Call Pickup

1408 1416 1608 1616

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

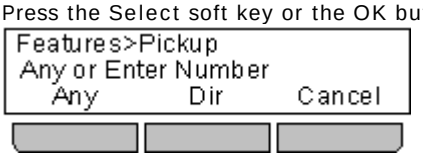
- Answer any ringing call on the telephone system.
- Answer a call ringing a particular user.
- Answer a call ringing a particular group.
- Answer a call, not necessarily a group call, ringing the members of a group.

1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

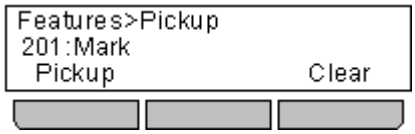
2. Press the Select soft key or the OK button or the ▶ right arrow key.



   - To answer a ringing call, press the Any soft key.
   - To answer a call ringing against a particular target, dial the targets number. Alternatively, press the Dir soft key to select the target from the directory 83.

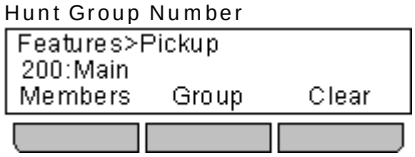
3. The following menus will depend on the type of number entered:

   - User Number



     - To answer a call ringing against the user, press the Pickup soft key.
     - To return to entering a number, press the Clear key.

   - Hunt Group Number



     - To answer a call ringing against the members of the group, press the Members soft key. The call does not have to be a call to the hunt group.
     - To answer a call ringing for the hunt group, press the Group soft key.
     - To return to entering a number, press the Clear key.

Default Short Codes

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

- Pickup Any Call: *30
  Answer a call ringing on the telephone system.
- Pickup a Group Call: *31
  Answer a call ringing a group of which you are a member.
- Pickup a Users Call: *32*N#
  Pickup a call ringing a user's extension number (*N*).
- Pickup a Group Members Call: *53*N#
  Pickup a call ringing the members of a group (*N*). This does not necessarily have to be a group call.

Chapter 4.
Redialling

4. Redialling

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

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

You can select the redial mode 47 that the phone uses. In either case, the redial function uses the outgoing call records in your personal call log 90. If you delete the records in your call log, redial will not work until new outgoing call records exist in your personal call log.

Notes

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

4.1 Redial a Call (One Mode)

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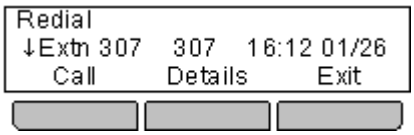
This redial method is used when your phone's redial mode 47 is set to *One*.

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

4.2 Redial a Call (List Mode)

1408 1416 1608 1616

This redial method is used when your phone's redial mode 47 is set to *List*.

1. Access the redial list.
   a. Press the Redial key. The list of outgoing calls is displayed.
   

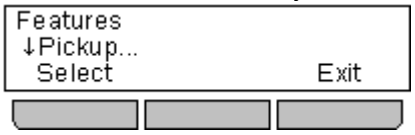
   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press the Call soft key or OK to call the number displayed in the call record.
3. Continue in the same way as for a normal dialed call.

4.3 Selecting Your Redial Mode

1408 1416 1608 1616

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

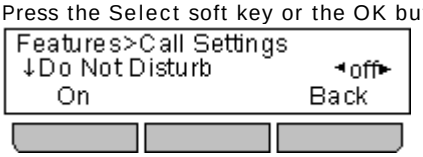
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Redial Action.

5. The current mode, *List* or *One* is displayed.

   - *List*
     If this mode is selected, pressing the Redial will display a menu of the 10 most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.

   - *One*
     If this mode is selecting, pressing Redial will immediately repeat the most recent outgoing call in your call log. None of the other redial function will be accessible.

6. Use either the Change soft key or the ◀ left or right ▶ arrow keys to change the mode.

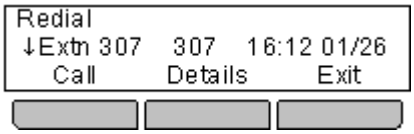
7. When the required mode is displayed, press the Done soft key.

4.4 View Call Details

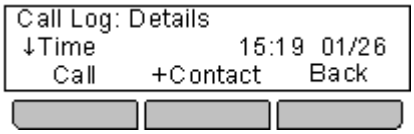
1408 1416 1608 1616

You can view additional details about the currently shown call.

1. Access the redial list.
   a. Press the Redial key. 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 the Details soft key. The individual details of the currently selected call record are displayed.



3. Use the ▲ up and down ▼ arrow keys to scroll through the details. The possible values are:
   - Time
     The time of the call.
   - Ring Time
     How long the call rang.
   - Name
     The name of the caller if known.
   - Number
     The number of the caller if available.
   - Reason
     The type of call record, ie. *Answered*, *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.
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.
   - +Contact
     Add the name and number to your personal directory. You can edit the details before they are added.
   - Back
     Go back to the normal call screen to select another call record.

4.5 Add a Call to Your Contacts

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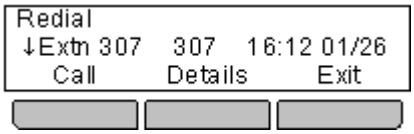
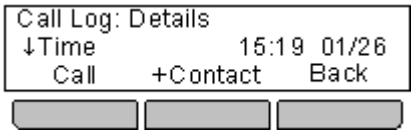
You can add the details of a call in your redial list to your personal contacts.

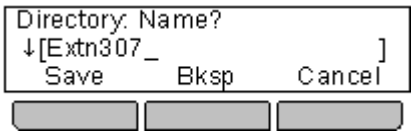
1. Access the redial list.
   a. Press the Redial key. The list of outgoing calls is displayed.



   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.



3. Press the +Contact soft key.



4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
5. 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.
6. 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 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 on hold if available. The table below summarizes the main differences between parking a call or 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 calls can be retrieved by other users dialing a short code.	No	Yes
... the calls 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 a call or several calls.

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

Important - Holding Conference Calls

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

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

5.1.1 Holding a Call

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

Important - Holding Conference Calls

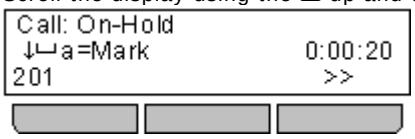
You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

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

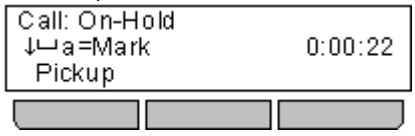
5.1.2 Taking a Call Off Hold

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

1. Press the appearance button with the fast flashing green lamp.
2. Scroll the display using the ▲ up and down ▼ arrow keys, the held call will appear with a icon.



- You can press the >> double-arrow soft key.



- Press the Pickup soft key to take the call off hold.

5.1.3 Switching Between Calls

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

5.1.4 Transfer a Held Call

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press the CONFERENCE key. Your current call and the held call will be connected. You can now drop yourself 69 from the conference.

Note

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

5.2 Parking Calls

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

Each parked call is given a number. By default the number is your extension number plus a digit.

Calls that you have parked will return to your phone if they remain parked for too long. The default return delay is 5 minutes. This is a system delay that is applied to all users and can be changed by the system administrator. Returning calls ignore any forwarding or do not disturb settings.

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

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

A feature button 148 set to the Call Park 151 action can be used to park and unpark calls. If configured to a specific park number, the button will indicate when another user has parked a call using that park slot number.

Default Short Codes

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

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

5.2.1 Park Using the Menu

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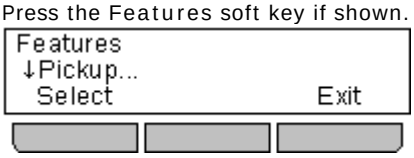
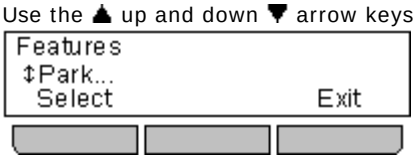
1. Press the Features soft key if shown.

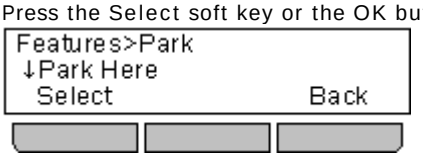


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Park.

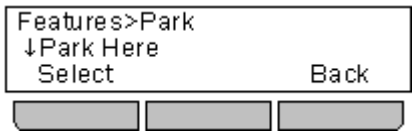


3. Press the Select soft key or the OK button or the ▶ right arrow key.



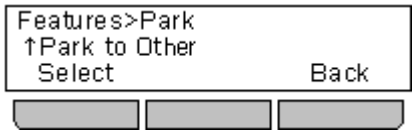
4. You can park the call and have the parked call indication sent to your phone or another phone. Use the ▲ up and down ▼ arrow keys to select either the method of parking your want:

   - Park Here

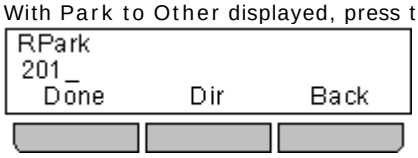


     - With Park Here displayed, press the Select soft key or the OK button or the ▶ right arrow key.

   - Park to Other User



     - With Park to Other displayed, press the Select soft key or the OK button or the ▶ right arrow key.



     - Enter the target user extension number. Alternatively, press the Dir soft key to use the directory 83.
     - Press Done.

5.2.2 Unpark (Features Menu)

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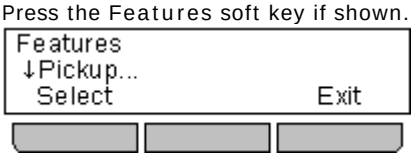
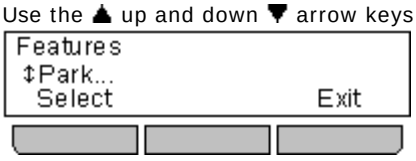
1. Press the Features soft key if shown.

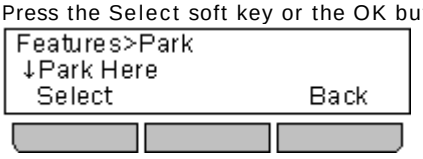


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

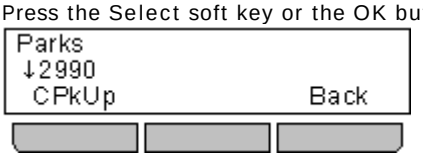
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Park.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Press the Select soft key or the OK button or the ▶ right arrow key. If you have any parked calls, they are listed.

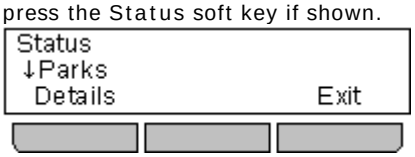


5. Use the ▲ up and down ▼ arrow keys to scroll through the parked calls.
6. To unpark a particular call, press the CPkUp soft key.

5.2.3 Unpark (Status Menu)

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

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



2. If you have any parked calls, the Parks option is displayed. The option is not present if you do not have calls parked against your extension.

3. Press the Details soft key.

4. Use the ▲ up and down ▼ arrow keys to scroll through the parked calls.
5. To unpark a particular call, press the CPkUp soft key.

Chapter 6.
Transferring Calls

6. Transferring Calls

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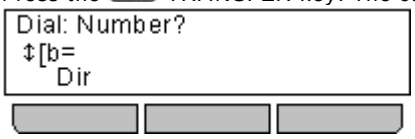
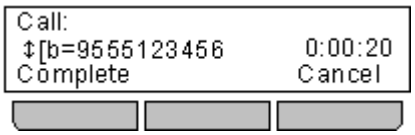
To transfer a call your phone must have an available call appearance button. If all your current call appearance buttons are in use, you must end 38 or park 56 one of your existing calls.

1. Press the TRANSFER key. 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 83.



   - To complete the transfer, press the TRANSFER key or press the Complete soft key. 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 the TRANSFER key to complete the transfer or press the Complete soft key. If the transfer destination does not answer or does not want to accept the call, press the Cancel soft key.

6.1 Transfer to Voicemail

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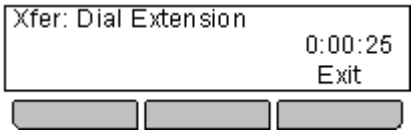
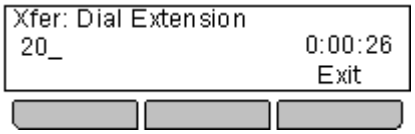
When set to visual voice mode, the key can be used to transfer your current call to the voicemail mailbox of another user or group.

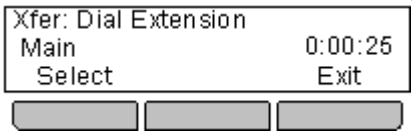
1. With the call connected, press the key. You are still connected to the call and can continue talking.



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 the Select soft key. The caller will hear a few seconds of ringing and then the mailbox greeting.
- To exit the transfer menu, press the Exit soft key.

6.2 Transferring a Held Call

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press the CONFERENCE key. Your current call and the held call will be connected. You can now drop yourself 69 from the conference.

Note

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

Chapter 7.
Account Codes

7. Account Codes

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

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

7.1 Forced Account Code Entry

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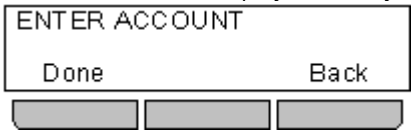
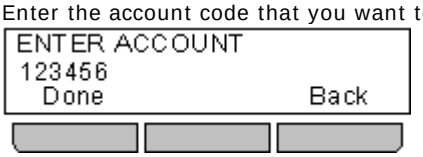
The system administrator can configure certain numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.

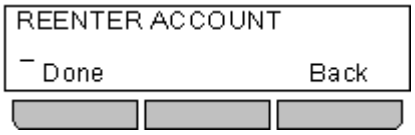
1. The follow menu is displayed when you are required to enter an account code.



2. Enter the account code that you want to use.



3. Press the Done soft key.
4. If the account code was not a valid account code, the REENTER ACCOUNT menu is displayed.

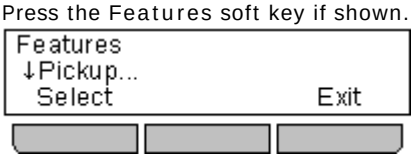


7.2 Manual Account Code Entry

1408 1416 1608 1616

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

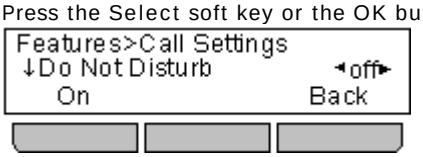
1. Press the Features soft key if shown.



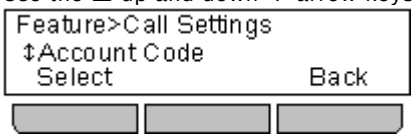
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

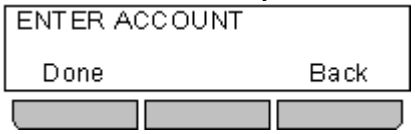
3. Press the Select soft key or the OK button or the ▶ right arrow key.



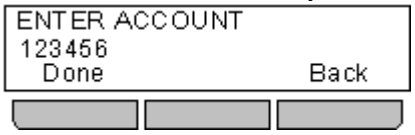
4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Account Code.



5. Press the Select soft key or the OK button or the ▶ right arrow key.

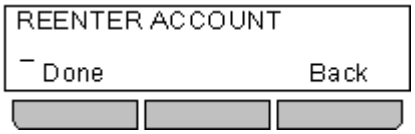


6. Enter the account code that you want to use.



7. Press the Done soft key.

8. If the account code was not a valid account code, the REENTER ACCOUNT menu is displayed.



Feature Button

Access to the enter account code menu can be assigned to a feature button 148 configured with the Account Code Entry 150 action. The button can also be preset with a specific account code.

Chapter 8.
Conference Calls

8. Conference Calls

All IP Office telephone systems support conferencing. Multiple conference calls are supported, with parties addable to each conference call until the IP Office systems conference capacity is reached. The conference capacity varies between IP Office systems, however all systems support a maximum of 64 parties in any particular conference call.

Conference resources are also used for call recording and other features, reducing the available conference capacity for ordinary conference calls.

Note that some conference controls, for example dropping other parties, only apply for conferences started on the same phone system as you extension.

Default Short Codes

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

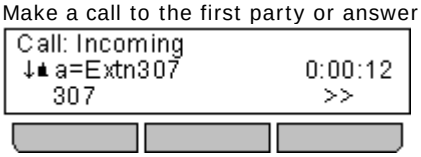
- Conference Held Calls: *47
  Start a conference between yourself and any calls that you have on hold.

8.1 Starting a Conference

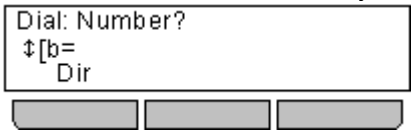
If you have more than one held call, or one held call and a connected call, pressing the CONFERENCE key will start a conference between yourself and the calls.

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

1. Make a call to the first party or answer a call.



2. Press the CONFERENCE key. The current call is automatically put on hold.

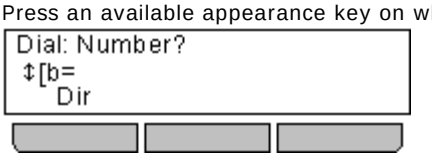


3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press the CONFERENCE key again or press the Join soft key.
5. If they do not want to join the call or do not answer, press DROP and then press the appearance key of the held call (fast green flash).

8.2 Adding a Call to a Conference

You can add additional parties to an existing conference.

1. Press the HOLD key 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.

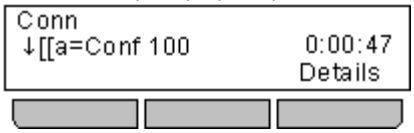


3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press the CONFERENCE key again or press the Join soft key.
5. If they do not want to join the call or do not answer, press DROP and then press the appearance key of the held call (fast green flash).

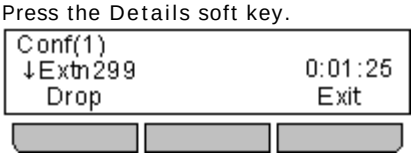
8.3 Viewing Conference Details

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.

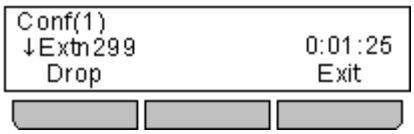


- To scroll through the list of callers in the conference, use the ▲ up and down ▼ arrow keys.
- To drop the caller displayed from the conference, press the Drop soft key. Press the DROP key will also drop the displayed party.
- To return to the call display, press the Exit soft key.

8.4 Dropping Parties from a Conference

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

1. While connected to a conference call, if you press the DROP 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 the caller displayed from the conference, press the Drop soft key. Press the DROP key will also drop the displayed party.
   - To return to the call display, press the Exit soft key.

Note

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

8.5 Holding a Conference Call

Using the HOLD 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 green lamp.

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

Important - Holding Conference Calls

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

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

8.6 Transferring Calls Using Conference

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press the CONFERENCE key. Your current call and the held call will be connected. You can now drop yourself 69 from the conference.

Note

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

Chapter 9.
Headset Operation

9. Headset Operation

Your phone has a headset socket located under the phone. This is suitable for the connection of phone headsets that connect via a 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 pressed to turn a call already answered using the handset or handsfree into a headset call.
- If there are no currently connected call to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting 73.
- 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:

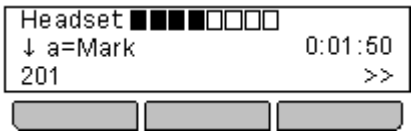
- Headset Volume 181
- Headset Automatic Gain Control On / Off 182
- Default Audio Path 73

9.1 Headset Volume

1408 1416 1608 1616

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 will return to normal after a few seconds.

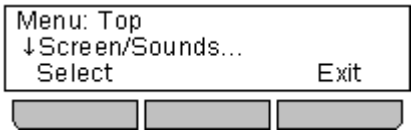
9.2 Default Handsfree Audio Path

1408 1416 1608 1616

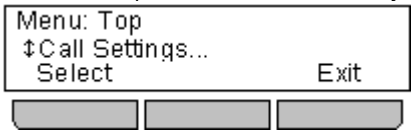
By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

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

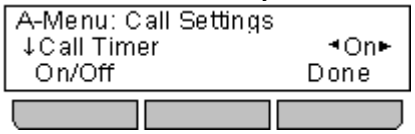
1. Press the A MENU button.



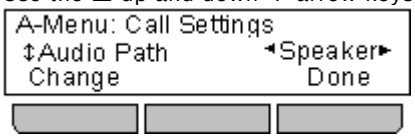
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....



3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Audio Path.



5. Use the ◀ left and right ▶ arrow keys or press the Change soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

Chapter 10.
Handsfree Speaker Operation

10. Handsfree Speaker Operation

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

- Pressing the SPEAKER key can be used to answer a call handsfree. It can also be pressed to end a handsfree call.
- The key is lit when there is a call connected handsfree.
- The key can also pressed to turn a call already answered using the handset or headset into a handsfree call.
- If there are no currently connected call to which you are talking, a call answered by pressing its appearance button is connected either handsfree or through the headset according to the phone's audio path setting 73.
- 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 181
- Speaker Automatic Gain Control On/Off 182
- Default Audio Path 77

Conference Phones

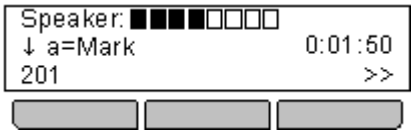
Your phone is not designed as a conference room speakerphone. It is designed for use by a speaker located directly in front of the phone with no obstructions between themselves and the microphone. Phones designed to be used as conference speakerphones typically have multiple microphones and are able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

10.1 Speaker Volume

1408 1416 1608 1616

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

1. With the call connected on the speaker, press the – + key.



2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

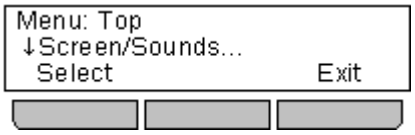
10.2 Default Handsfree Audio Path

1408 1416 1608 1616

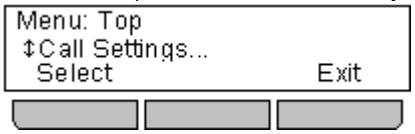
By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

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

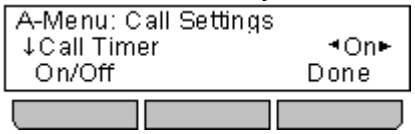
1. Press the A MENU button.



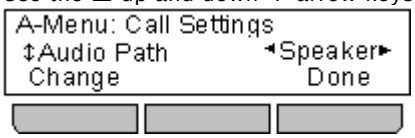
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....



3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Audio Path.



5. Use the ◀ left and right ▶ arrow keys or press the Change soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

Chapter 11.
Contacts/Directory

11. Contacts/Directory

This menu is accessed by pressing the 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 Contact Menu 229 diagram shows a summary of the menu options.

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 1408, 1416, 1608 or 1616 phone, your personal contacts move with you.
  - You can have up to 100 personal directory entries[2] which you can add, edit and delete these through the phone.
  - The system administrator can also add, edit and delete your personal directory entries.
- 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.

Notes

1. If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.
   - This only applies to external directory contacts entered locally into configuration of the IP Office at which you are logged in.
   - External directory contacts imported by the system 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.
2. While each user is allowed up to 100 personal directory entries, the total capacity of the IP Office telephone system may limit the addition of further personal directory entries for any users.
3. The system administrator can set other users as Ex Directory. Those users are then not included in the user directory.

11.1 Viewing Contacts Details

1408 1416 1608 1616

1. Access the contacts directory:
   a. Press the CONTACTS key. The directory menu is displayed.

   b. Use the ◄ left and right ► arrow keys to select which type of directory entries you want displayed.
      - All
        All directory entries.
      - External
        Directory entries stored by the telephony system for all users to use.
      - Groups
        The names and numbers of hunt groups on the telephone system.
      - Users
        The names and numbers of other users on the telephone system.
      - Personal
        Your own personal directory entries.
   c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.
2. When the required entry is displayed, press Details to display the name and number.

3. Use the ▲ up and down ▼ arrow key to switch between the name and the number.
4. The range of soft keys available will depend on the type of directory entry:
   - Call 82
     Make a call to the stored number.
   - Back
     Go back to the directory listing.
   - More
     If the contact is one of your personal directory entries, the More soft key will be present to allow you to access the options below. It is also present for external directory entries if you have been setup as a system phone user by the system administrator.
   - Edit 87
     Edit the name and number.
   - Delete 88
     Delete the name and number.

11.2 Make a Call from the Directory

1408 1416 1608 1616

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

1. Access the contacts directory:
   a. Press the CONTACTS key. The directory menu is displayed.

   b. Use the left and right arrow keys to select which type of directory entries you want displayed.
      - All
        All directory entries.
      - External
        Directory entries stored by the telephony system for all users to use.
      - Groups
        The names and numbers of hunt groups on the telephone system.
      - Users
        The names and numbers of other users on the telephone system.
      - Personal
        Your own personal directory entries.
   c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
   d. Use the up and down arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.
2. When the required entry is displayed, press Call.
3. Continue as for a normally dialed call.

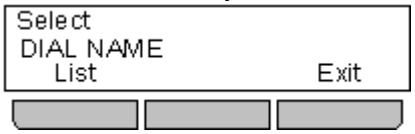
11.3 Using the Directory for Other Functions

1408 1416 1608 1616

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

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

1. Press the Dir soft key.



2. Either dial the name to see a list of matches or press the List soft key to list all names.

   - To clear the list of names and start entry again, press the Clear soft key.
   - To view additional details about the currently displayed name, press the Details key.
   - When the required entry is displayed, press Select.

3. You will be returned to the menu in which you selected the Dir soft key.

11.4 Adding a New Contact

1408 1416 1608 1616

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 has been entered as required, press the OK soft key.
   - When the number has been are required, press the Save soft key.
   - To exit without making any changes, press the Cancel soft key.

Notes

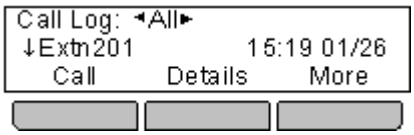
1. If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.
   - This only applies to external directory contacts entered locally into configuration of the IP Office at which you are logged in.
   - External directory contacts imported by the system 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.

11.4.1 Add a Contact from the Call Log

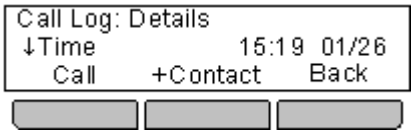
1408 1416 1608 1616

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

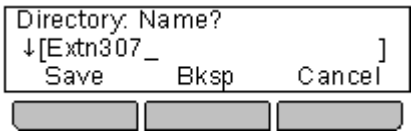
1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.



3. Press the +Contact soft key.



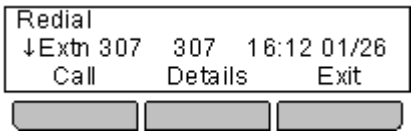
4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
5. Using the telephone keypad and the Bksp soft key you can edit the name and the number. When editing the number, use the Pause soft key to enter a comma (,) for a 1 second pause in the number dialing.
6. 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.

11.4.2 Add a Contact from the Redial List

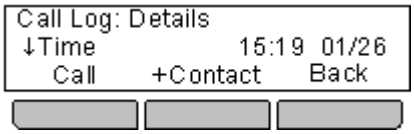
1408 1416 1608 1616

You can add the details of a call in your redial list to your personal contacts.

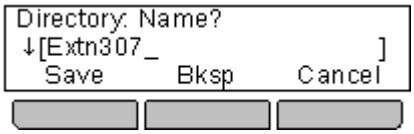
1. Access the redial list.
   a. Press the Redial key. The list of outgoing calls is displayed.



   b. Use the ▲ up and down ▼ arrow keys to scroll through the 10 most recent outgoing calls.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.



3. Press the +Contact soft key.



4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
5. 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.
6. 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.

11.5 Editing a Contact

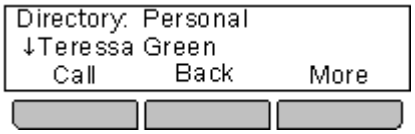
1408 1416 1608 1616

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. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
   d. Use the up and down arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.
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 has been entered as required, press the OK soft key.
   - When the number has been are required, press the Save soft key.
   - To exit without making any changes, press the Cancel soft key.

Notes

1. If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.
   - This only applies to external directory contacts entered locally into configuration of the IP Office at which you are logged in.
   - External directory contacts imported by the system 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.

11.6 Deleting a Contact

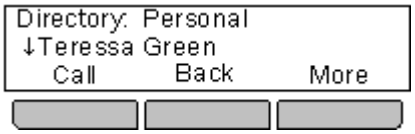
1408 1416 1608 1616

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. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.
2. Locate the required entry.

3. Press the Details soft key.



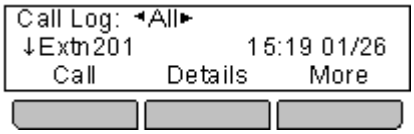
4. Press the More soft key and then the Delete soft key.

Notes

1. If you have been configured as a system phone user by the system administrator, then you can also add, edit and delete some external directory contacts.
   - This only applies to external directory contacts entered locally into configuration of the IP Office at which you are logged in.
   - External directory contacts imported by the system 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.

Chapter 12.
Call Log

12. Call Log



This menu is accessed by pressing the key. The call log you see is a call log stored on the telephone system. If you login at another 1408, 1416, 1608 or 1616 phone, your call log moves with you.

Your call log contains your 10 most recent answered calls, 10 most recent calls you made and 10 most recent missed calls.

If configured by the system administrator, it can also include calls missed by hunt groups of which you are a member.

The Call Log 228 menu diagram shows a summary of the menu options.

- Making a Call 91
- Viewing Call Details 92
- Deleting a Record 93
- Deleting All Records 93
- Add a Record to Your Contacts 94

Missed Calls

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

The Call Log 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.

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 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.

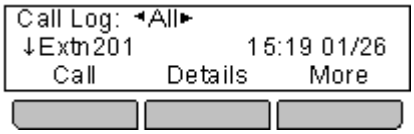
Notes

1. Centralized call log can be turned off by the system administrator 239. In that case the call log is one stored by the phone and is lost if the phone is reset. This guide only covers the centralized call log stored by the IP Office 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.

12.1 Using the Call Log

1408 1416 1608 1616

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



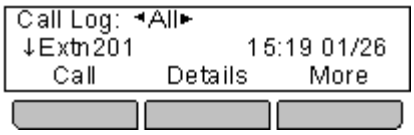
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. 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 91
     Make a call to the number stored in the currently displayed call log record.
   - Details 92
     Display more details about the current call log record. You can then also add the caller details to your personal directory 94 if required.
   - More
     Switch between the different sets of available soft key functions.
   - Delete 93
     Deletes the current displayed record.
   - Del All 93
     Delete all the call log records, not just the current types of records being shown.
4. To exit the call log, press the PHONE/EXIT button.

12.2 Making a Call from the Call Log

1408 1416 1608 1616

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



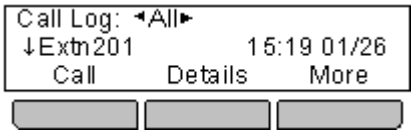
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Call soft key or OK to call the number displayed in the call record.

12.3 Viewing Call Details

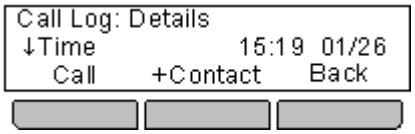
1408 1416 1608 1616

You can view additional details about the currently shown call.

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.



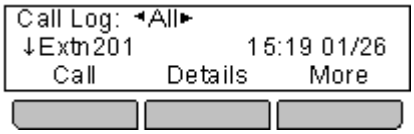
3. Use the ▲ up and down ▼ arrow keys to scroll through the details. The possible values are:
   - Time
     The time of the call.
   - Ring Time
     How long the call rang.
   - Name
     The name of the caller if known.
   - Number
     The number of the caller if available.
   - Reason
     The type of call record, ie. *Answered*, *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.
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.
   - +Contact
     Add the name and number to your personal directory. You can edit the details before they are added.
   - Back
     Go back to the normal call screen to select another call record.

12.4 Deleting a Record

1408 1416 1608 1616

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

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



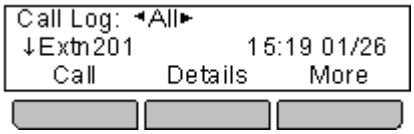
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the More soft key.
3. Press the Delete soft key to delete the currently displayed call log record.

12.5 Deleting All Records

1408 1416 1608 1616

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

1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



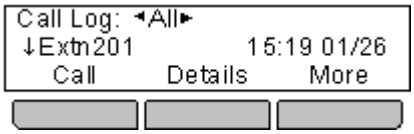
   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the More soft key.
3. Press the Del All soft key to delete all your call log records.

12.6 Adding a Record to Your Contacts

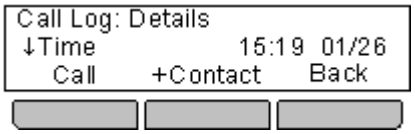
1408 1416 1608 1616

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

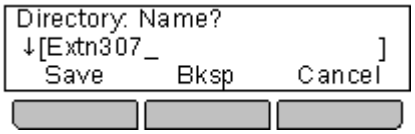
1. Access the call log.
   a. Press the CALL LOG button.
   b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.



   c. Use the ◀ left and right ▶ arrow keys to select which call log records you are viewing. The options are *All*, *Missed*, *Answered* and *Outgoing*.
      - If you have any new missed call records (ie. the CALL LOG button lamp is illuminated) the call log will open showing your missed calls.
   d. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.



3. Press the +Contact soft key.



4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
5. 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.
6. 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 13.
Voicemail

13. 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 97
- Record and Send a Message 98
- Change Your Mailbox Greeting 99
- Select a Voicemail Email Mode 100
- Change Your Voicemail Code 101
- Turn Use of Voicemail On/Off 102
- Transfer to Voicemail 103
- Send a Call to Voicemail 103

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. The following are default short codes that may be available. Your system administrator will confirm any additional short codes that they may have configured for your use.

- 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.

Notes

1. 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.

13.1 Message Waiting Indication

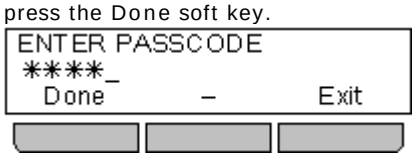
The message lamp on your phone is used to indicate when you have new messages in your voicemail mailbox. The lamp will remain lit until you have played each of the new messages.

The system administrator can also configure it so that you receive new message waiting indication for a hunt group or hunt groups.

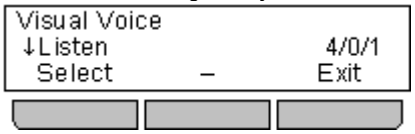
13.2 Checking Messages

1408 1416 1608 1616

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.

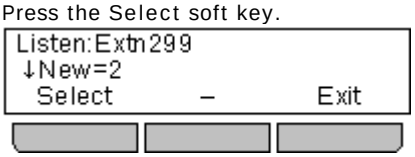


2. The visual voice menu is displayed. The numbers shown against the Listen option indicate the number of new, old and saved messages in your mailbox.

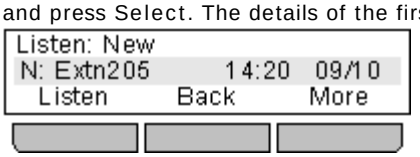


   - If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the ▲ up and down ▼ arrow keys to display the hunt group names and the number of messages in those mailboxes.

3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to select 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:
   - Listen / Pause
     Start/stop playback of the currently displayed message.
   - Delete
     Delete the message.
   - More
     Switch between the different sets of available soft key functions.
   - 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.
   - Call
     Call the person who left the message.

Notes

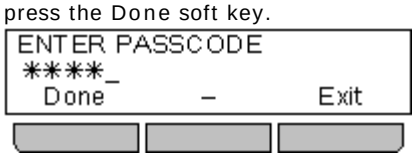
1. Automatic Message Deletion
   By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro). For voicemail messages on a Voicemail Pro system, the system administrator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

13.3 Sending a Message

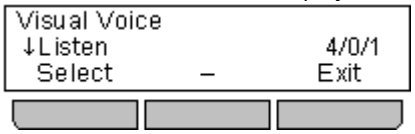
1408 1416 1608 1616

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.

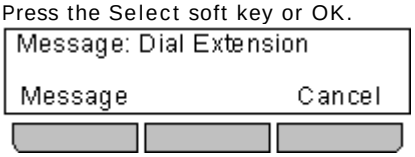


2. The visual voice menu is displayed.



3. Use the ▲ up and down ▼ arrow keys to scroll to the option Message.

4. Press the Select soft key or OK.



5. Enter the user to which you want to send the message.
6. Press the Message soft key.
7. When you are ready to start recording, press the Record soft key.
8. To stop recording, press the Stop soft key.
9. You can now use the following soft keys:
   - Listen
     Listen to the recording. You can use the Record option to record the message again.
   - Submit
     Send the message.
   - More
     Switch between the different sets of available soft key functions.
   - Others
     Add other extension numbers to which you want to send the message.
   - Record
     Record the message again.

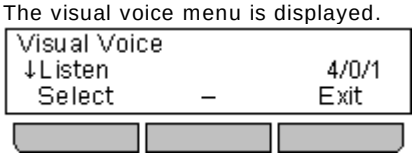
13.4 Mailbox Greeting

1408 1416 1608 1616

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

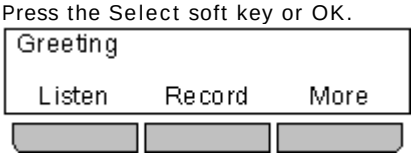
1. Press the MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.

1. The visual voice menu is displayed.



2. Use the ▲ up and down ▼ arrow keys to scroll to the option Greeting.

3. Press the Select soft key or OK.



4. Use the soft keys to listen to and record your mailbox greeting.
   - Listen
     Listen to the current greeting or the new greeting just recorded.
   - Record
     Record a new greeting. Note that the greeting must be at least 3 seconds long or the voicemail system will discard it.
   - More
     Switch between the different sets of available soft key functions.
   - Submit
     Submit the new recording as your mailbox greeting.
   - Delete
     Delete your current mailbox greeting. The voicemail will use its default greeting.

Personal Greetings

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

13.5 Email Mode

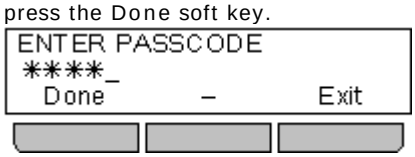
1408 1416 1608 1616

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.

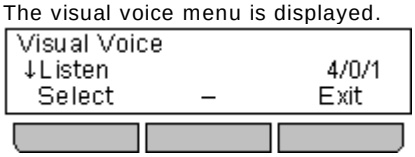
This option is only available if configured by your system administrator.

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

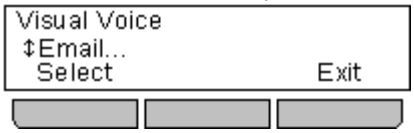
1. Press the MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.



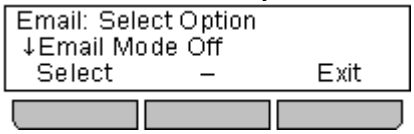
2. The visual voice menu is displayed.



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. Press the Select soft key or OK.

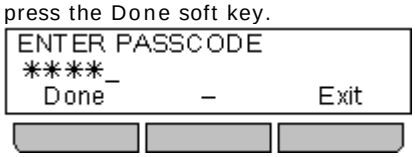


5. The menu displays your current voicemail email mode setting. Use the ▲ up and down ▼ arrow keys to scroll through the possible settings:
   - Email Mode Off
     Do not send any emails.
   - Email Mode Copy
     Send an email with a copy of the new voicemail message attached.
   - Email Mode Fwd
     Send an email with the new voicemail message attached and delete the message from the voicemail mailbox.
   - Email Mode 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 the Select soft key. To exit without changing the setting, press the Exit soft key.

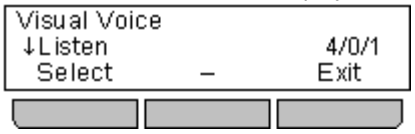
13.6 Changing Your Voicemail Code

1408 1416 1608 1616

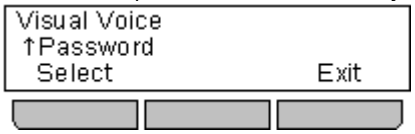
1. Press the MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.



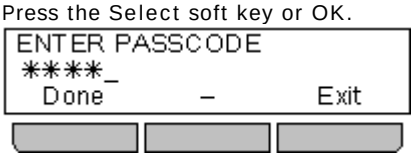
2. The visual voice menu is displayed.



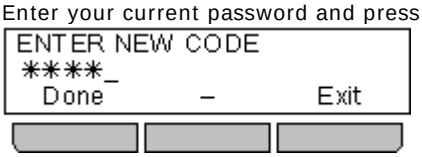
3. Use the ▲ up and down ▼ arrow keys to scroll to the option Password.



4. Press the Select soft key or OK.



5. Enter your current password and press Done.



6. Enter the new password that you want to use.
   - The new password must be at least 4 digits long.
   - A series of numbers (for example 1234) or repeated numbers are not allowed.
7. Press Done.

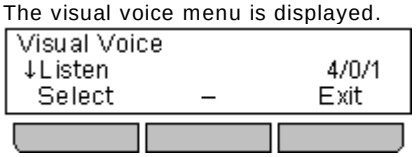
13.7 Voicemail On/Off

1408 1416 1608 1616

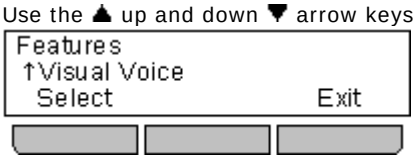
You can control whether the telephone system uses voicemail to answer your unanswered calls. This does not switch off your mailbox which you can still access to play existing messages and use other functions.

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.

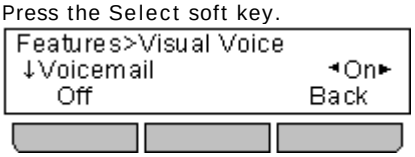
2. The visual voice menu is displayed.



3. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Voicemail.



4. Press the Select soft key.



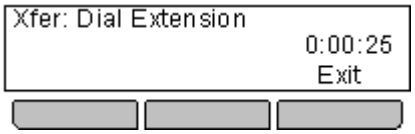
5. Press the On or Off soft key to change the setting.

13.8 Transfer to Voicemail

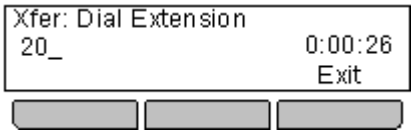
1408 1416 1608 1616

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.

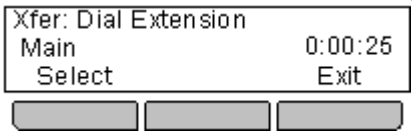
1. With the call connected, press the key. You are still connected to the call and can continue talking.



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.



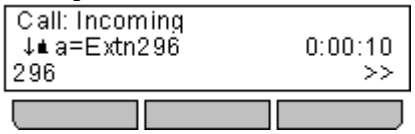
   - To transfer the call to the user or group's mailbox, press the Select soft key. The caller will hear a few seconds of ringing and then the mailbox greeting.
   - To exit the transfer menu, press the Exit soft key.

13.9 Send a Call to Voicemail

1408 1416 1608 1616

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

1. If the call is not the current call on the display, use the ▲ up and down ▼ arrow keys to scroll the display to the alerting call.



2. Press the >> double-arrow soft key.

3. Press the To VM soft key.

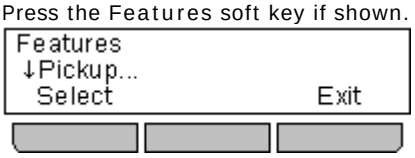
4. The call is redirected to voicemail.

13.10 Visual Voice

1408 1416 1608 1616

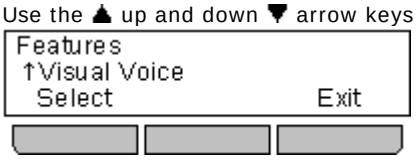
This menu option provides a route into visual voice if the MESSAGES key has not been setup to do that.

1. Press the Features soft key if shown.

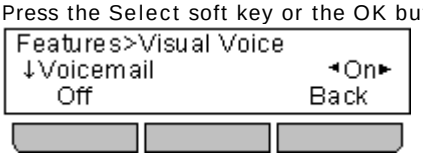


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

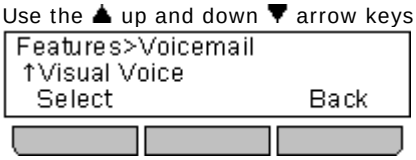
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Visual Voice.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

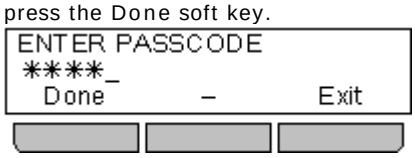


4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Visual Voice.

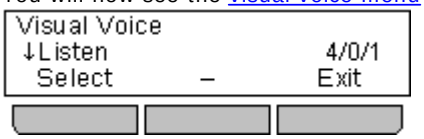


5. Press the Select soft key.

   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the Done soft key.



6. You will now see the visual voice menu 224.



Chapter 14.
Logging In/Out

14. Logging In/Out

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

- Log In 107
  You can login at any phone that you want to use. All your calls are then directed to that phone and your user settings are applied to calls made and received. If it is a 1408, 1416, 1608 or 1616 phone, your contacts and call log are displayed by the phone.
  - Any existing user of the phone is logged out while you are logged in.
  - If you were logged in on another phone, you are logged out from that phone.
  - If your phone system is in a Small Community Network 239 of phone systems, it may be possible to login at extensions located on other phone systems in the network. Your system administrator will advise you if you can remote hot desk and what features will still be available to you when you do.
- Log Out 111
  When you log out from a phone (or are logged out by another user logging in), the telephone system may apply several actions:
  - If you have a normal default extension and no one else is logged in there, you return to being logged in on that phone.
  - If you remain logged out, you are treated the same as being on do not disturb except that all calls to you go to voicemail if available.
  - If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin while you are logged out.
- Lock/Unlock 112
  Separately from logging in and out, you can lock your phone settings. While locked, the phone can still be used to answer your calls and can be used to make internal and emergency calls. However it cannot be used to make external calls and your user settings cannot be accessed through the phones menus.
  - You can set your phone to automatically lock itself after a period of inactivity.
- Default Extension
  Each extension can be configured with a default user. If you are logged off from an extension, if you have a default extension the system will automatically log you in at your default extension if it is not in use by another user.
- Login Idle Period
  Your system administrator can configure a timeout which will automatically log you out if you do not use the phone in that time to make or answer a call.

Default Short Codes

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

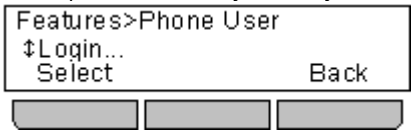
- Login: *35*N*P#
  Login to a phone using your extension number (*N*) and login code (*P*).
- Log Out: *36
  Log yourself out from the phone where you are currently logged in.

14.1 Logging In

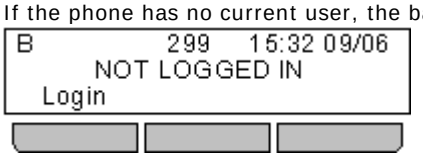
When you login to a phone, you take control of that phone. Incoming calls for you are redirected to it phone and your user information and settings are available. Any existing user on the phone is logged off when you login.

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

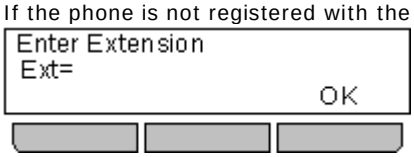
- Phone In Use 108
  If the phone is already in use you can still login. The existing user will be logged out.



- Logged Out 109
  If the phone has no current user, the basic menu with just the login option is displayed.



- Unregistered Phone 110
  If the phone is not registered with the phone system, the Enter Extension menu is displayed.

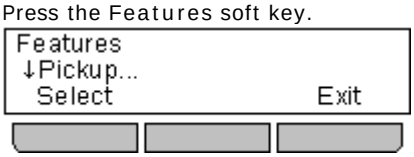


14.1.1 Logging In on a Phone Already in Use

1408 1416 1608 1616

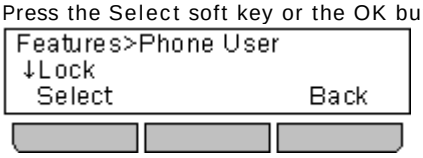
You can login at a phone that is already in use by another user. The existing user is logged out.

1. If the phone is already in use:
   - Press the Features soft key.

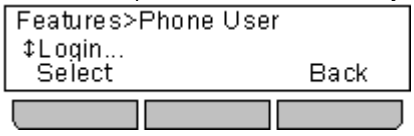
     

   - Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

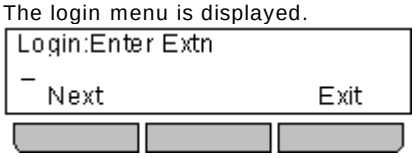
   - Press the Select soft key or the OK button or the ▶ right arrow key.

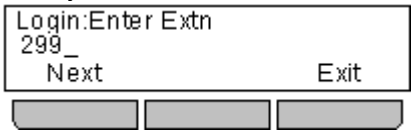
   - Use the ▲ up and down ▼ arrow keys to scroll the display to the option Login....

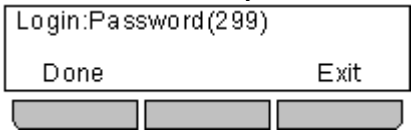
   - Press the Select soft key or the OK button or the ▶ right arrow key.
2. The login menu is displayed.

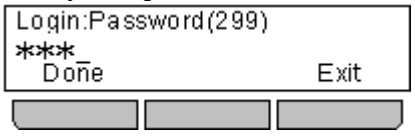
3. Enter your extension number.

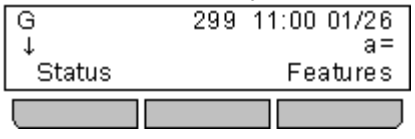
4. Press the Next soft key.

5. Enter your login code.

6. Press the Done soft key.

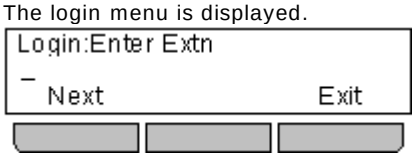
   

14.1.2 Logging In on a Not Logged In Phone

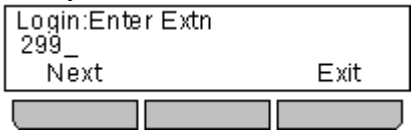
1408 1416 1608 1616

This method is used to login at an extension where the previous user has logged out 111 and the phone has no current user. You can recognize a phone in this state by the following display.

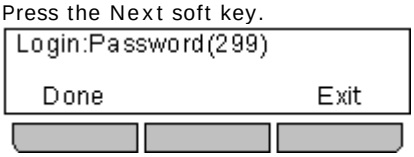
1. Press the Select soft key or the OK button.
2. The login menu is displayed.



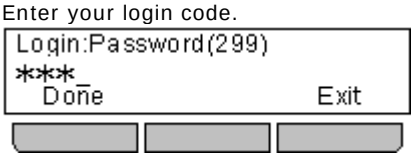
3. Enter your extension number.



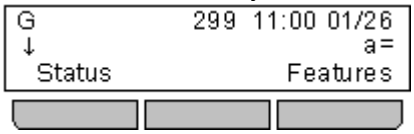
4. Press the Next soft key.



5. Enter your login code.



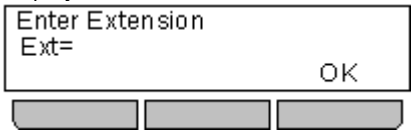
6. Press the Done soft key.



14.1.3 Logging In on an Unregistered Phone

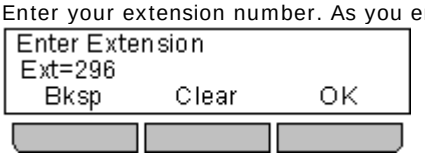
1608 1616

This method is used to login at an unregistered phone 116. You can recognize an unregistered phone by the following display.



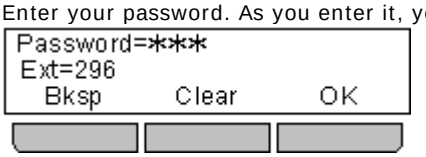
This method is not supported for hot desking on IP Office systems, you can only login using the original base extension number with which the phone was originally installed.

1. Enter your extension number. As you enter it, you can use the Bksp and Clear soft keys to make corrections.

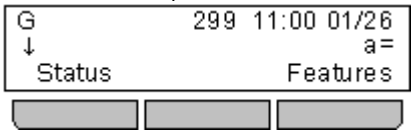


2. When your number is displayed, press the OK soft key.

3. Enter your password. As you enter it, you can use the Bksp and Clear soft keys to make corrections.



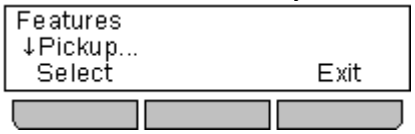
4. When you have entered your password, press the OK soft key. If the details are correct, you user details will be loaded into the phone.



14.2 Logout

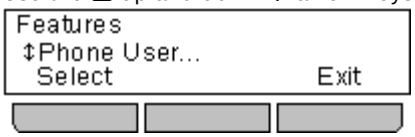
1408 1416 1608 1616

1. Press the Features soft key if shown.



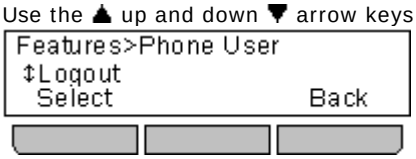
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Logout.

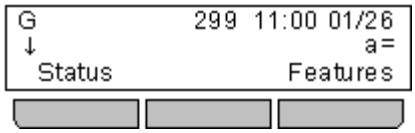


5. Press the Select soft key or the OK button or the ▶ right arrow key.

6. 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.



14.3 Lock

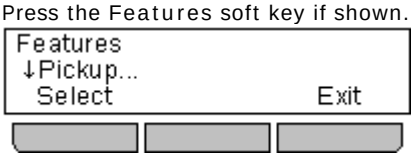
1408 1416 1608 1616

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 113 after a period of phone inactivity.

When your phone is locked:

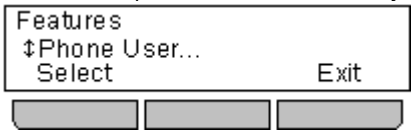
- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone 114 requires your login code if you have configured a login code 115.

1. Press the Features soft key if shown.

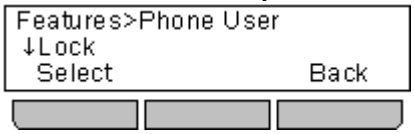


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

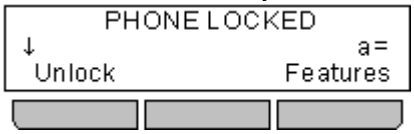
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Press the Select soft key or the OK button or the ▶ right arrow key.



5. The phone is now locked as indicated by the display.

14.4 Auto Lock

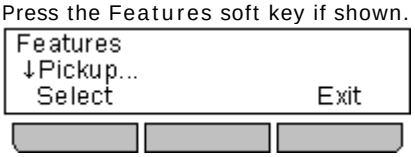
1408 1416 1608 1616

Rather than logging out, you can lock your phone. You can either lock your phone manually 112 using the steps below or have it automatically locked after a period of phone inactivity.

When your phone is locked:

- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone 114 requires your login code if you have configured a login code 115.

1. Press the Features soft key if shown.



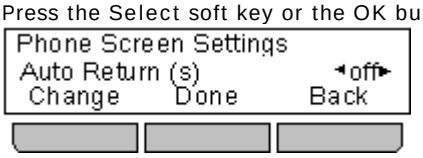
   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

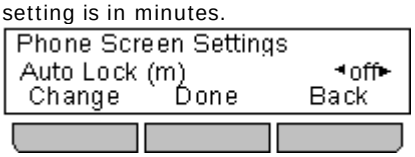
3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone Screen Settings.

5. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Auto Lock. The (m) indicates that the setting is in minutes.



5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow keys.

   - Off
     Do not use the inactivity timer.
   - 1 / 5 / 30 / 60
     Lock the phone after the indicated number of minutes.

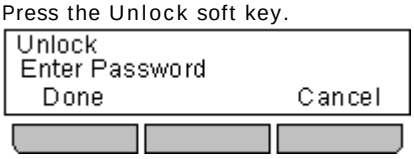
6. Press the Done soft key.

14.5 Unlock

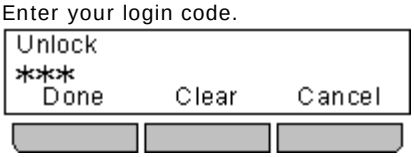
1408 1416 1608 1616

The message PHONE LOCKED indicates that the phone has been locked 112. 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.

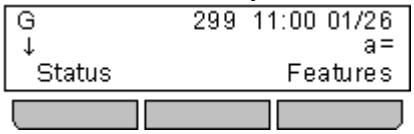
1. Press the Unlock soft key.



2. Enter your login code.



3. Press the Done soft key.

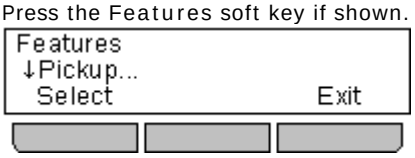


14.6 Changing Your Login Code

1408 1416 1608 1616

You can change your own login code.

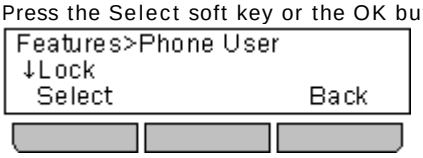
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

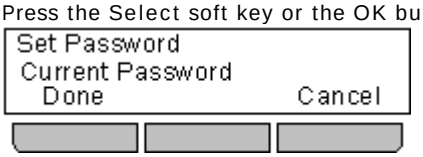
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

3. Press the Select soft key or the OK button or the ▶ right arrow key.

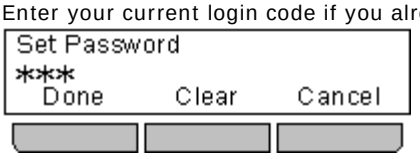


4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Set Password.

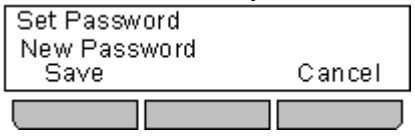
5. Press the Select soft key or the OK button or the ▶ right arrow key.



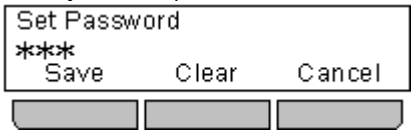
6. Enter your current login code if you already have one.



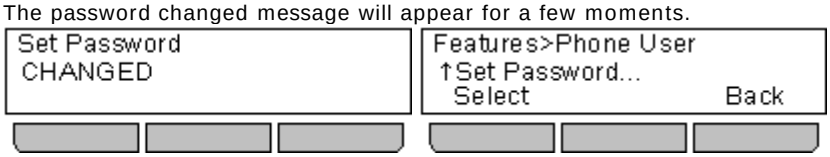
7. Press the Done soft key.



8. Enter your new password.



9. The password changed message will appear for a few moments.



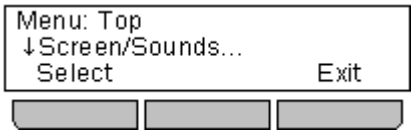
14.7 Unregistering

1608 1616

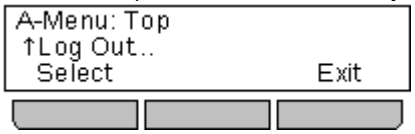
This method of logging out will unregister the phone from the telephone system.

- WARNING
  - In this state the phone cannot be used to make or answer any calls including emergency calls.
  - It is strongly recommended that you do not use this option unless directly advised to do so by your system administrator. To log out it is recommended that you use the preferred log out method 111 provided.

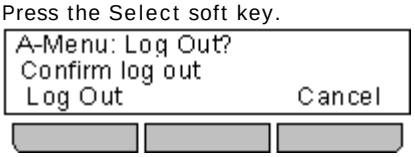
1. Press the A MENU button.



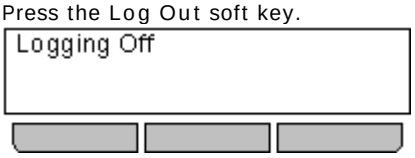
2. Use the ▲ up and down ▼ arrow keys to locate the option Log Out....



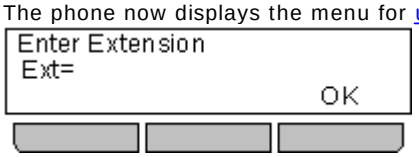
3. Press the Select soft key.



4. Press the Log Out soft key.



5. The phone now displays the menu for unregistered phone log in 110.



Chapter 15.
Redirecting Calls

15. Redirecting Calls

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

- Follow Me 119
  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 123
  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 132
  Redirect all calls to voicemail if available or otherwise to busy tone.
  - Do not disturb exception numbers can be used to allow calls from specific numbers to ignore do not disturb.
- Twinning 135
  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		✓	✓	✓	✓	✓	✓

15.1 Follow Me

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

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

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

All calls are redirected.

Follow Me To

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

Follow Me Here

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

Default Short Codes

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

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

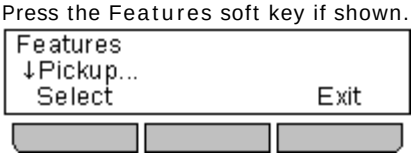
Access Control

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

15.1.1 Follow Me To (Features Menu)

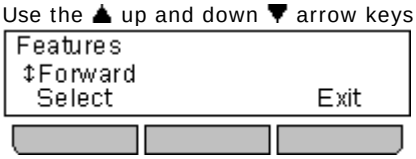
Using the user menu you can set and clear follow me to settings.

1. Press the Features soft key if shown.

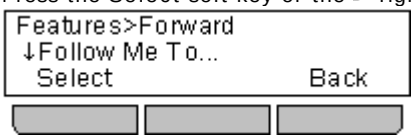


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

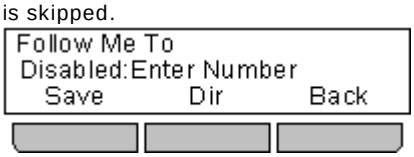
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



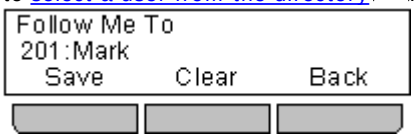
3. Press the Select soft key or the ▶ right arrow key.



4. Press the Select soft key or the ▶ right arrow key. If you already has a follow me to number set, the display below is skipped.



5. 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 83.



   - 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.

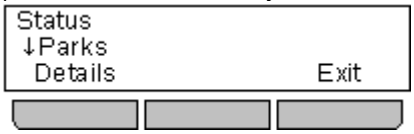
Access Control

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

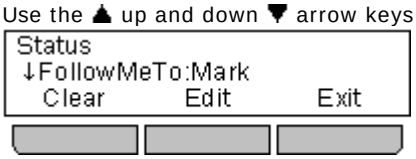
15.1.2 Follow Me (Status Menu)

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

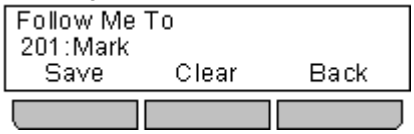
1. Press the Status soft key if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.



2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Follow Me To.



- To clear the follow me to setting, press the Clear soft key.
- To change the destination of the setting, press the Edit soft key.



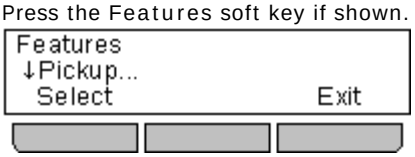
Access Control

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

15.1.3 Follow Me Here (Features Menu)

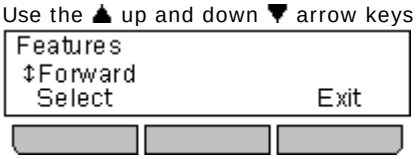
You may be able to change follow me here using the Features menu.

1. Press the Features soft key if shown.

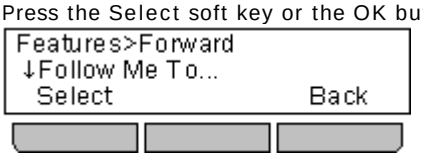


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



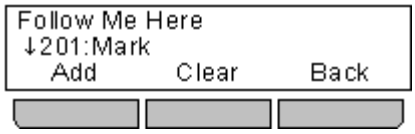
3. Press the Select soft key or the OK button or the ▶ right arrow key.



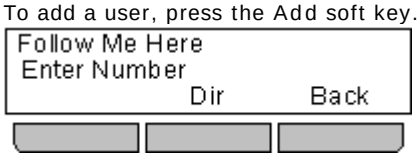
4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Follow Me Here.

5. Press the Select soft key or the OK button or the ▶ right arrow key.

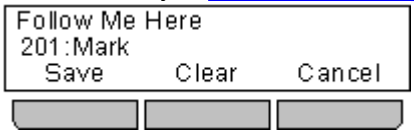
   - Use the menu to add or remove users.



     - 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 83.



       - Press the Save soft key to set the follow me here.

Access Control

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

15.2 Forwarding Calls

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

Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
- 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 102, 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 on your phone's 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 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 102, 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 redirect calls that have alerted your phone but have not been answered for some reason.

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Hunt group calls are not forwarded.
- The forward on busy and forward on no answer options use the same forwarding destination number. If no number is set, they use the same destination as set for forward unconditional.
- If you have voicemail enabled 102, 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. The following are default short codes that may be available. Your system administrator will confirm any additional short codes that they may have configured for your use.

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

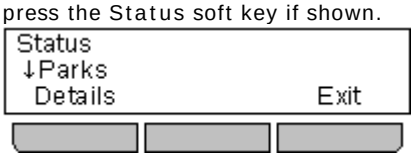
Access Control

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

15.2.1 Forward Unconditional (Status Menu)

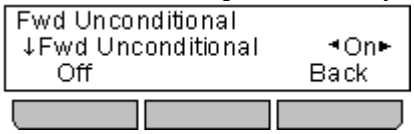
You can clear or change your forward unconditional settings through the Status menu.

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.

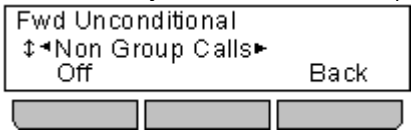


2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd Uncon.

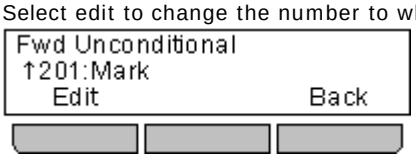
- To switch off forward unconditional, press the Off soft key.
- To change the forwarding settings, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the editing options.
    - Use the ◄ left and right ► arrow keys to switch the forwarding on or off.



    - 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.



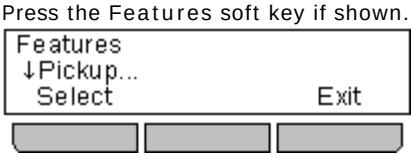
Access Control

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

15.2.2 Forward Unconditional (Features Menu)

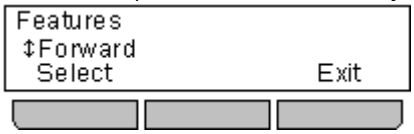
You may be able to change your forward unconditional settings using the Features menu.

1. Press the Features soft key if shown.

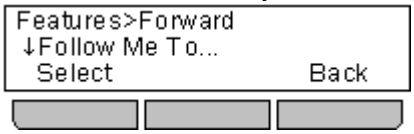


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

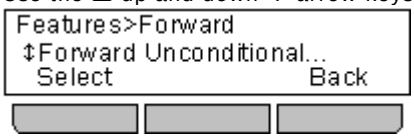
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

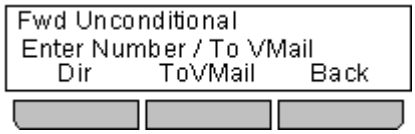


4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd Unconditional.

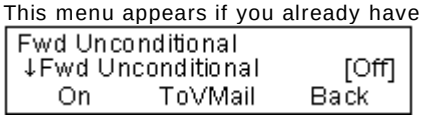


5. Press the Select soft key or the OK button or the ▶ right arrow key. The screen displayed will vary depending on whether you already have a destination set or are forwarding your calls to voicemail.

   - No Number Set

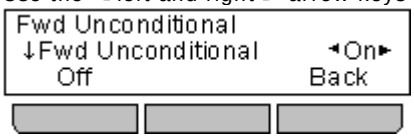


   - Number Set but Forward Unconditional Off
     This menu appears if you already have set a destination number but have turned off forwarding.

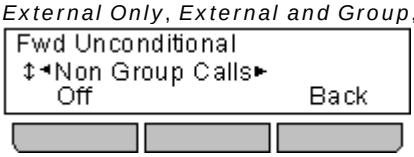


     - Press the On soft key to switch forward unconditional to the set number on. You can then continue as below.
     - Press the ToVMail soft key to switch forward unconditional to voicemail on. Your can then continue as below.

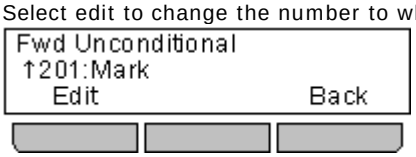
   - Number Set and Forward Unconditional On
     Use the ▲ up and down ▼ arrow keys to scroll through the forwarding settings.
     - Use the ▲ up and down ▼ arrow keys to scroll through the editing options.
       - Use the ◀ left and right ▶ arrow keys to switch the forwarding on or off.



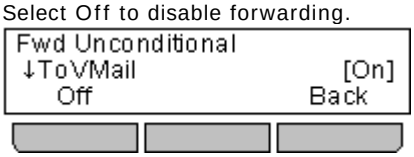
       - Use the ◀ left and right ▶ arrow keys to select which calls should be forwarded. The options are *External Only*, *External and Group*, *Non Group Calls* and *All Calls*.



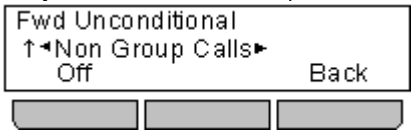
- Select edit to change the number to which calls are forwarded.



- To Voicemail Set and On
  Use the ▲ up and down ▼ arrow keys to scroll through the forwarding settings.
  - Select Off to disable forwarding.



  - 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*.



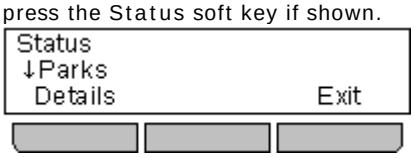
Access Control

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

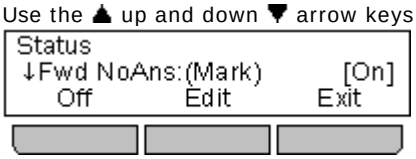
15.2.3 Forward On No Answer (Status Menu)

If your phone is set to forward on no answer 237, you can clear or change the forward settings through the Status menu.

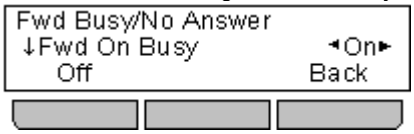
1. Press the Status soft key if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.



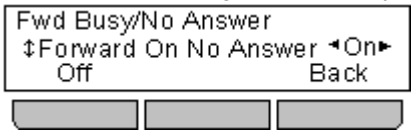
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd NoAns.



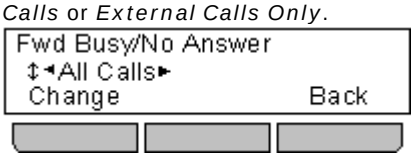
- To switch off forward on no answer, press the Off soft key.
- To change the destination of the setting, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the following menu options:
    - Use the ◄ left and right ► arrow keys to switch forward on busy as on or off.



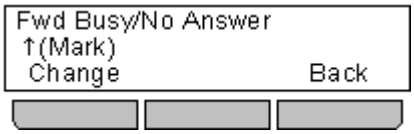
    - Use the ◄ left and right ► arrow keys to switch forward on no answer on or off.



    - Use the ◄ left and right ► arrow keys to select which calls should be forwarded. The options are *All Calls* or *External Calls Only*.



    - The forward destination is shown. Press the Change soft key to enter a new destination or clear the destination.



      - If the current destination is shown in ( ) brackets, that indicates that the forward unconditional destination is being used as no specific forward on busy/no answer destination has been set. Selecting Change will set a forward on busy/no answer destination, it will not change the forward unconditional destination.

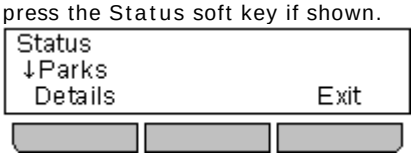
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

15.2.4 Forward On Busy (Status Menu)

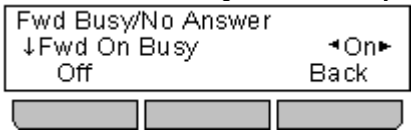
If your phone is set to forward on busy, you can clear or change the forward settings through the Status menu.

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

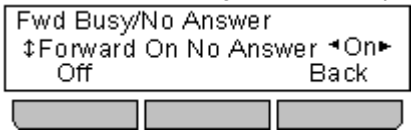


2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd OnBsy.

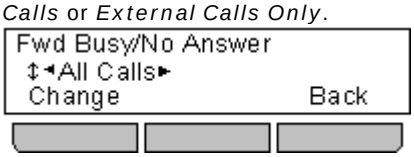
- To switch off forward on busy, press the Off soft key.
- To change the destination of the setting, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the following menu options:
    - Use the ◄ left and right ► arrow keys to switch forward on busy as on or off.



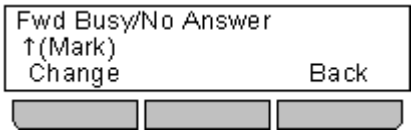
    - Use the ◄ left and right ► arrow keys to switch forward on no answer on or off.



    - Use the ◄ left and right ► arrow keys to select which calls should be forwarded. The options are *All Calls* or *External Calls Only*.



    - The forward destination is shown. Press the Change soft key to enter a new destination or clear the destination.



      - If the current destination is shown in ( ) brackets, that indicates that the forward unconditional destination is being used as no specific forward on busy/no answer destination has been set. Selecting Change will set a forward on busy/no answer destination, it will not change the forward unconditional destination.

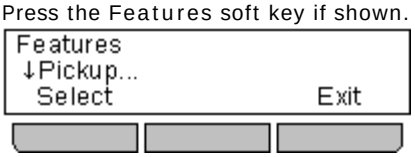
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

15.2.5 Forward On Busy/No Answer (Features Menu)

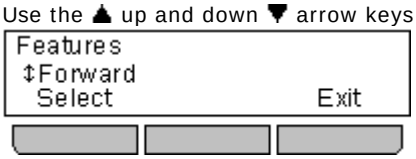
You may be able to use the Features menu to switch forward on no answer, forward on busy on or off.

1. Press the Features soft key if shown.

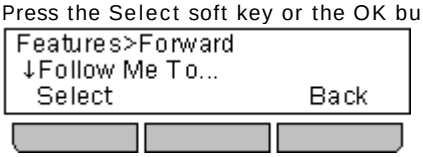


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

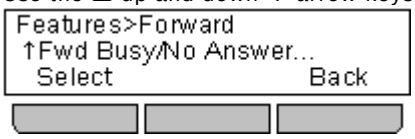
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



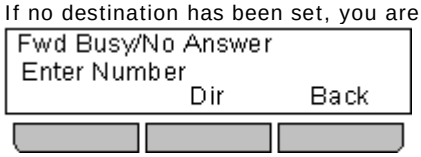
4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd Busy/No Answer.



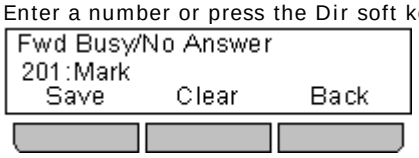
5. Press the Select soft key or the OK button or the ▶ right arrow key. The options that appear will depend in whether a valid forwarding destination has already been set:

   - No Forwarding Destination Set
     Forward on busy and forward on no answer cannot be used until either a forward unconditional or forward busy/no answer destination is set.

     - If no destination has been set, you are prompted to enter a number.



     - Enter a number or press the Dir soft key to select a number from the directory 83.

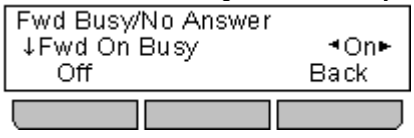


     - When a number is set, press the Save soft key.
     - The menu can now be used in the same way as if the number had already been set.

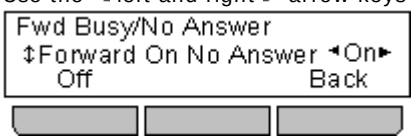
   - Forwarding Destination Set

     - Use the ▲ up and down ▼ arrow keys to scroll through the following menu options:

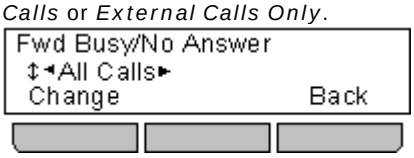
       - Use the ◀ left and right ▶ arrow keys to switch forward on busy as on or off.



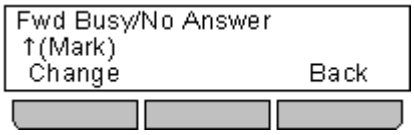
       - Use the ◀ left and right ▶ arrow keys to switch forward on no answer on or off.



- Use the ◄ left and right ► arrow keys to select which calls should be forwarded. The options are *All Calls* or *External Calls Only*.



- The forward destination is shown. Press the Change soft key to enter a new destination or clear the destination.



  - If the current destination is shown in ( ) brackets, that indicates that the forward unconditional destination is being used as no specific forward on busy/no answer destination has been set. Selecting Change will set a forward on busy/no answer destination, it will not change the forward unconditional destination.

Access Control

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

15.3 Do Not Disturb

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

Default Short Codes

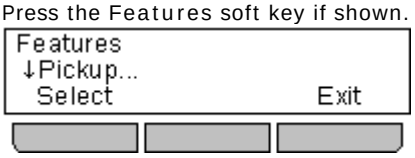
Short codes are numbers that you can dial to enable and disable various features. The following are default short codes that may be available. Your system administrator will confirm any additional short codes that they may have configured for your use.

- 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.

15.3.1 DND On/Off (Features Menu)

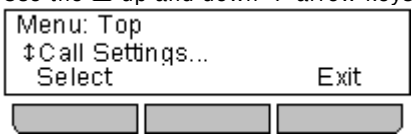
You can use the Features menu to switch do not disturb on or off. Enabling DND will not affect any calls already being presented to your phone. Hunt group calls will also still be presented if you are the only available member of the group.

1. Press the Features soft key if shown.

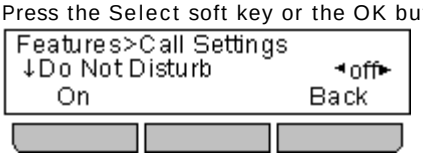


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

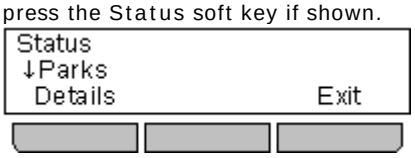


4. Use the ◀ left and right ▶ arrow keys to change the setting or use the indicated soft key.

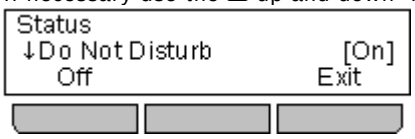
15.3.2 DND Off (Status Menu)

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 scroll the menu to Do Not Disturb.

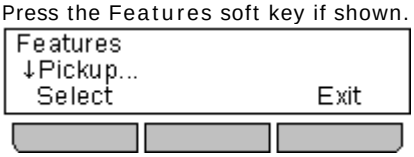


   - To clear the do not disturb setting, press the Off soft key.

15.3.3 Do Not Disturb Exceptions

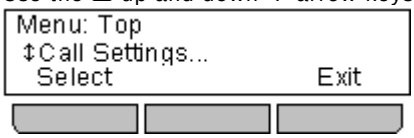
These numbers are used to indicate callers who you want to be allowed to call you as normal even when you have do not disturb on. This does not include group calls which are not presented when you are in do not disturb.

1. Press the Features soft key if shown.

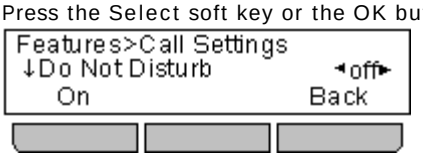


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

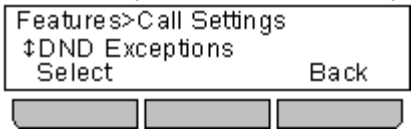
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

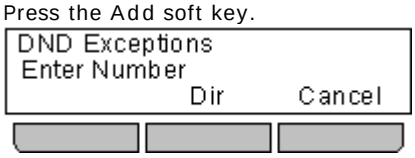


4. Use the ▲ up and down ▼ arrow keys to scroll the menu to DND Exceptions.

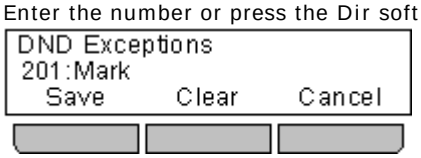


5. Press the Select soft key or the OK button or the ▶ right arrow key.
6. The menu will depend on whether any numbers are already set or not.
   - No Numbers Set

     - Press the Add soft key.



     - Enter the number or press the Dir soft key to select a number from the directory 83.



     - When the number has been entered, press the Save soft key.

   - Numbers Set

     - Use the ▲ up and down ▼ arrow keys to scroll through the list of numbers. Numbers that contain an N or X are using wildcards for a range of numbers. These are entered by the system administrator.
     - Use the Add soft key to add a new number in the same way as if no numbers had been entered.
     - use the Delete soft key to delete the number shown.

15.4 Twinning

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

There are two methods of twinning supported, internal twinning 238 and mobile twinning 238.

Internal Twinning

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

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

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

If both your twinned phones are 1408, 1416, 1608 or 1616 phones, the call logs and directory contacts on each will be yours.

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

Mobile Twinning

Mobile twinning is twinning 239 where your calls ring at both your phone and at another number which can include an external number. If you have been configured as a mobile twinning user, you can switch use of mobile twinning on or off through the phone's menus and also change the number to which you are twinned.

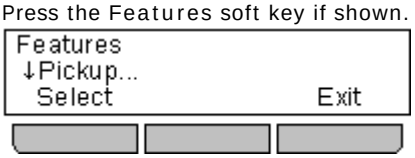
Using the phone menus you can switch use of mobile twinning on/off and change the destination number for twinned calls.

15.4.1 Mobile Twinning Control

1408 1416 1608 1616

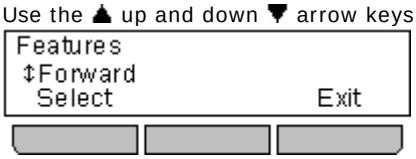
This menu option is only available is you have been configured by the system administrator to be able to use mobile twinning.

1. Press the Features soft key if shown.

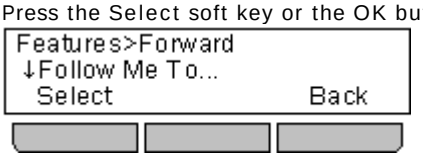


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

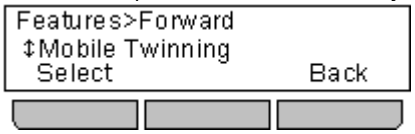
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



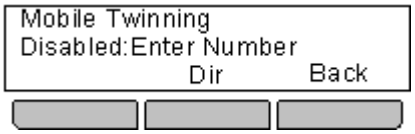
3. Press the Select soft key or the OK button or the ▶ right arrow key.



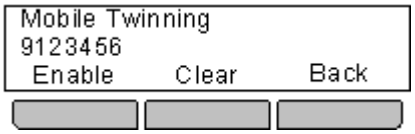
4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Mobile Twinning.



5. Press the Select soft key or the OK button or the ▶ right arrow key.
6. If no twinning number has been set, the menu will prompt you to enter a number.



7. 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 16.
Groups

16. 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 call.

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

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

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 139
  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 141
  Each hunt group can 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.
- Change the Hunt Group Fallback Destination 141
  These menus allow you to change the alternate groups used for the groups 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. The following are default short codes that may be available. Your system administrator will confirm any additional short codes that they may have configured for your use.

- 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*).

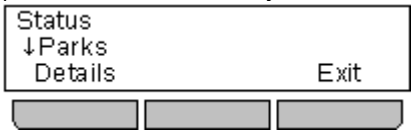
16.1 Group Membership

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

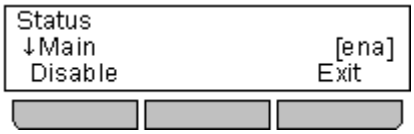
16.1.1 Group Membership On/Off (Status Menu)

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

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



2. Use the ▲ up and down ▼ arrow keys to scroll the menu to the hunt group name and your current membership status.



3. Press the Enable or Disable soft key to change the status of your membership of that group.

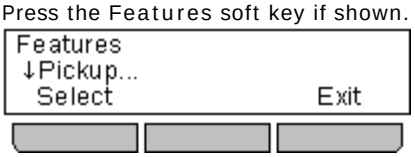
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

16.1.2 Group Membership On/Off (Features Menu)

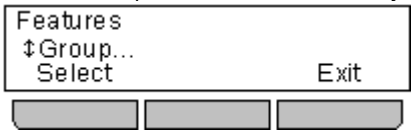
You may be able to enable or disable your group membership for some of the groups to which you belong.

1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Group.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

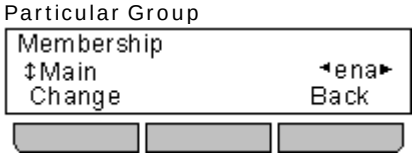
4. Press the Select soft key or the OK button or the ▶ right arrow key.

5. 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

     - Disable
       Disable your membership of all groups.
     - Enable
       Enable your membership of all groups.

   - Particular Group



     - Change
       Change your membership of the currently selected group.
     - Done
       Exit the menus.

Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

16.2 Group Service Status and Fallback

- Group Service Status
  A hunt group can be in one of the following service modes:
  - InServ = In Service
    The groups operates a normal, distributing calls to available members of the group.
  - Night = Night Service
    The group is in night service mode. Calls are redirected to its night service fallback group if set 145, 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.
  - OOS = Out of Service
    The group is out of service. Calls are redirected to it out of service fallback group if set 145, 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
  An O is shown on your phone's display when any of the groups of which you are enabled as a member is set to night service mode. In that mode calls to that group are diverted to its fallback if set or otherwise to voicemail if available.

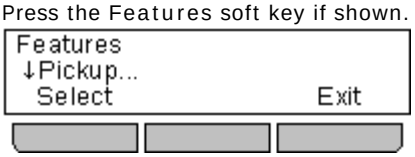
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

16.2.1 Changing the Group Service Status (Features Menu)

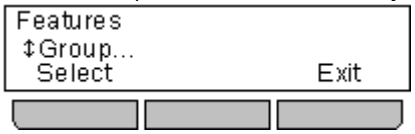
Using the Features menu you may be able to change the service status of some groups to which you belong.

1. Press the Features soft key if shown.



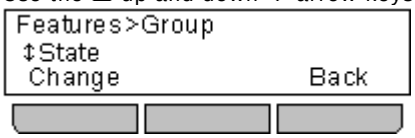
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Group.

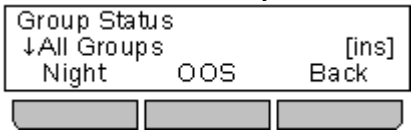


3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the menu to State.

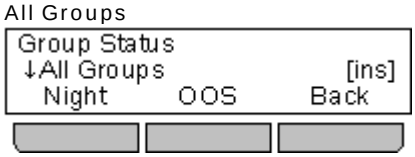


5. Press the Select soft key or the OK button or the ▶ right arrow key.

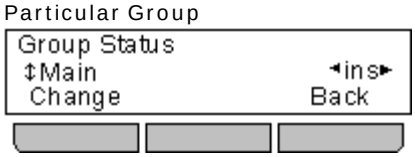


6. Use the ▲ up and down ▼ arrow keys to scroll through the list of hunt groups you can configure. Use All Groups for all the groups you can configure. The soft keys available will vary depending on whether a particular or all groups is selected and the current state of the selection.

   - All Groups



   - InServ = In Service
     The groups operates a normal, distributing calls to available members of the group.
   - Night = Night Service
     The group is in night service mode. Calls are redirected to its night service fallback group if set 145, 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.
   - OOS = Out of Service
     The group is out of service. Calls are redirected to it out of service fallback group if set 145, otherwise to voicemail if available.
   - Particular Group



     - Change
       Change the status of the selected group.
     - Done
       Exit the menus.

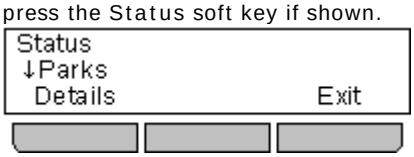
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

16.2.2 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 scroll the menu to the hunt group name and your current membership status.

3. Select the required state using the soft keys:

   - InServ = In Service
     The groups operates a normal, distributing calls to available members of the group.
   - Night = Night Service
     The group is in night service mode. Calls are redirected to its night service fallback group if set 145, 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.
   - OOS = Out of Service
     The group is out of service. Calls are redirected to it out of service fallback group if set 145, otherwise to voicemail if available.

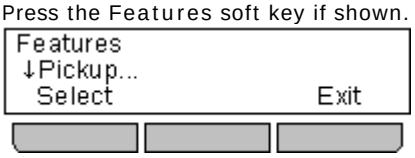
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

16.2.3 Changing the Group Fallback

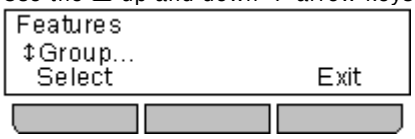
You may be able to use the Features menu to change the fallback group destination for some of the hunt groups of which you are a member.

1. Press the Features soft key if shown.

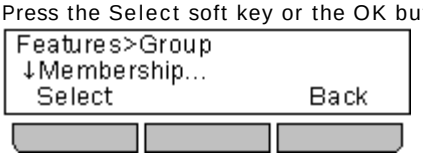


   - To access the menu during a call, press the ▶ right arrow key or press the PHONE key and then press the Features soft key.

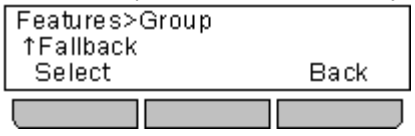
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Group.



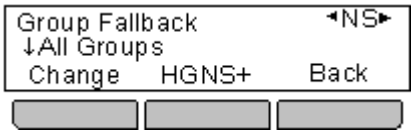
3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fallback.

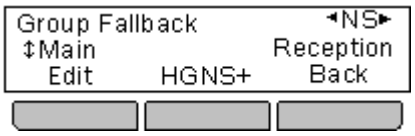


5. Press the Select soft key or the OK button or the ▶ right arrow key.

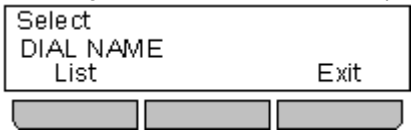


   - Use the ▲ up and down ▼ arrow keys to scroll through the list of hunt groups you can configure. Use All Groups for all the groups you can configure.
   - Use the ◀ left and right ▶ arrow keys to switch between altering night service (*NS*) or out of service (*OOS*) settings.
   - The soft keys HGNS+, HGNS-, HGOS+ and HGOS- can be used to change the current status of the group. These options are not shown if the system administrator has not enabled you to change the group's service status.

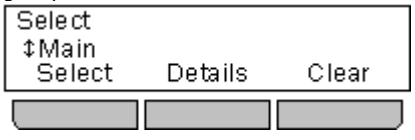
6. When viewing a particular group, if it already has a fallback destination set the name of that group is shown on the right.



7. To change the fallback destination, press the Change soft key.



8. Either dial the name of the hunt group or press the List soft key for all groups. The display will list all the matching groups.



   - Use the ▲ up and down ▼ arrow keys to scroll through the list of hunt groups.
   - Select
     Select the currently displayed hunt group as the fallback destination.

- Details
  Display the details of the hunt group name and number.
- Clear
  Return to entering the group name.

Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

Chapter 17.
Button Features

17. Button Features

Those buttons not configured by the system administrators as appearance buttons can be used for other special features.

The button feature can be accessed by pressing the appropriate button. However they can also be accessed through the Button Features section of the Features menu (press the Features soft key and selecting Button Features). The ▲ up and down ▼ arrow keys can then be used to scroll through the programmed buttons. The associated button will briefly flash its red lamp.

The action of each button is normally set by the system administrator. However you can also use the self-administer menu 149 to select and assign actions to the buttons.

Button Actions

There are a wide range of actions 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 149 menu. Functions that can only be assigned by your system administrator will be explained by the system administrator.

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 lamps will depend on the action associated with the button.

Using a Feature Button

1. Either:
   - Press the button.

   or
   - Press the left ◄ arrow key until the Button Features menu is displayed.
     - Press the ▲ up and down ▼ arrow keys to locate the action.
     - Press the Select soft key.
2. Depending of the button's action, the display may prompt you to enter information for the action to use. If you have a current call connected and the button feature invokes a new call, the existing call is put on hold.

17.1 Self-Administer

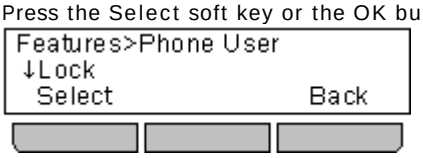
This process is used to select and apply a function to a feature key. It can be used to replace or delete existing functions.

1. Press the Features soft key if shown.

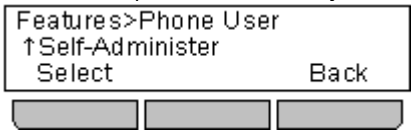
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

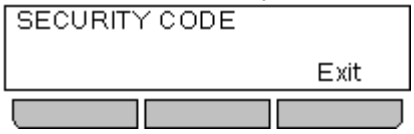
3. Press the Select soft key or the OK button or the ▶ right arrow key.



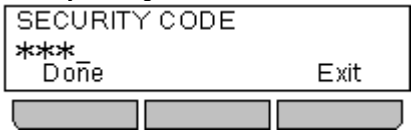
4. Use the ▲ up and down ▼ keys to scroll the display to the option Self-Administer.



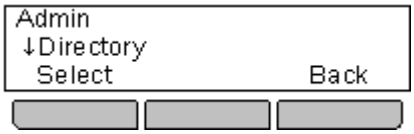
5. Press the Select soft key or the OK button or the ▶ right arrow key.



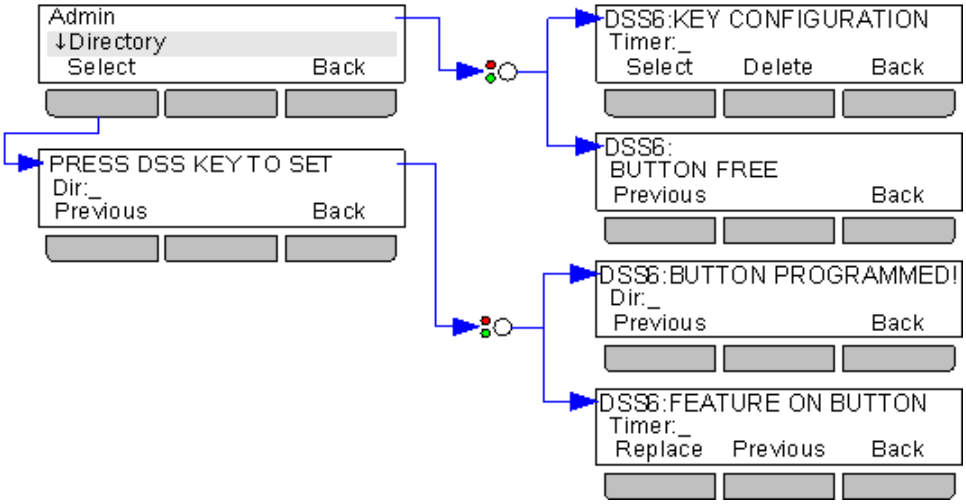
6. Enter your login code.



7. Press the Done soft key.



8. The menu and ○ buttons can now be used in combination to select and apply functions to buttons.



17.1.1 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 pre-program the button with a particular international dialing code.

17.1.2 Abbreviated Dial Program

This function is not supported on 1600 Series phones.

17.1.3 Account Code Entry

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

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

If the button is setup without an account code, pressing the button will display the enter account code 64 menu.

17.1.4 AD Suppress

This action can be used to suppress the display of numbers that you dial. When the action is enabled, any numbers that you dial are displayed as s characters.

When on, the button's green lamp is lit. Pressing the button again toggles the action on or off.

17.1.5 Automatic Callback

A button with this action can be used to set a callback on a user who does not answer. After ring 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 green lamp is lit. Pressing the button again cancels the callback.

17.1.6 Breakout

This action is useable within a Small Community Network 239 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 if you are able to hot desk to other IP Office systems within the network. While logged in on a remote system, it will allow you to dial out from your home system as if still working there.

17.1.7 Call Forwarding All

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

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

If setup 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 green lamp is lit when forwarding is enabled. The button can be pressed again to switch forward unconditional off.

17.1.8 Call Park

Button setup with this action can be used to park and unpark calls. The button can be setup 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 and indicate when a call is parked in that park slot. See the table below.
- 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.
  - 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 57.

Status	Button
- Calls Parked by Extension	Green flash.
- Call Parked by Other Extension	Red flash.
- No Parked Calls	Off.

17.1.9 Call Park to Other Ext

A button setup 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 setup with a target user number or left blank for number entry when the button is pressed.

The button can be pressed again to unpark the call.

Status	Button
- Parked Call	Green flash.
- No Parked Call	Off.

17.1.10 Call Pickup

Answer a call currently ringing on the telephone system.

17.1.11 Directed 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.

17.1.12 Directory

A button configured with this action will display your contacts directory when pressed.

17.1.13 Drop

This action is not supported on your phone as it emulates the DROP key on the phone.

17.1.14 Flash Hook

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

17.1.15 Group 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 with no number, pressing the button will display a menu for number entry before making the page call.

17.1.16 Headset Toggle

This action is not supported on your phone as it emulates the HEADSET key on the phone.

17.1.17 Internal Auto Answer

A button configured with this action can be used to switch internal auto-answer on or off.

Status	16XX/44XX/64XX
- On	Green on.
- Off	Off.

17.1.18 Ringer Off

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

Status	16XX/44XX/64XX
- On	Green on.
- Off	Off.

17.1.19 Self-Administer

A button configured for this action can be used to access the self-administer 149 menu.

17.1.20 Send All Calls

A button configured with this action can be used to switch do not disturb on or off.

Status	16XX/44XX/64XX
- On	Green on.
- Off	Off.

17.1.21 Set 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.

Status	16XX/44XX/64XX
- On	Green on.
- Off	Off.

17.1.22 Time of Day

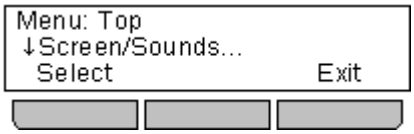
This action is not supported on your phone as it displays the time and date by default.

17.1.23 Timer

This action is not supported on your phone as it displays the call timer by default.

Chapter 18.
Phone Settings

18. Phone Settings



Pressing the [A] 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.

The Phone A-Menu diagram 226 shows a summary of the menu options.

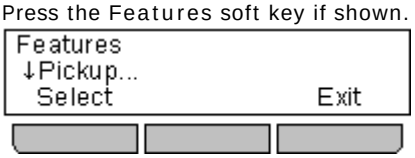
General	Display Controls
• Mobile Twinning 157 • Withhold Number 158 • Redial Mode 159 • Backup/Restore 184 • En-Bloc Dialing 160 • Auto Lock 162	• Brightness 170 • Contrast 171 • Call Timer Display 172 • Language 174 • Display Name 175 • A-Menu Auto Exit 176 • Exit Menu Timer (Auto Return) 178
Sounds	**Ringer Controls**
• Button Clicks 180 • Error Tones 180 • Ringer Volume 181 • Handset Volume 181 • Headset Volume 181 • Speaker Volume 181 • Automatic Gain Control 182 • Default Audio Path 183	• Disabling the Ringer 164 • Visual Alerting 165 • Audible Alerting 166 • Coverage Ring 167 • Ring Sound 168 • Ringer Volume 169 • Internal Auto Answer 169

18.1 Mobile Twinning

1408 1416 1608 1616

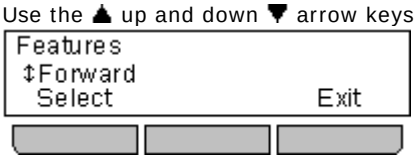
This menu option is only available is you have been configured by the system administrator to be able to use mobile twinning.

1. Press the Features soft key if shown.

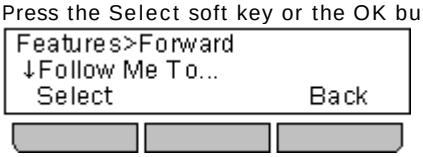


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

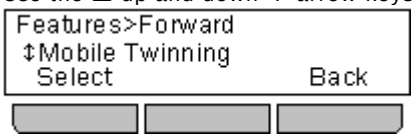
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Forward.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

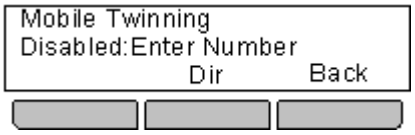


4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Mobile Twinning.

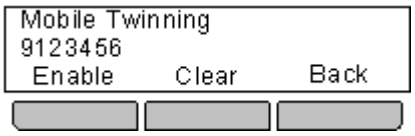


5. Press the Select soft key or the OK button or the ▶ right arrow key.

6. If no twinning number has been set, the menu will prompt you to enter a number.



7. 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.

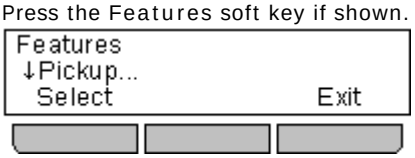


18.2 Withhold Number

1408 1416 1608 1616

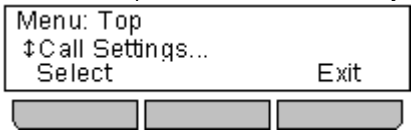
You can select to withhold your number on external calls. Note that this option may not be supported in all situations. It may depend on the configuration of your phone system and options supported by your telephone line provider.

1. Press the Features soft key if shown.

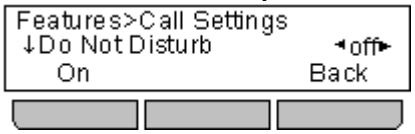


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

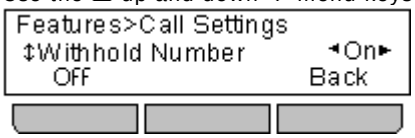
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ menu keys to scroll the menu to Withhold Number.



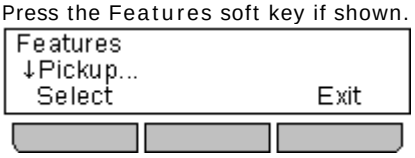
5. Use the ◀ left or right ▶ arrow keys to change the current setting or press the indicated soft key.

18.3 Redial Mode

1408 1416 1608 1616

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

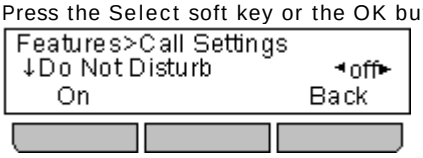
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Redial Action.

5. The current mode, *List* or *One* is displayed.

   - *List*
     If this mode is selected, pressing the Redial will display a menu of the 10 most recent outgoing calls in your call log. You can select the call that you want to redial and perform a number of other functions.

   - *One*
     If this mode is selecting, pressing Redial will immediately repeat the most recent outgoing call in your call log. None of the other redial function will be accessible.

6. Use either the Change soft key or the ◀ left or right ▶ arrow keys to change the mode.

7. When the required mode is displayed, press the Done soft key.

18.4 En-Bloc Dialing

1408 1416 1608 1616

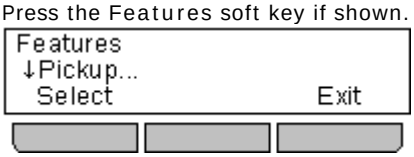
By default, when you start dialing a number on your phone, the phone immediately connects to the telephone system and starts passing the digits you dial to the phone system. You cannot correct the digits you have already dialed except by ending the call and starting again. Also if you pause dialing for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

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 are using a phone that supports en-bloc dialing.

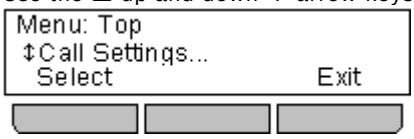
You can enable or disable your en-bloc dialing setting through the phone's Features menu.

1. Press the Features soft key if shown.

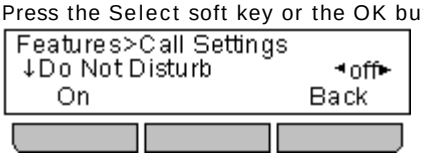


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

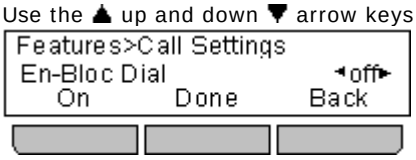
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option En-Bloc Dial.



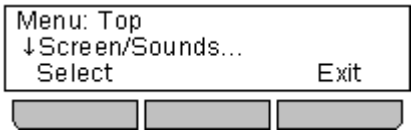
5. Use the ◀ left and right ▶ arrow keys to change the setting or use the indicated soft key.

18.5 Erase Options

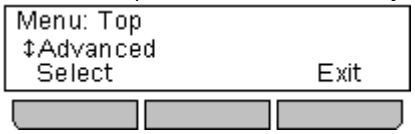
1408 1416

The A-menu accessed by pressing the A key can be used to set a number of phone options specific to the phone. You can use the Erase menu to reset those options back to their defaults. This option is not available on the 1608 and 1616 phones.

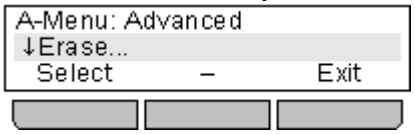
1. Press the A MENU button.



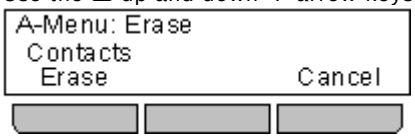
2. Use the ▲ up and down ▼ arrow keys to locate the option Advanced....



3. Press the Select soft key.



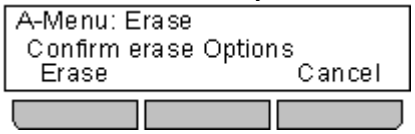
4. Use the ▲ up and down ▼ arrow keys to locate the option Erase. Press the Select soft key.



5. Use the ▲ up and down ▼ arrow keys to select which settings you want to erase.

   - Contacts
     This options is not used as the contacts are stored by the telephone system.
   - Call Log
     This option is not used as your call log is stored by the telephone system.
   - Options
     This option is used to reset other settings set through the phone's A-menu.
   - Language
     This option is not used as your language selection is stored by the telephone system.
   - All
     Will only be applied to your A-menu options.

6. Press the Erase soft key.



7. When completed, press the Done soft key.

8. Press the Exit soft key to exit the menus.

18.6 Auto Lock

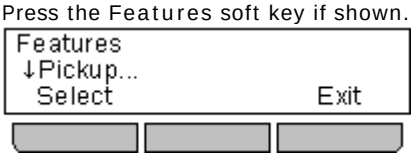
1408 1416 1608 1616

Rather than logging out, you can lock your phone. You can either lock your phone manually 112 using the steps below or have it automatically locked after a period of phone inactivity.

When your phone is locked:

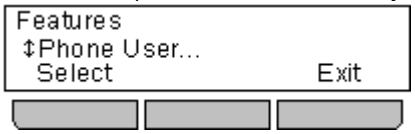
- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone 114 requires your login code if you have configured a login code 115.

1. Press the Features soft key if shown.

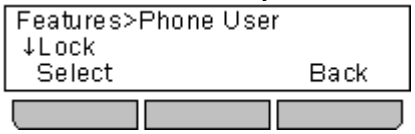


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

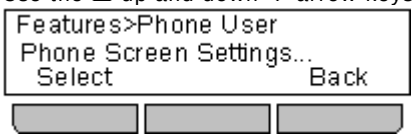
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



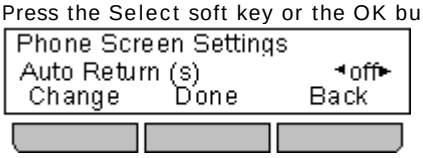
3. Press the Select soft key or the OK button or the ▶ right arrow key.



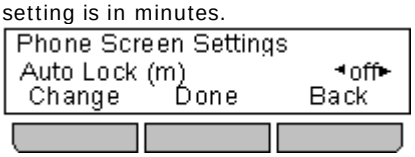
4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone Screen Settings.



5. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Auto Lock. The (m) indicates that the setting is in minutes.



5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow keys.

   - Off
     Do not use the inactivity timer.
   - 1 / 5 / 30 / 60
     Lock the phone after the indicated number of minutes.

6. Press the Done soft key.

18.7 Ringer Controls

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

- Switch the Ringer On/Off 164
- Flash the message lamp for calls (Visual Alerting) 165
- Audible Alerting On/Off 166
- Coverage Ring 167
- Ring Sound 168
- Ring Volume 169
- Internal Auto Answer 169

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 167. The options are normal ringing, an abbreviated ring (a non-repeated single ring) or 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) or 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.

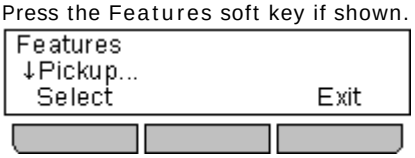
The system administrator can also adjust the when ringing is used for each specific appearance button. The ringing can be immediate, delayed for a set time or off.

18.7.1 Disabling the Ringer

1408 1416 1608 1616

This option can be used to turn off the ringer for all calls. If set to no ring, this disables both the phones audible alerting 166 and visual alerting 165 settings.

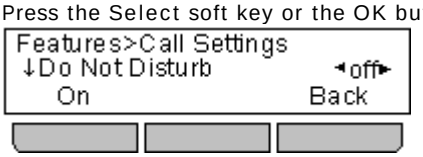
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Disable Ringer.

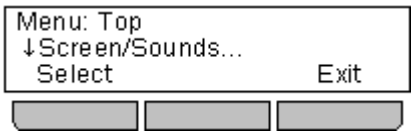
5. Press the Change soft key to change the setting. Selecting On will turn the ringer off.

18.7.2 Visual Alerting

1408 1416 1608 1616

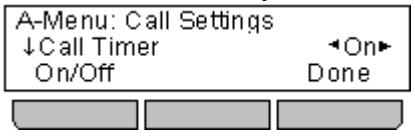
The message waiting lamp at the top-right corner of the phone can also be used to indicate when you have a call alerting your phone. The lamp is flashed to indicate a call waiting to be answered.

1. Press the A MENU button.

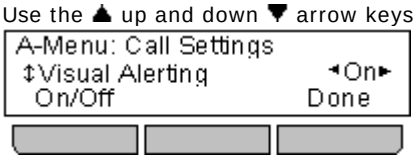


2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....

3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Visual Alerting.



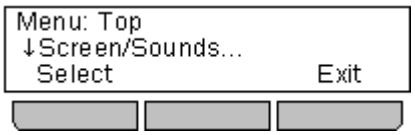
5. Use the ◄ left and right ► arrow keys or press the On/Off soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

18.7.3 Audible Alerting

1408 1416

The phone's audible ringer can be switched off. Unlike disabling the ringer 164, this only affect the ring and does not affect the visual alerting 165.

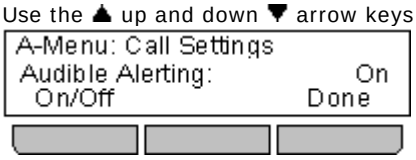
1. Press the A MENU button.



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 Audible Alerting.



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.

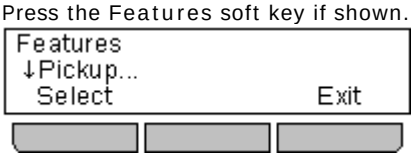
18.7.4 Coverage Ring

1408 1416 1608 1616

If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 167 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 your coverage ring and the system administrator set attention ring settings is used.

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

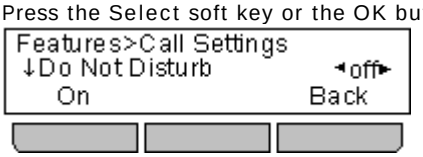
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.

3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the menu to Coverage Ring.

5. Press the Change soft key to change the setting.

   - Ring
     Use normal ringing.
   - Abbr
     Use a single non-repeated ring (abbreviated ring).
   - Off
     No ring.

18.7.5 Ring Sound

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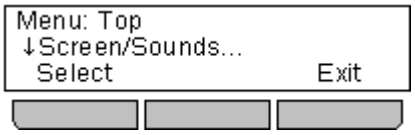
Calls are presented with a number of different ring patterns.

- 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 167. The options are normal ringing, an abbreviated ring (a non-repeated single ring) or 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) or 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.

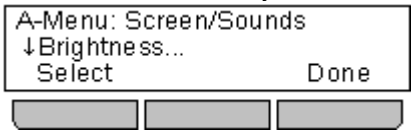
The system administrator can also adjust the when ringing is used for each specific appearance button. The ringing can be immediate, delayed for a set time or off.

You can adjust the sound of the ring used by the phone.

1. Press the A MENU button.



2. Press the Select soft key.



3. Use the ▲ up and down ▼ arrow keys to locate the option Personalized Ringing. Press the Select soft key.

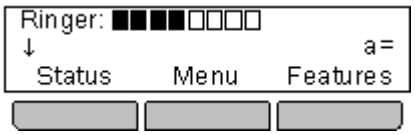
   - Use the ▲ up and down ▼ arrow keys to scroll through the different available ring patterns.
   - Press the Play soft key to repeat the currently display ring pattern.
   - To make the currently displayed ring pattern the selected ring pattern for the phone press the Save soft key.
   - To leave the menu without making any changes press the Cancel soft key.
4. When completed, press the Done soft key.
5. Press the Exit soft key to exit the menus.

18.7.6 Ringer Volume

1408 1416 1608 1616

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 will return to normal after a few seconds.

18.7.7 Internal Auto Answer

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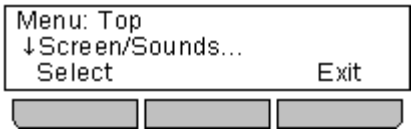
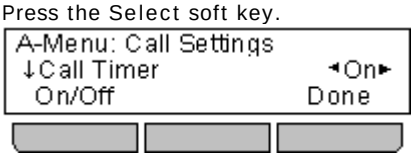
You can select to have internal calls automatically connected if you are not already on a call. The call will be connected, after the phone gives a brief tone, using either the phone's speaker or the headset as set by the phone's audio path setting 183.

1. Press the [A] MENU button.

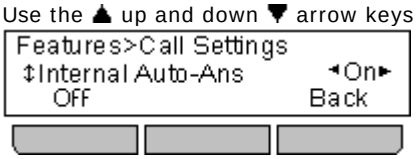


2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....

3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Internal Auto-Answer.



5. Press the Change soft key to change the setting.

This function can be assigned to a feature button 148 configured with the Internal Auto Answer 152 action. The button lamp will indicate when internal auto answer is on.

18.8 Display Controls

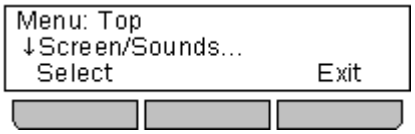
This section covers controls for adjusting the phones display and the information shown on the display.

- Display Brightness 170
  Adjust the brightness of the display.
- Display Contrast 171
  Adjust the contrast of the display.
- Call Timer 172
  Adjust whether the ring/call time is displayed for calls on appearance buttons.
- Display Language 174
  Select the language used for the phones menus.
- Display Name 175
  Change the information displayed by the phone when it is not in use.
- A-Menu Auto Exit 176
  Automatically exit the A-menu screens when a new call alerts your phone.
- Show Waiting Calls 177
  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) 178
  Return to the normal call display after a period of inactivity in a menu.

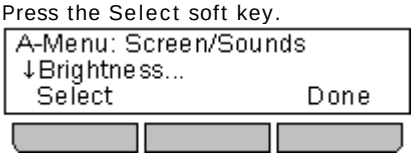
18.8.1 Display Brightness

1408 1416 1608 1616

1. Press the A MENU button.



2. Press the Select soft key.



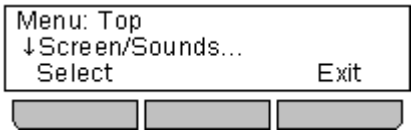
3. Press the Select soft key.

4. Use the ◀ up and down ▶ arrow keys to adjust the brightness as required.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.

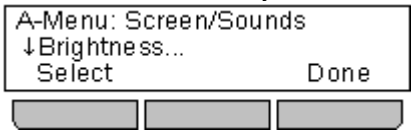
18.8.2 Display Contrast

1408 1416 1608 1616

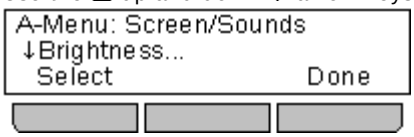
1. Press the A MENU button.



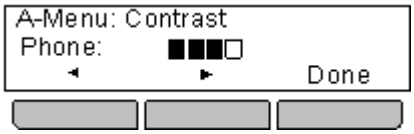
2. Press the Select soft key.



3. Use the ▲ up and down ▼ arrow keys to locate the option Contrast.



4. Press the Select soft key.

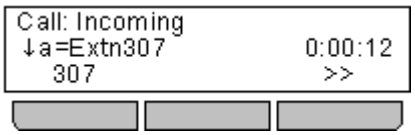


5. Use the ◄ left and right ► arrow keys to adjust the brightness as required.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

18.8.3 Call Timer Display

1608 1616

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.

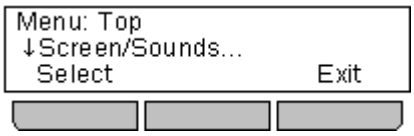


You can turn the timer display on or off. Turning it off provides more space for other call details on the display. The method to turn this on or off differs between 1600 Series phones and 1400 Series phones.

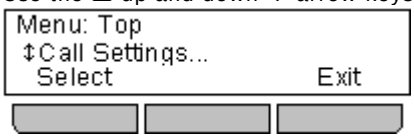
1608 or 1616 Phone

1608 1616

1. Press the A MENU button.



2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....



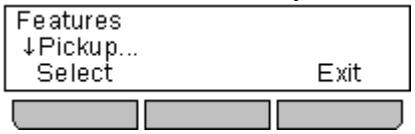
3. Press the Select soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option Call Timer.

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.

1408 or 1416 Phone

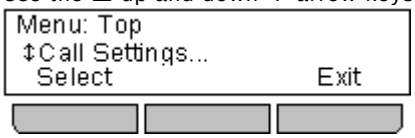
1408 1416

1. Press the Features soft key if shown.

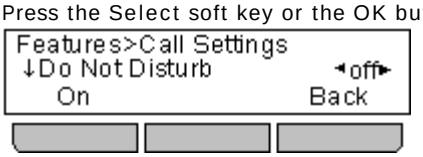


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

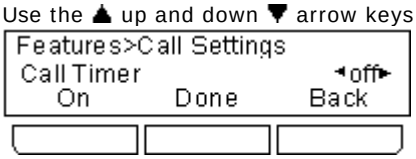
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Settings.



3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Call Timer.



5. Use the ◀ left and right ▶ arrow keys to change the setting or use the indicated soft key.

18.8.4 Display Language

1408 1416 1608 1616

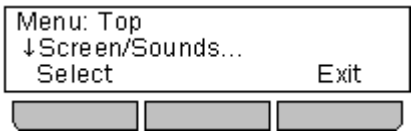
The system administrator can configure which languages are available for use by the phone for its own menus. Up to 5 languages can be made available.

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

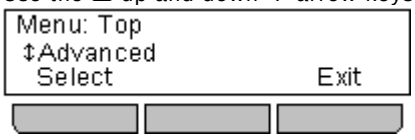
Note that many of the messages displayed on the phone use text sent from the telephone system. They will use the default language of the telephone system unless the system administrator has set you to use a specific language supported by the phone system.

Phone Languages	Telephone System Languages	
• Dutch • English • French • French (Canadian) • German • Italian • Portuguese (Brazilian) • Russian • Spanish (Castilian) • Spanish (Latin American)	• Danish • Dutch • English (UK) • English (US) • Finnish • French • French (Canadian) • German	• Italian • Norwegian • Portuguese • Portuguese (Brazilian) • Russian • Spanish (Castilian) • Spanish (Latin American) • Swedish

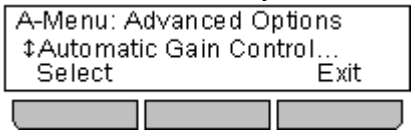
1. Press the A MENU button.



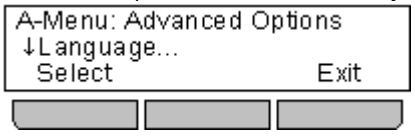
2. Use the ▲ up and down ▼ arrow keys to locate the option Advanced.



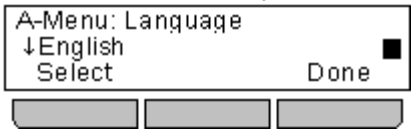
3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Language.



5. Press the Select soft key.

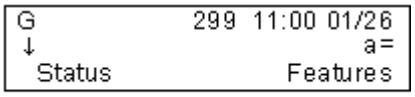


6. Use the ▲ up and down ▼ arrow keys scroll through the different languages available.
7. To select the language currently displayed, press the Select soft key or OK.
8. When completed, press the Done soft key.
9. Press the Exit soft key to exit the menus.

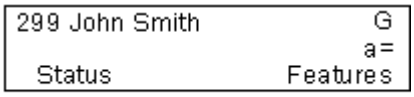
18.8.5 Display Name

1408 1416 1608 1616

You can select what information is displayed on the top line of the phone display when the phone is idle.

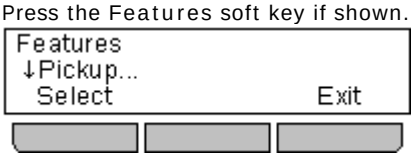


Normal idle phone display showing extension number, time and date.



Optional idle phone display showing extension number and name.

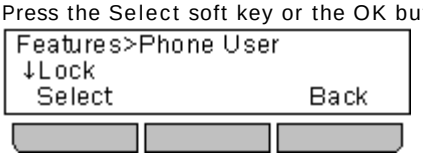
1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

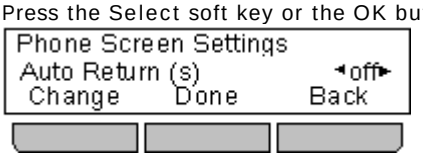
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

3. Press the Select soft key or the OK button or the ▶ right arrow key.

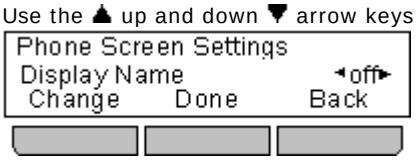


4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone Screen Settings.

5. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Display Name.



5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow keys.

   - Off
     Display your extension number and the date and time on the phone when it is idle.
   - On
     Display your extension number and name on the phone when it is idle.

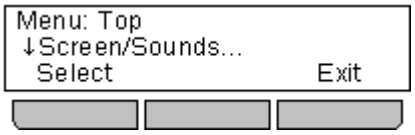
6. Press the Done soft key.

18.8.6 A-Menu Auto Exit

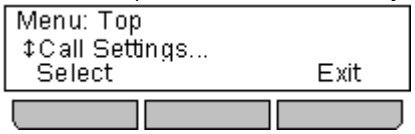
1408 1416

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

1. Press the [A] MENU button.

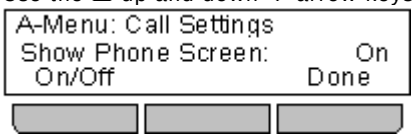


2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....



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.

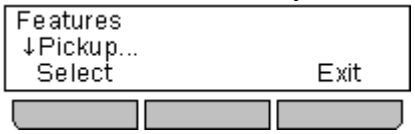
18.8.7 Show Call Waiting

1408 1416 1608 1616

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.

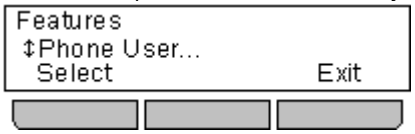
Using the Show Call Waiting option, you can select to have the current call display automatically toggle between details of the current call and the waiting call display.

1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

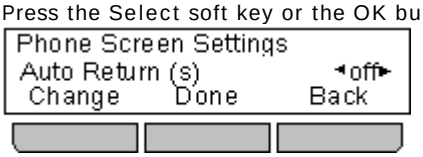
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone Screen Settings.

5. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Show Waiting Call.
5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow keys.
   - 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 Done soft key.

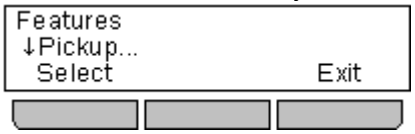
18.8.8 Inactivity Timer (Auto Return)

1408 1416 1608 1616

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

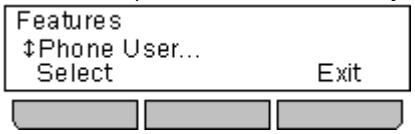
Note that the timer is not applied to all menus. For example it is not applied to the A-menu and to the visual voice menu. It is also not applied to the System Admin section of the Features menus.

1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

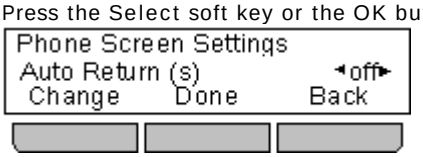
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone Screen Settings.

5. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Auto Return (s).
5. Press the Change soft key to change the setting or use the ◀ left or right ▶ arrow keys.
   - Off
     Do not use the inactivity timer.
   - 30 / 60
     Apply the inactivity timer after the selected number of seconds.
6. Press the Done soft key.

18.9 Volume and Sound

This section covers controls that relate to the various sounds that your phone uses and to the volume. These are in addition to the ringer controls 163 available.

- Button Click 180
  Turn the phone menu key click on or off.
- Error Tones 180
  Turn the phone menu error tones on or off.
- Ringer Volume 181
  Adjust the volume of the ringer used by the phone.
- Handset Volume 181
  Adjust the incoming call volume heard through the phone's handset.
- Headset Volume 181
  Adjust the incoming call volume heard through a headset attached to the phone.
- Speaker Volume 181
  Adjust the incoming call volume heard through the phone's speaker.
- Automatic Gain Control 182
  Switch automatic gain control on or off.

Note

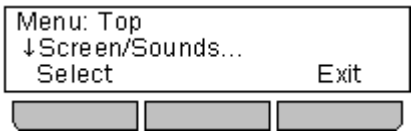
The system administrator can set your phone to reset its volume after each call.

18.9.1 Button Clicks

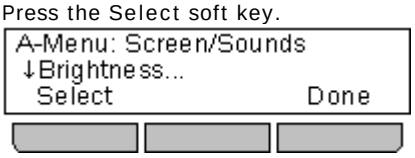
1408 1416 1608 1616

While using the phone menus, the phone can provide a key press confirmation click sound. This can be turned off if it is annoying.

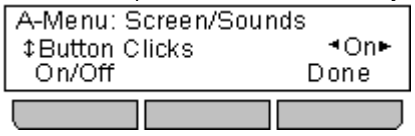
1. Press the A MENU button.



2. Press the Select soft key.



3. Use the ▲ up and down ▼ arrow keys to locate the option Button Clicks.

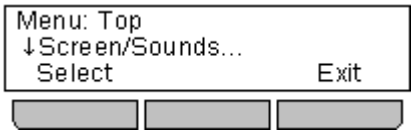


4. Use the ◄ left and right ► arrow keys or press the On / Off soft key to change the setting.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.

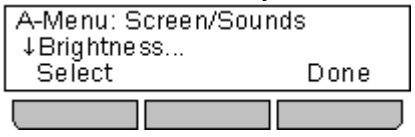
18.9.2 Error Tones

1408 1416 1608 1616

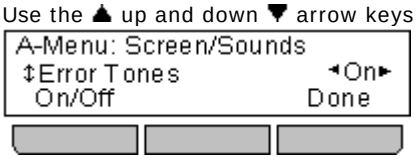
1. Press the A MENU button.



2. Press the Select soft key.



3. Use the ▲ up and down ▼ arrow keys to locate the option Error Tone.



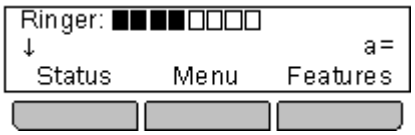
4. Use the ◄ left and right ► arrow keys or press the On / Off soft key to change the setting.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.

18.9.3 Ringer Volume

1408 1416 1608 1616

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.



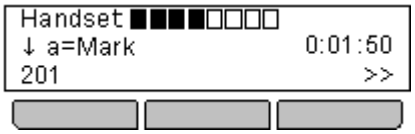
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

18.9.4 Handset Volume

1408 1416 1608 1616

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.



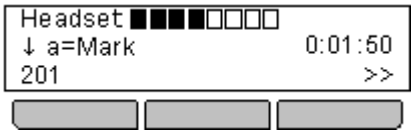
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

18.9.5 Headset Volume

1408 1416 1608 1616

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.



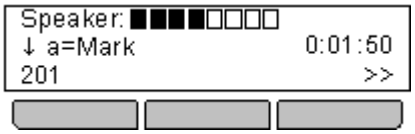
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

18.9.6 Speaker Volume

1408 1416 1608 1616

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

1. With the call connected on the speaker, press the − ▬ + key.



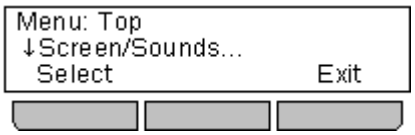
2. Use the + plus and – minus keys to adjust the volume.
3. The display will return to normal after a few seconds.

18.9.7 Automatic Gain Control

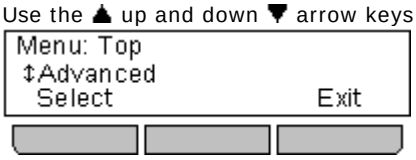
1408 1416 1608 1616

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.

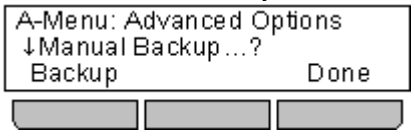
1. Press the A MENU button.



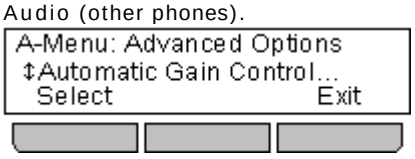
2. Use the ▲ up and down ▼ arrow keys to locate the option Advanced.



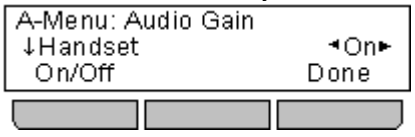
3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Automatic Gain Control (1608 and 1616 phones) or Audio (other phones).



5. Press the Select soft key.



   - Use the ▲ up and down ▼ arrow keys to switch between the *Handset*, *Headset* or *Speaker* settings for automatic gain control.
   - To change a setting, use the ◄ left and right ► arrow keys or press the On/Off soft key.

6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

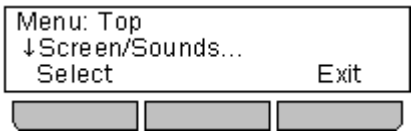
18.9.8 Default Handsfree Audio Path

1408 1416 1608 1616

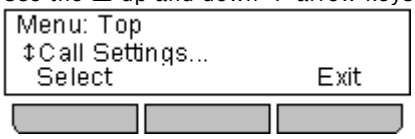
By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

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

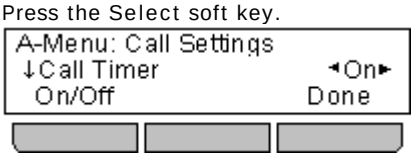
1. Press the A MENU button.



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 Audio Path.

5. Use the ◄ left and right ► arrow keys or press the Change soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.

18.10 Backup/Restore

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

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

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

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

- Manually Backup Phone Settings 184
- Manually Restore Phone Settings 185

The following settings are included in the backup/restore operation:

- Handset Automatic Gain Control setting 182
- Headset Automatic Gain Control setting 182
- Speaker Automatic Gain Control setting 182
- Default Audio Path 183
- Button Clicks 180
- Error Tones 180
- Personalized Ringing 168
- Redial Mode 159
- Display Call Timer 172
- Visual Alerting 165
- Display Language 174

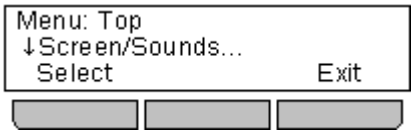
18.10.1 Backup

1608 1616

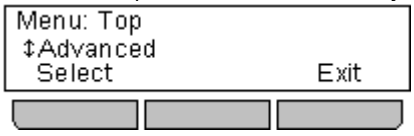
If backup/restore has been setup by your system administrator, it is used automatically when you login or log out from the phone.

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

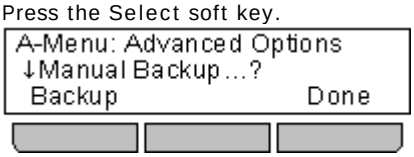
1. Press the A MENU button.



2. Use the ▲ up and down ▼ arrow keys to locate the option Advanced.



3. Press the Select soft key.



4. Press the Backup soft key.

Access Control

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

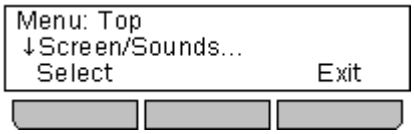
18.10.2 Restore

1608 1616

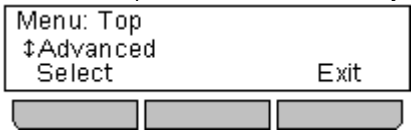
If backup/restore has been setup by your system administrator, it is used automatically when you login or log out from the phone.

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

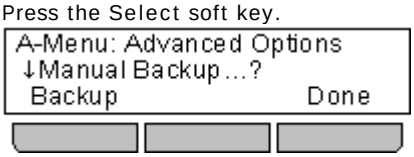
1. Press the A MENU button.



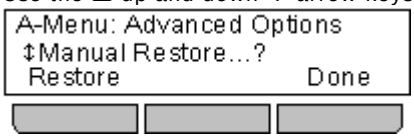
2. Use the ▲ up and down ▼ arrow keys to locate the option Advanced.



3. Press the Select soft key.



4. Use the ▲ up and down ▼ arrow keys to locate the option Manual Restore.



5. Press the Restore soft key.

Access Control

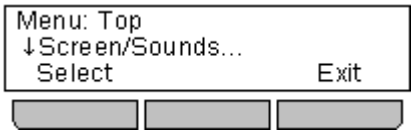
This option is only available if your system administrator has configured backup/restore operation.

18.11 Viewing Information

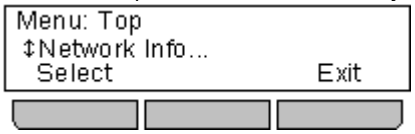
1608 1616

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

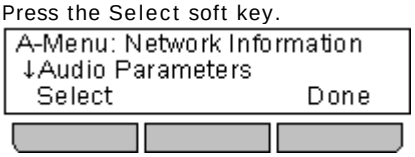
1. Press the A MENU button.



2. Use the ▲ up and down ▼ arrow keys to locate the option Network Info....

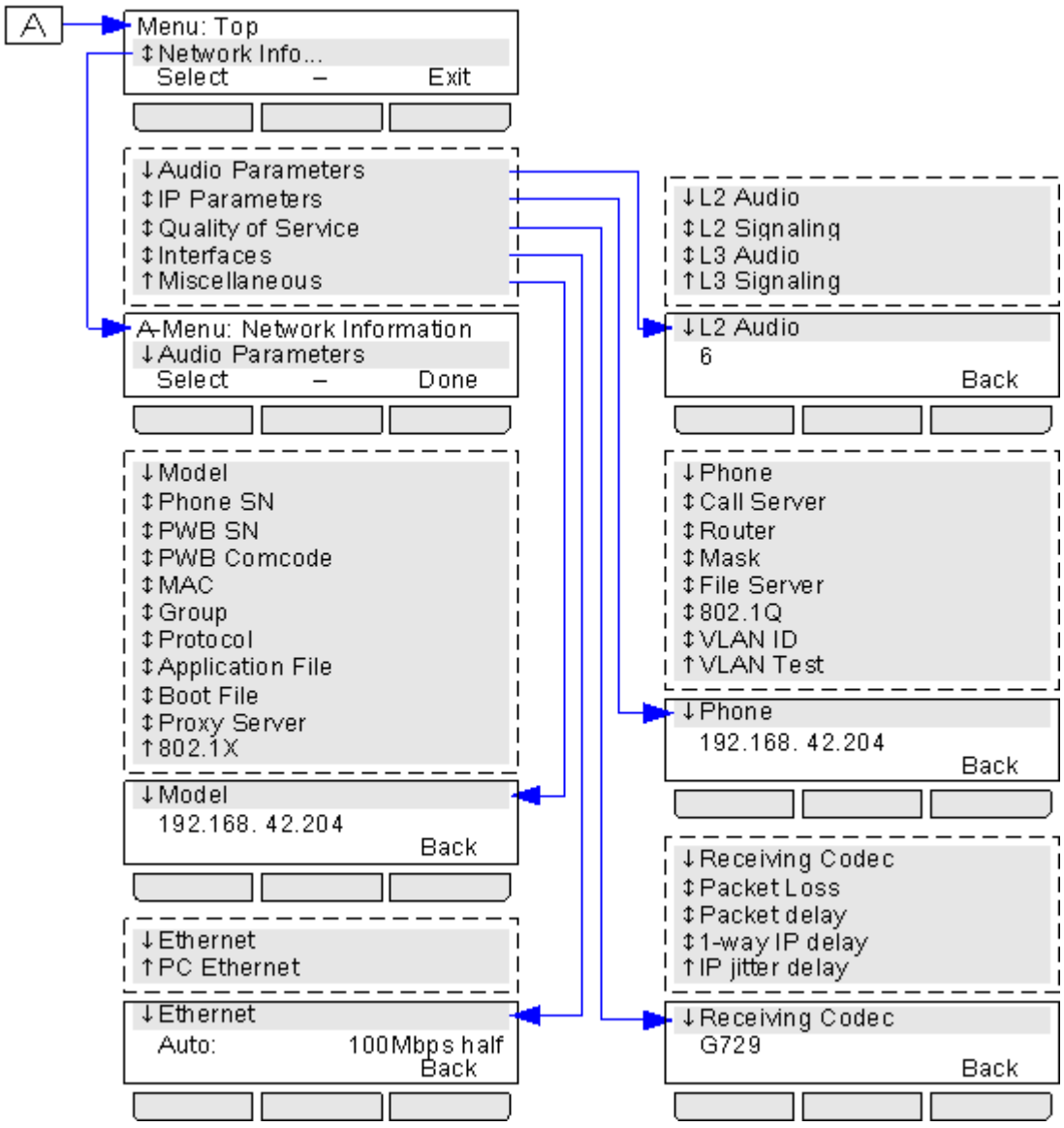


3. Press the Select soft key.



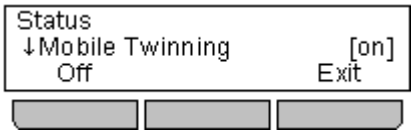
4. Use the ▲ up and down ▼ arrow keys to locate the aspect of phone operation on which you need information.
   - Audio Parameters
   - IP Parameters
     The IP settings with which the phone has been configured by the installer or by a DHCP server.
   - Quality of Service
     Quality of Service (QoS) measurements for the current call.
   - Interfaces
     The current speed of the phone's ethernet port and its PC pass-through Ethernet port.
   - Miscellaneous
     Details of the phone and the firmware that it current has loaded.
5. Press the Select soft key to access the currently displayed option.
6. Use the ▲ up and down ▼ arrow keys to scroll through the different items of information available.
7. To return to the parent menu, press the Back soft key.

The diagram below summarizes the information accessible through the menu.



Chapter 19.
Status Menu

19. 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.

A summary of the menu options is shown in the Status Menu diagram 225.

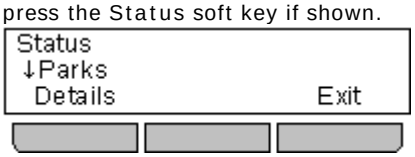
- Switching mobile twinning off 198
- View and unpark parked calls 198
- Clear or change a follow me to setting 191
- Switch off do not disturb 191
- Clear or change forward unconditional 195
- Clear or change forward on no answer 194
- Clear or change forward on busy 193
- Clear or change follow me here settings 192
- Change hunt group membership status 197
- Change hunt group service status 197

- View System Alarms 199

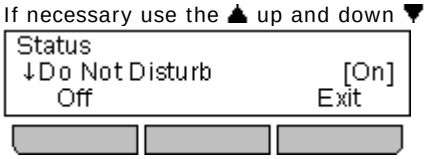
19.1 Do Not Disturb

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 scroll the menu to Do Not Disturb.

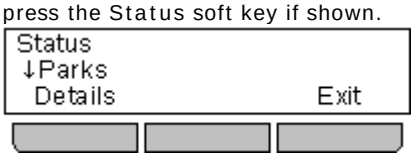


- To clear the do not disturb setting, press the Off soft key.

19.2 Follow Me To

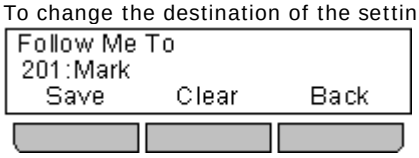
If you have set a follow me destination for calls to your phone, you can clear or change the setting through the Status menu.

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



2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Follow Me To.

- To clear the follow me to setting, press the Clear soft key.
- To change the destination of the setting, press the Edit soft key.



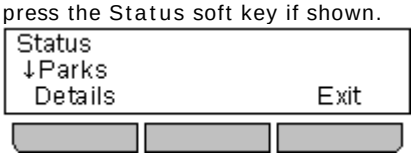
Access Control

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

19.3 Follow Me Here

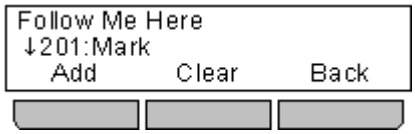
If other users has a follow me set to you phone, you can clear or change the setting through the Status menu.

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.

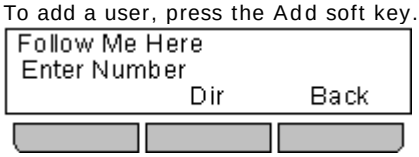


2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Follow Me Here. There will be a separate entry for each user.

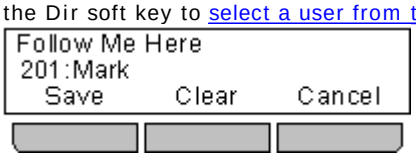
   - To clear the follow me to setting, press the Clear soft key.
   - To change the destination of the setting, press the Edit soft key.
   - Use the menu to add or remove users.



     - 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 83.



       - Press the Save soft key to set the follow me here.

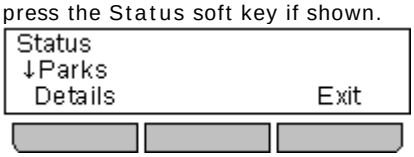
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

19.4 Forward On Busy

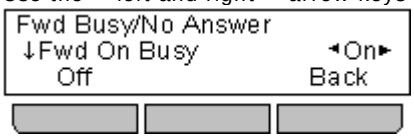
If your phone is set to forward on busy, you can clear or change the forward settings through the Status menu.

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.

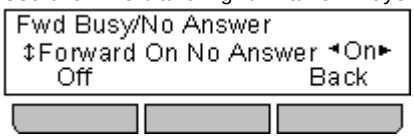


2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd OnBsy.

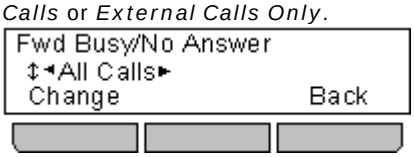
- To switch off forward on busy, press the Off soft key.
- To change the destination of the setting, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the following menu options:
    - Use the ◄ left and right ► arrow keys to switch forward on busy as on or off.



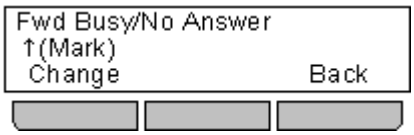
    - Use the ◄ left and right ► arrow keys to switch forward on no answer on or off.



    - Use the ◄ left and right ► arrow keys to select which calls should be forwarded. The options are *All Calls* or *External Calls Only*.



    - The forward destination is shown. Press the Change soft key to enter a new destination or clear the destination.



      - If the current destination is shown in ( ) brackets, that indicates that the forward unconditional destination is being used as no specific forward on busy/no answer destination has been set. Selecting Change will set a forward on busy/no answer destination, it will not change the forward unconditional destination.

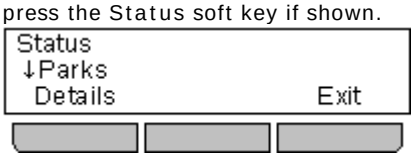
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

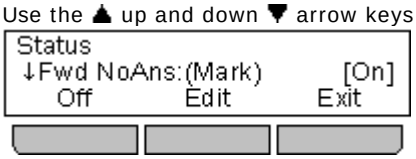
19.5 Forward On No Answer

If your phone is set to forward on no answer 237, you can clear or change the forward settings through the Status menu.

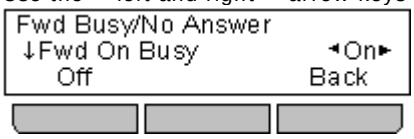
1. Press the Status soft key if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.



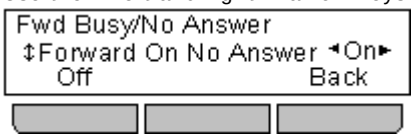
2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd NoAns.



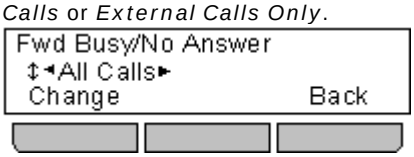
- To switch off forward on no answer, press the Off soft key.
- To change the destination of the setting, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the following menu options:
    - Use the ◄ left and right ► arrow keys to switch forward on busy as on or off.



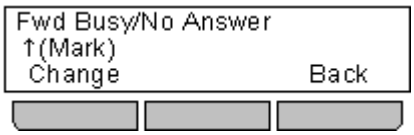
    - Use the ◄ left and right ► arrow keys to switch forward on no answer on or off.



    - Use the ◄ left and right ► arrow keys to select which calls should be forwarded. The options are *All Calls* or *External Calls Only*.



    - The forward destination is shown. Press the Change soft key to enter a new destination or clear the destination.



      - If the current destination is shown in ( ) brackets, that indicates that the forward unconditional destination is being used as no specific forward on busy/no answer destination has been set. Selecting Change will set a forward on busy/no answer destination, it will not change the forward unconditional destination.

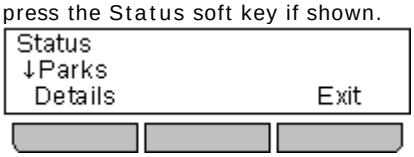
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

19.6 Forward Unconditional

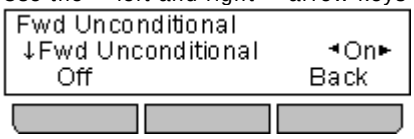
You can clear or change your forward unconditional settings through the Status menu.

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.

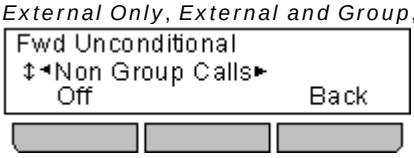


2. Use the ▲ up and down ▼ arrow keys to scroll the menu to Fwd Uncon.

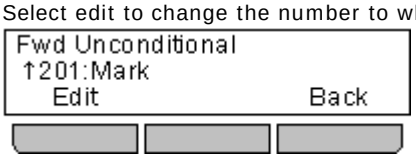
- To switch off forward unconditional, press the Off soft key.
- To change the forwarding settings, press the Edit soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the editing options.
    - Use the ◄ left and right ► arrow keys to switch the forwarding on or off.



    - 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.



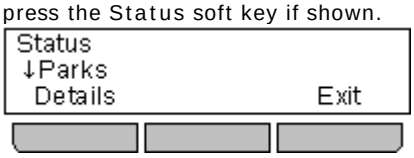
Access Control

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

19.7 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 scroll the menu to Fwd To Here.

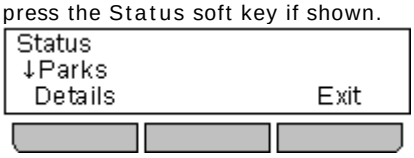
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

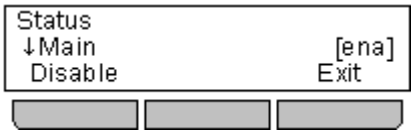
19.8 Group Membership

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

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



2. Use the ▲ up and down ▼ arrow keys to scroll the menu to the hunt group name and your current membership status.

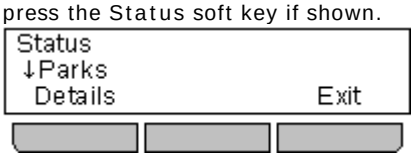


3. Press the Enable or Disable soft key to change the status of your membership of that group.

19.9 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 scroll the menu to the hunt group name and your current membership status.

3. Select the required state using the soft keys:
   - InServ = In Service
     The groups operates a normal, distributing calls to available members of the group.
   - Night = Night Service
     The group is in night service mode. Calls are redirected to its night service fallback group if set 145, 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.
   - OOS = Out of Service
     The group is out of service. Calls are redirected to it out of service fallback group if set 145, otherwise to voicemail if available.

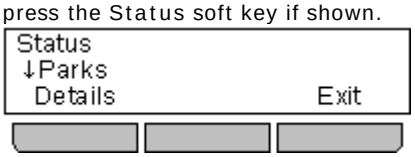
Access Control

The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. If you are not configured for any groups then the Group menu is not shown.

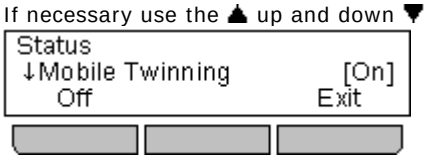
19.10 Mobile Twinning

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 scroll the menu to Mobile Twinning.

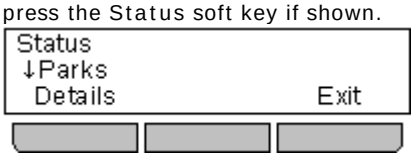


- To clear the setting, press the Off soft key.

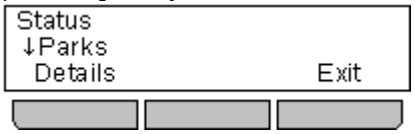
19.11 Parked Calls

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

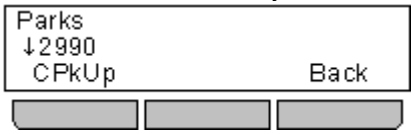
1. Press the Status soft key if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key if shown.



2. If you have any parked calls, the Parks option is displayed. The option is not present if you do not have calls parked against your extension.



3. Press the Details soft key.



4. Use the ▲ up and down ▼ arrow keys to scroll through the parked calls.
5. To unpark a particular call, press the CPkUp soft key.

19.12 System Alarms

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

- Memory Card Failure
  There is a problem with on of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 216.
- Expansion Failure
  There is a problem with one of the external expansion modules attached to the telephone system.
- Voicemail Failure
  The voicemail system is not available.
- Voicemail Almost Full
  The voicemail system is nearly out of storage space for any more messages, prompts and recordings.
- Voicemail Full
  The voicemail system cannot store any more messages, prompts and recordings.
- Licence Key Failure
  There is a problem with the memory card used to license features and applications.
- System Boot Error
  The telephone system has encountered an error while restarting.
- Corrupt Date/Time
  There is an error in the date or time being used by the system. Selecting Admin will take you to the system administration menu where you can change the date 208 and time 210.

Chapter 20.
Short Codes

20. Short Codes

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

These are useful as they can be dialed from any phone on the system. For example this allows you to login at a basic analog extension and still control a number of features.

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

Park/Unpark

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

Call Pickup

- Pickup Any Call: *30
  Answer a call ringing on the telephone system.
- Pickup a Group Call: *31
  Answer a call ringing a group of which you are a member.
- Pickup a Users Call: *32*N#
  Pickup a call ringing a user's extension number (*N*).
- Pickup a Group Members Call: *53*N#
  Pickup a call ringing the members of a group (*N*). This does not necessarily have to be a group call.

Conference

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

Do Not Disturb

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

Follow Me

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

Forwarding

- Cancel All Forwarding: *00
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- Set the Forward Unconditional Destination: *07*N#
  Set the destination number (*N*) for forward unconditional when it is switched on.
  - Switch Forward Unconditional On: *01
    Switch on forward unconditional. A destination must have been set.
  - Switch Forward Unconditional Off: *02
  - Include Hunt Group Calls in Forward Unconditional: *50
  - Exclude Hunt Group Calls from Forward Unconditional: *51
- 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

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

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.

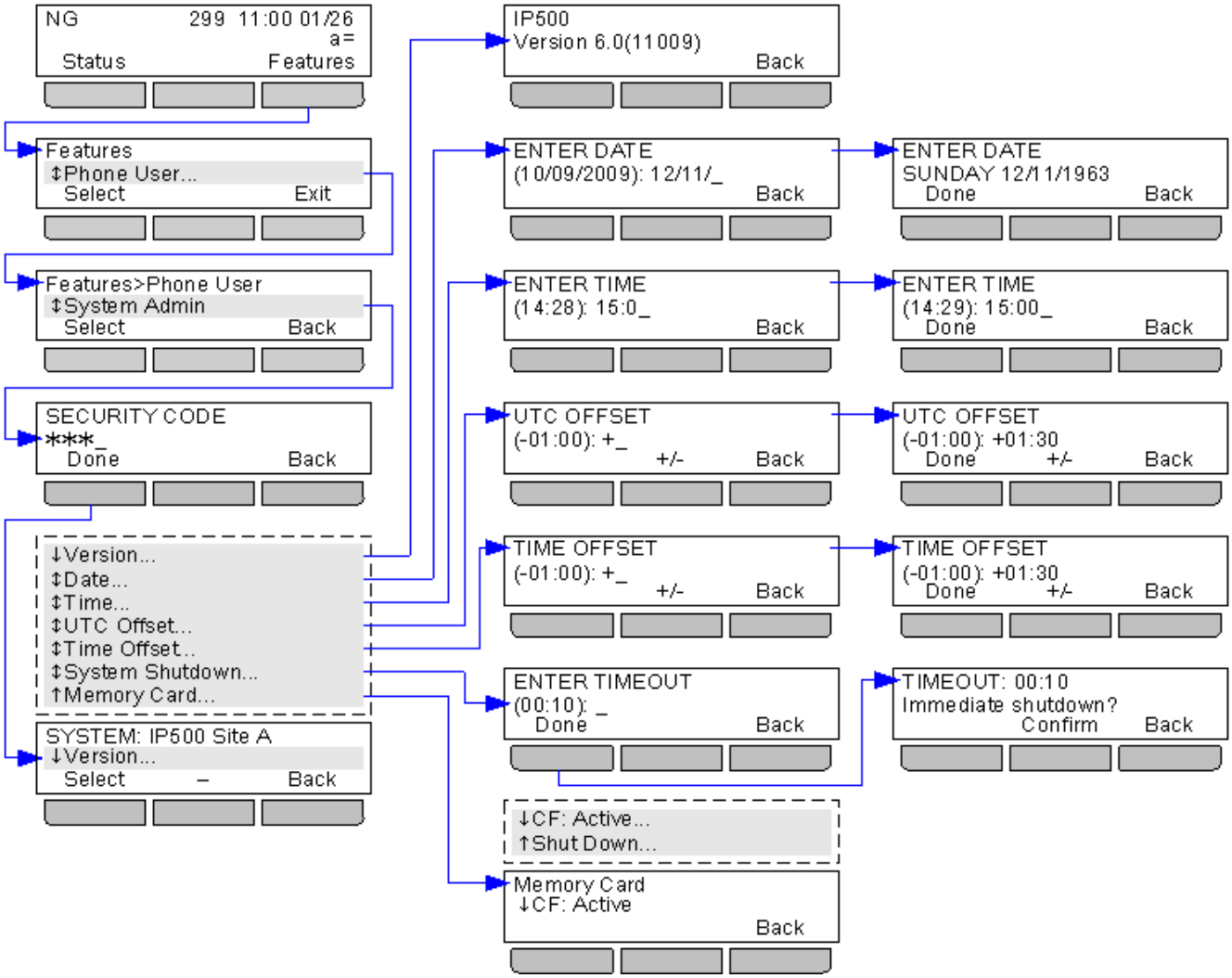
Chapter 21.
System Administration

21. System Administration

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

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

This menu is only available to users who have been configured as a system phone user.



21.1 Checking the System and Software Version

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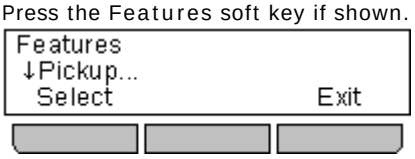
Being able to check and report the system software version may be useful when reporting any potential problems to the system maintainer.

1. Press the Features soft key if shown.

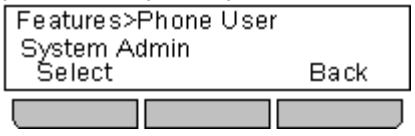


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

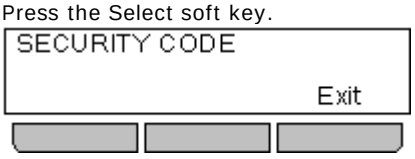
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

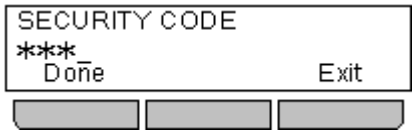
3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.



5. Press the Select soft key.

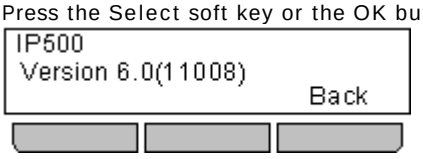




6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option Version.

8. Press the Select soft key or the OK button or the ▶ right arrow key.



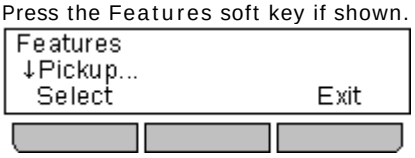
9. The type of IP Office telephone system and its current software version are displayed.

21.2 Setting the Date

1408 1416 1608 1616

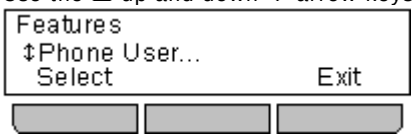
The process below can be used when the telephone system does not obtain the time and date automatically. If this process is used on a system that is obtaining its date and time automatically, the change may be applied temporarily but will then be overridden.

1. Press the Features soft key if shown.

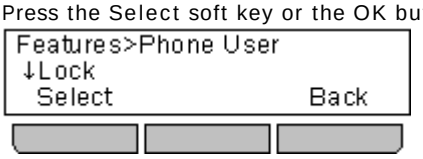


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

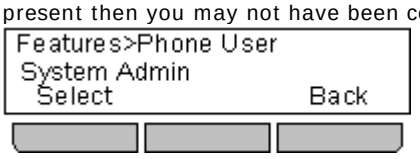
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.



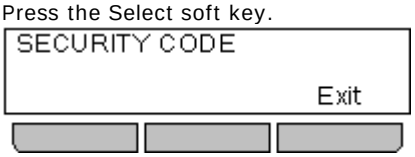
3. Press the Select soft key or the OK button or the ▶ right arrow key.

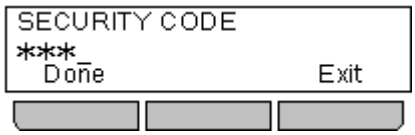


4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.



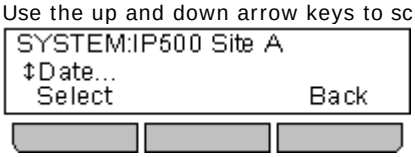
5. Press the Select soft key.



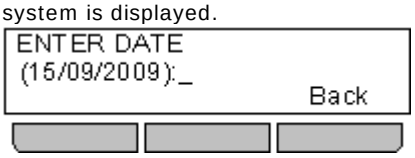


6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option Date.

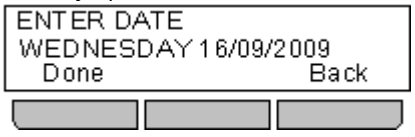


8. Press the Select soft key or the OK button or the ▶ right arrow key. The current date being used by the telephone system is displayed.



9. Enter the required date, using the either the * or # keys to enter the / separators. To delete the previous digit or character entered press the ◀ left arrow key.

10. When a complete valid date has been entered, the display will confirm that by showing the full date and the Done soft key option.



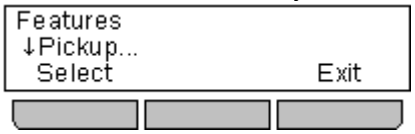
11.To set the date as the new date to be used by the telephone system press the Done soft key.

21.3 Setting the Time

System Phone Only | 1408 | 1416 | 1608 | 1616

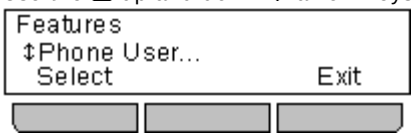
The process below can be used when the telephone system does not obtain the time and date automatically. If this process is used on a system that is obtaining its date and time automatically, the change may be applied temporarily but will then be overridden.

1. Press the Features soft key if shown.



   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

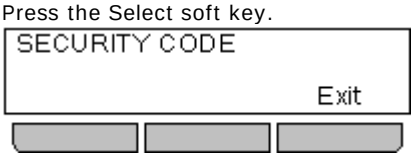
2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

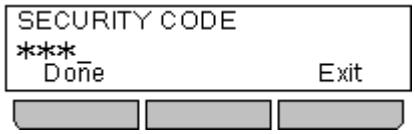


3. Press the Select soft key or the OK button or the ▶ right arrow key.

4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.

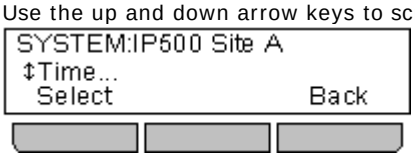
5. Press the Select soft key.



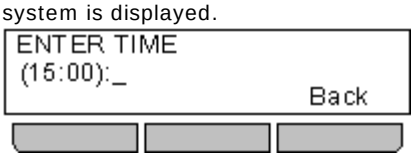


6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option Time.



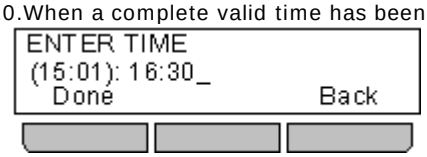
8. Press the Select soft key or the OK button or the ▶ right arrow key. The current time being used by the telephone system is displayed.



9. 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 the ◀ left arrow key.

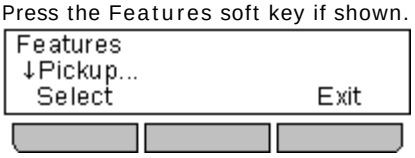
10. When a complete valid time has been entered, the display will confirm that by showing the Done soft key option.



11. To set the time as the new time to be used by the telephone system press the Done soft key.

21.4 Setting the Time Offset

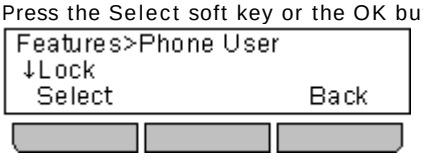
1. Press the Features soft key if shown.



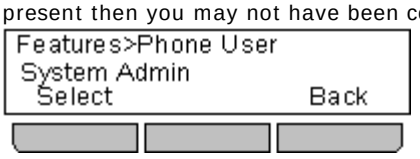
   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

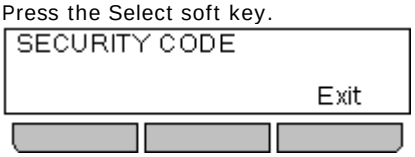
3. Press the Select soft key or the OK button or the ▶ right arrow key.

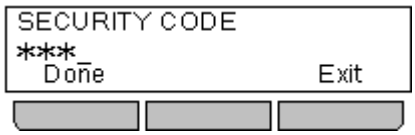


4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.



5. Press the Select soft key.

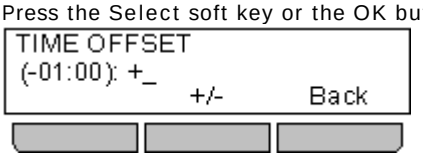




6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option Time Offset or UTC Offset.

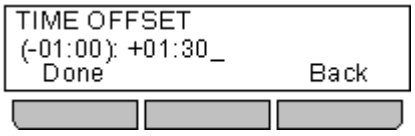
8. Press the Select soft key or the OK button or the ▶ right arrow key. The current offset is displayed.



9. 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 ◀ left arrow key.
   - To change the offset from between positive or negative press the +/- soft key.

10. When a valid offset has been entered, the Done soft key is displayed.



11. To apply the offset to the current telephone system time press the Done soft key.

21.5 System Shutdown

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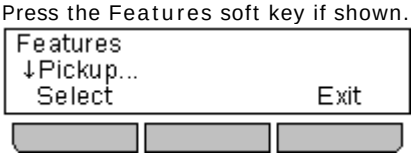
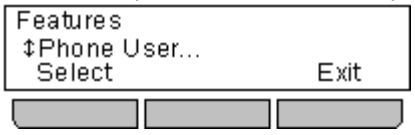
You can shutdown the telephone system for a specified number of minutes. Note that this is not a polite shut-down, once you have confirmed the action, any existing calls and services using the IP Office telephone system will start being disconnected. The telephone system will then remain unavailable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

1. Press the Features soft key if shown.

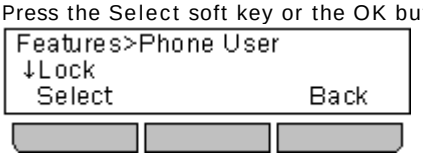


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

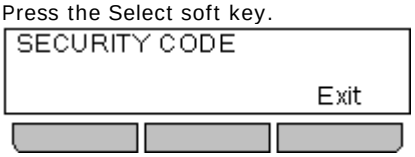


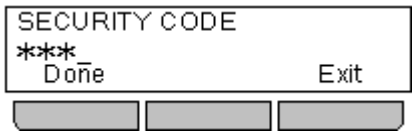
3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.

5. Press the Select soft key.

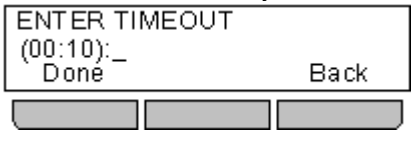




6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option System Shutdown.

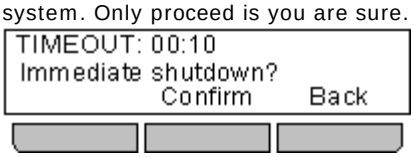
8. Press the Select soft key or the OK button or the ▶ right arrow key.



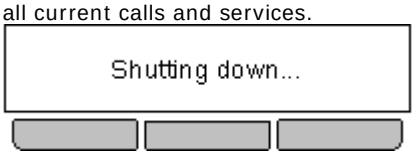
9. The current default timeout (10 minutes) setting is shown and can be used by pressing Done soft key. Otherwise enter the timeout required in hours and minutes and then press the Done soft key.

   - The allowable range for the timeout is from *00:05* to *24:00*. Note that the Done 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.

10. After pressing the Done soft key, you will be asked to confirm whether you want to shutdown the telephone system. Only proceed is you are sure. If you are not sure press the Back soft key.



11. 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.



21.6 Memory Card Management

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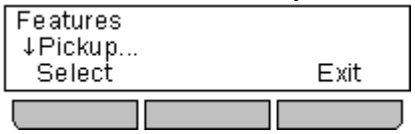
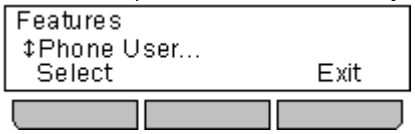
The telephone system can be fitted with an additional memory card or cards which are used for various functions. The memory card menu allows you to check the status of the card or cards fitted to your telephone system and to perform a number of actions on the cards.

1. Press the Features soft key if shown.

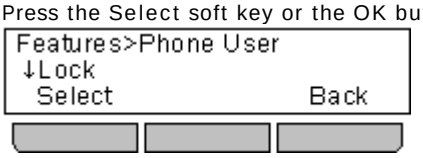


   - To access the menu during a call, press the ▶ right arrow key or press the ☎ PHONE key and then press the Features soft key.

2. Use the ▲ up and down ▼ arrow keys to scroll the display to the option Phone User.

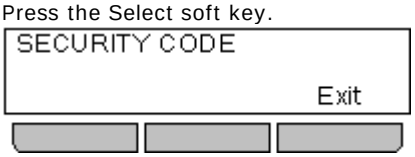


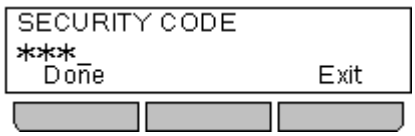
3. Press the Select soft key or the OK button or the ▶ right arrow key.



4. Use the ▲ up and down ▼ arrow keys to scroll the display to the option System Admin. If the option is not present then you may not have been configured as a system phone user by your system administrator.

5. Press the Select soft key.

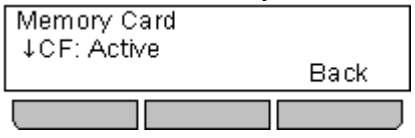




6. Enter your security code (this is the same as your login code) and press the Done soft key.

7. Use the up and down arrow keys to scroll the display to the option Memory Card.

8. Press the Select soft key or the OK button or the ▶ right arrow key.



9. The menu lists both the current state of the memory card or cards that can be added to the telephone system followed by the actions that can be performed on those cards.

   - The status of each memory card listed will be one of No Card, Active or Inactive. Entries are only listed for the types of cards that are supported on the telephone system to which you are connected:

     - CF
       This refers to the compact flash card that can be fitted to systems that support just a single card.

     - System
       This refers to the first SD memory card that can be fitted to systems that support two memory cards.

    - Option
      This refers to the second SD memory card that can be fitted to systems that support two memory cards.

- 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.

    - Shut Down
      This option is available when an *Active* card is present. It allows the card to be made inactive.

    - Start Up
      This option is available when an *Inactive* care is present. It allows the card to be made active again.

    - 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 Config
      Copy configuration files from an Optional card to the System card in an IP Office IP500 V2 control unit.

    - Upgrade Binaries
      Copy software files from an Optional card to the System card in an IP Office IP500 V2 control unit.

    - Copy
      This option is available on systems where both a System and Option memory card are active. It copies the contents of the System card to the Option card.

21.7 System Alarms

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

- Memory Card Failure
  There is a problem with on of the memory cards used by the telephone system. Selecting Admin will take you to the system administration menu where you can check the status of the memory cards 216.
- Expansion Failure
  There is a problem with one of the external expansion modules attached to the telephone system.
- Voicemail Failure
  The voicemail system is not available.
- Voicemail Almost Full
  The voicemail system is nearly out of storage space for any more messages, prompts and recordings.
- Voicemail Full
  The voicemail system cannot store any more messages, prompts and recordings.
- Licence Key Failure
  There is a problem with the memory card used to license features and applications.
- System Boot Error
  The telephone system has encountered an error while restarting.
- Corrupt Date/Time
  There is an error in the date or time being used by the system. Selecting Admin will take you to the system administration menu where you can change the date 208 and time 210.

Chapter 22.
The Phone Menus

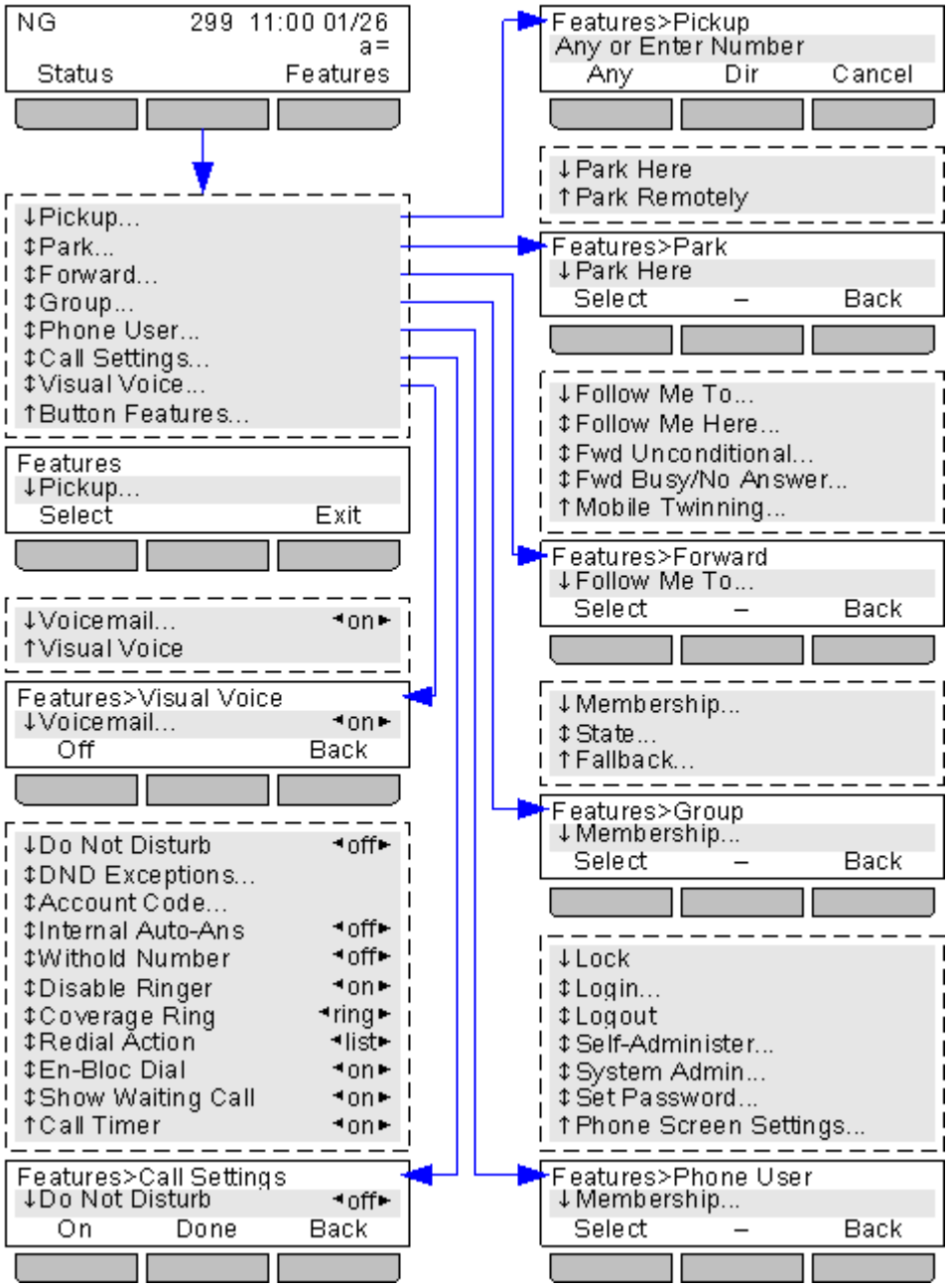
22. The Phone Menus

This section gives summaries of the phone menus.

- Features Menu 221
  This menu allows you to change a number of your user settings.
  - Self-Administer Menu 223
    This is a sub-menu of the Features menu. It allows you to assign functions to the feature buttons.
- Visual Voice Menu 224
  This menu is used to access voicemail messages and other voicemail settings.
- Status Menu 225
  This menu is used to change the settings of various features when they are enabled.
- A-Menu 226
  This menu is used to configure various phone settings and to view details of the phone software.
- Call Log Menu 228
  This menu is used to display a log of missed, outgoing and answered calls.
- Contacts Menu 229
  This menu is used to display and select personal and system directory entries.
- Redial Menu 230
  This menu is displayed when the Redial key is set to use *List* 47 mode.
- Phone Locked Menu 231
  This menu is displayed when you have locked the phone.
- System Admin Menu 232
  This menu is only available to a user who has been configured as a 'system phone' user by the system maintainer.

22.1 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. The availability of additional options is indicated by the ↓ ↕ ↑ arrow icons.

When the menu option displayed has sub menus, that is indicated by the ... 3 dots (ellipsis) icon after the menu option name. Except where they are being used to change the value of a setting (see below), the ◄ left and right ► arrow keys can be used to exit and enter sub-menus.

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

Exiting a sub-menu can also be done by pressing the Back soft key.

Menu options where the current settings is enclosed by ◄ left and right ► arrow icons can be changed using the ◄ left and right ► arrow keys in addition to the soft key options.

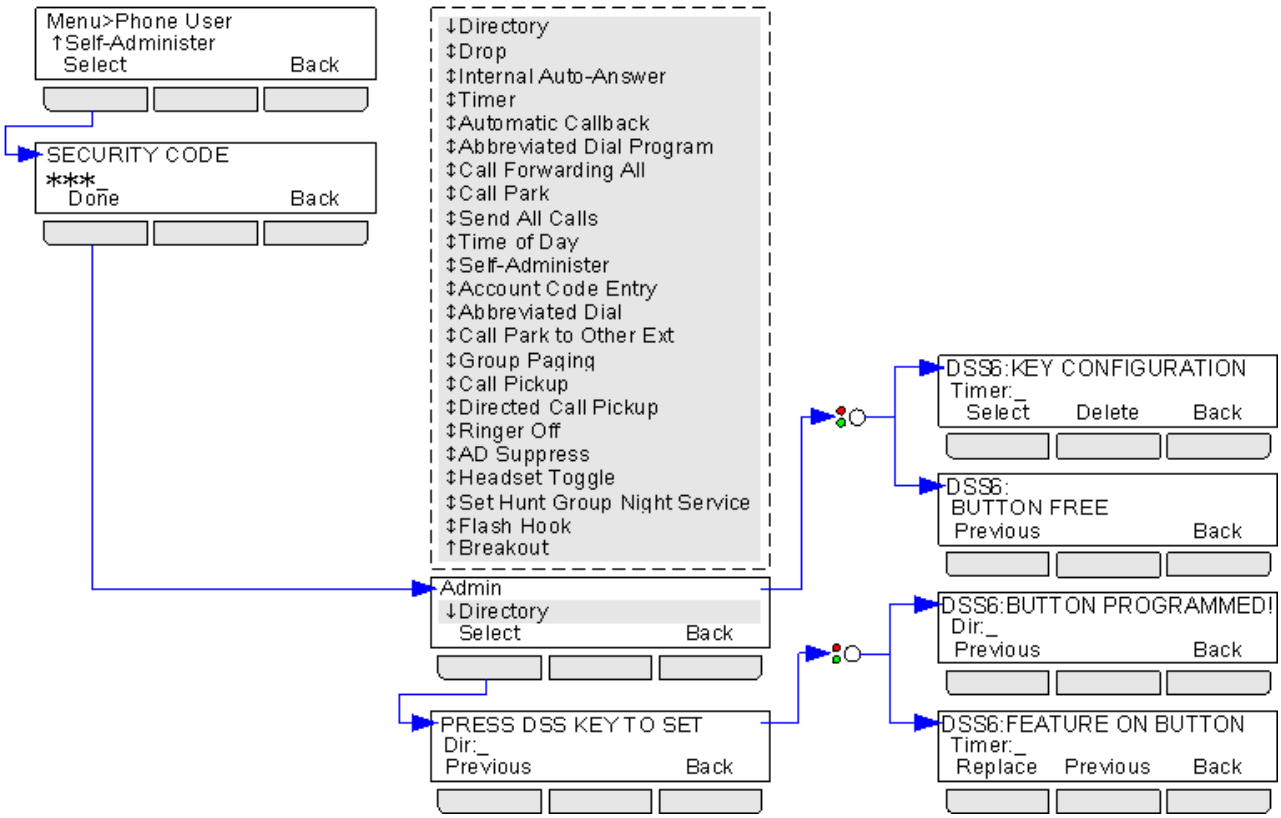
Access Control

The system administrator controls whether you can access some of the menus. Others are only available if certain perquisites are met:

- While the phone is locked 112, the Features menu cannot be accessed to change user settings.
- The system administrator is able to configure for which groups you are a member, if you can access the Membership, State and Fallback options. 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 Admin option is only shown if you have been configured as a 'System Phone' user.

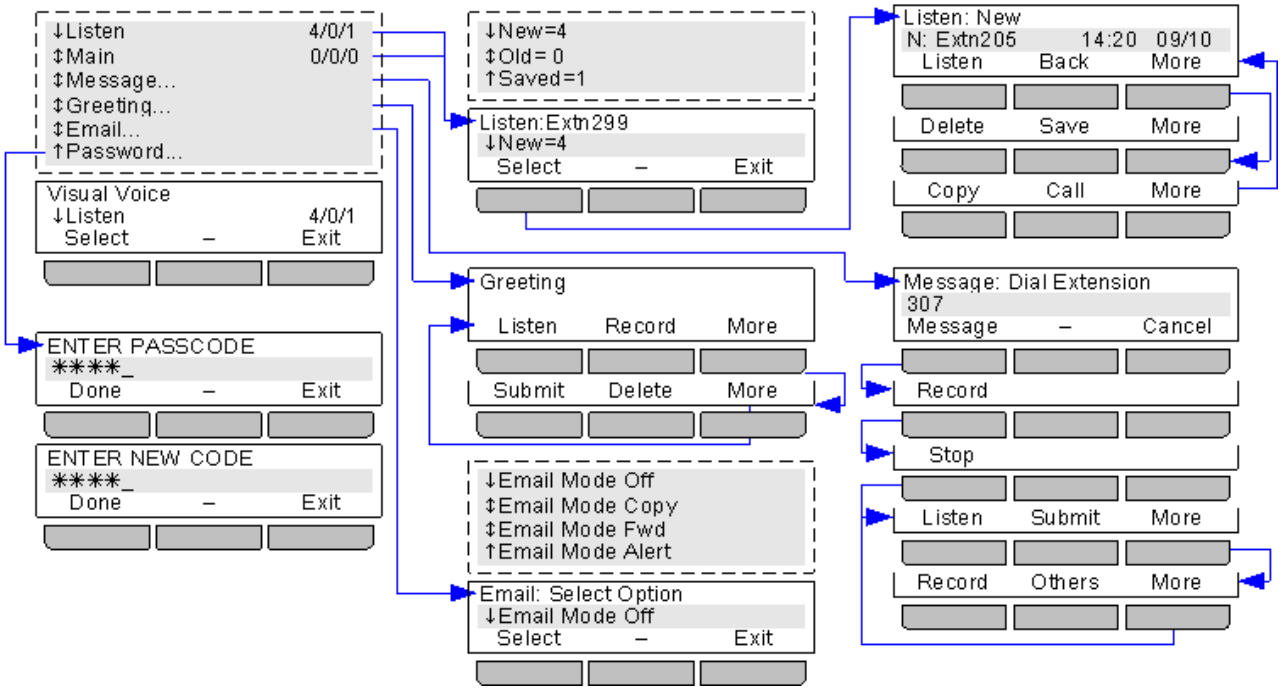
22.2 Self-Administer Menu

This menu is accessed by pressing the Features soft key and selecting Phone User and then Self-Administer.



22.3 Visual Voice Menu

This menu is accessed by pressing the key. The system administrator may have configured it so that you are required to enter your voicemail code after pressing the button.

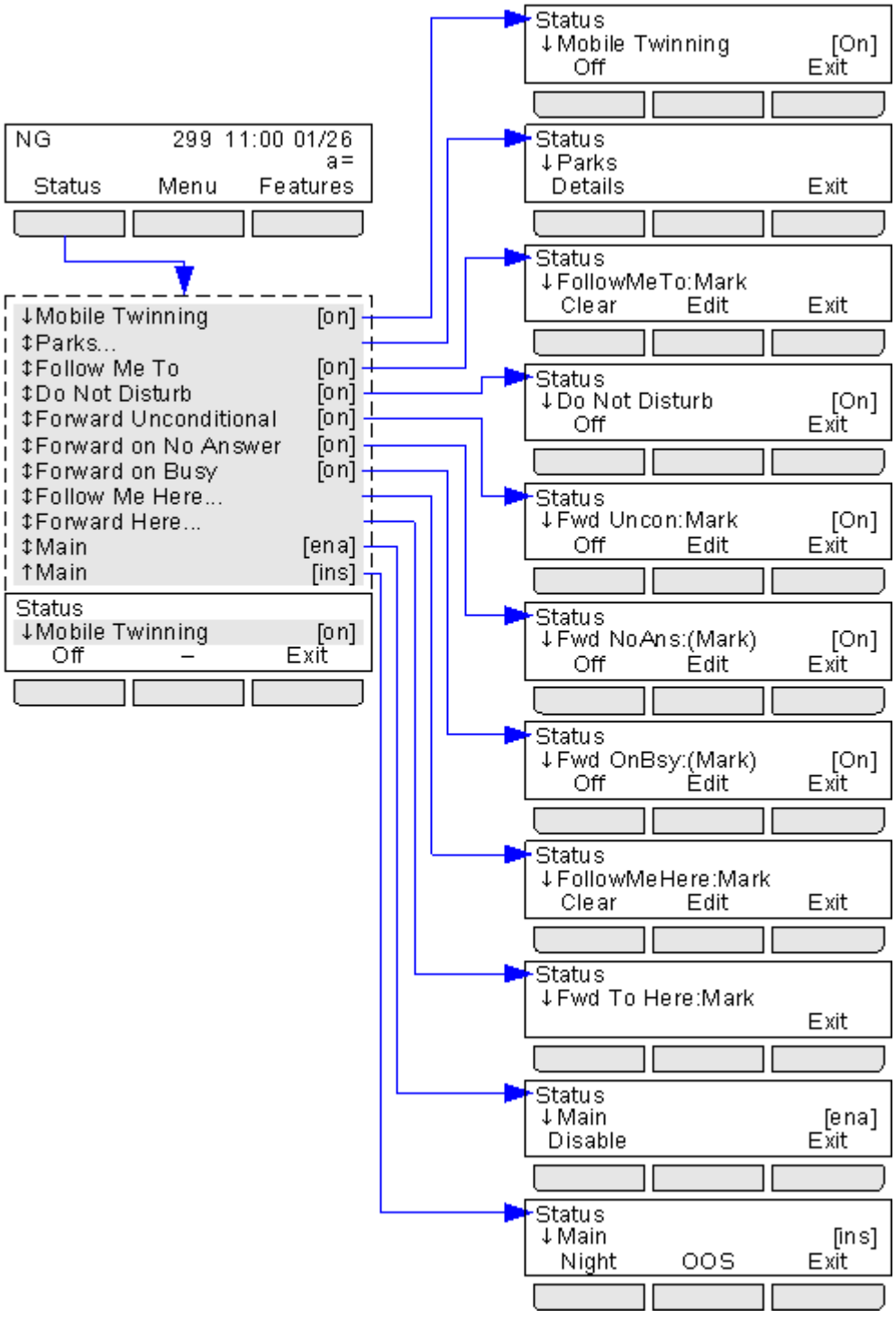


The Email option is only available if configured by the system administrator.

Hunt group mailbox access is only available if configured by the system administrator.

22.4 Status Menu

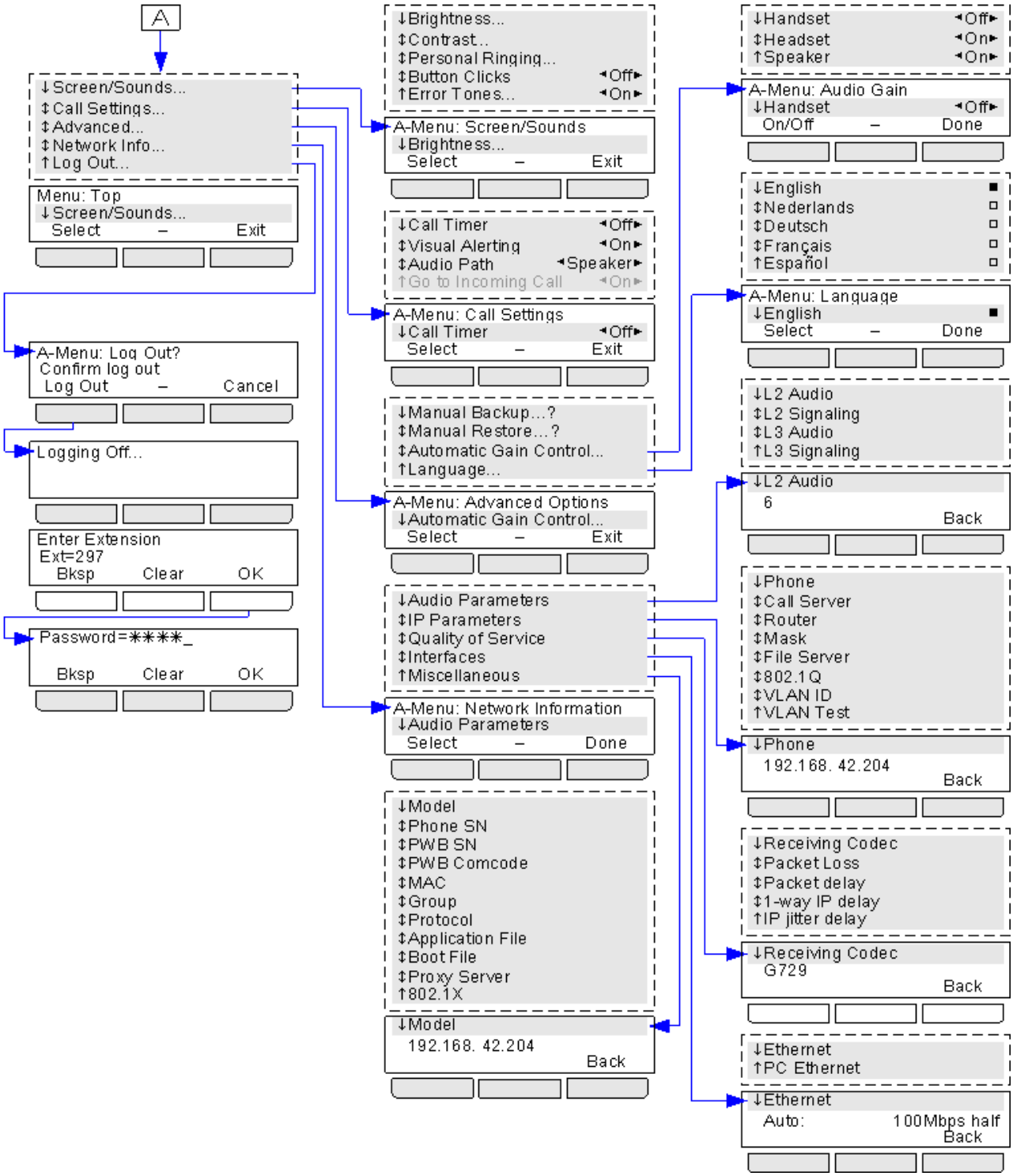
This menu is accessed by pressing the Status soft key.



22.5 Phone A-Menu

1608 and 1616 Phones

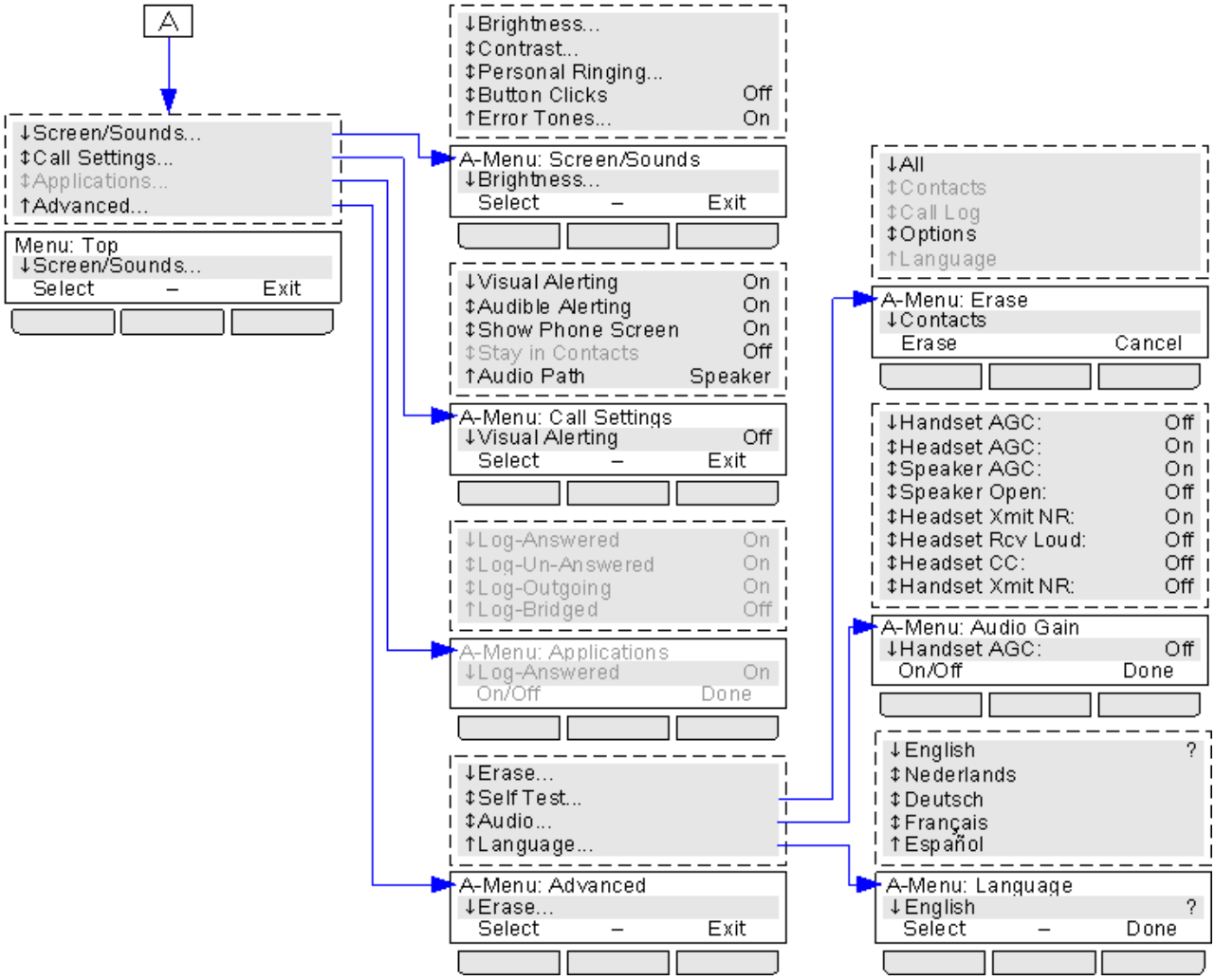
This menu is accessed by pressing the [A] key. It is used mainly for phone specific settings rather than your user settings. It can also be used to view details of the phones software.



The following options are not used with IP Office and are not included in this documentation; Go to Incoming Call.

1408 and 1416 Phones

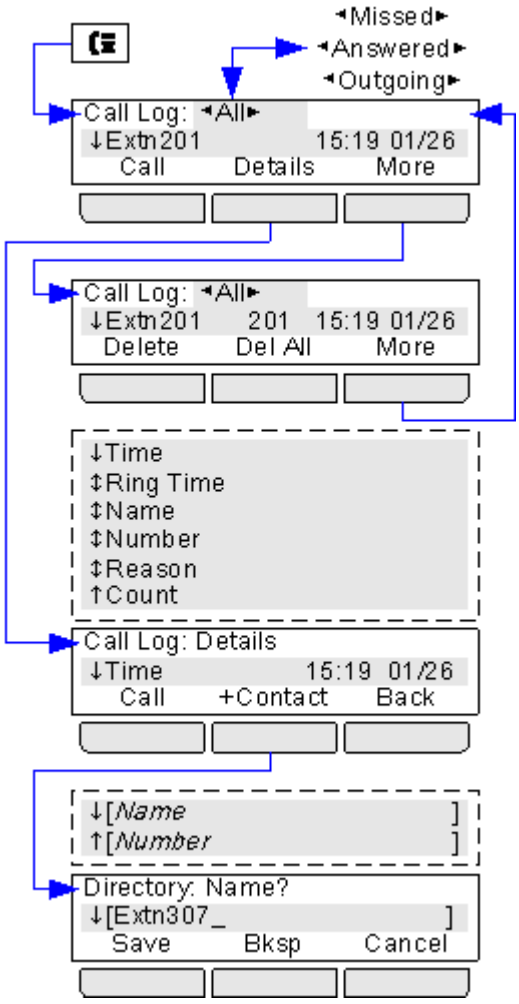
This menu is accessed by pressing the A key. It is used mainly for phone specific settings rather than your user settings. It can also be used to view details of the phones software.



The following options are not used with IP Office and are not included in this documentation; Applications, Log-Answered, Log-Un-Answered, Log-Outgoing, Log-Bridged, Erase Contacts, Erase Call Log and Stay in Contacts .

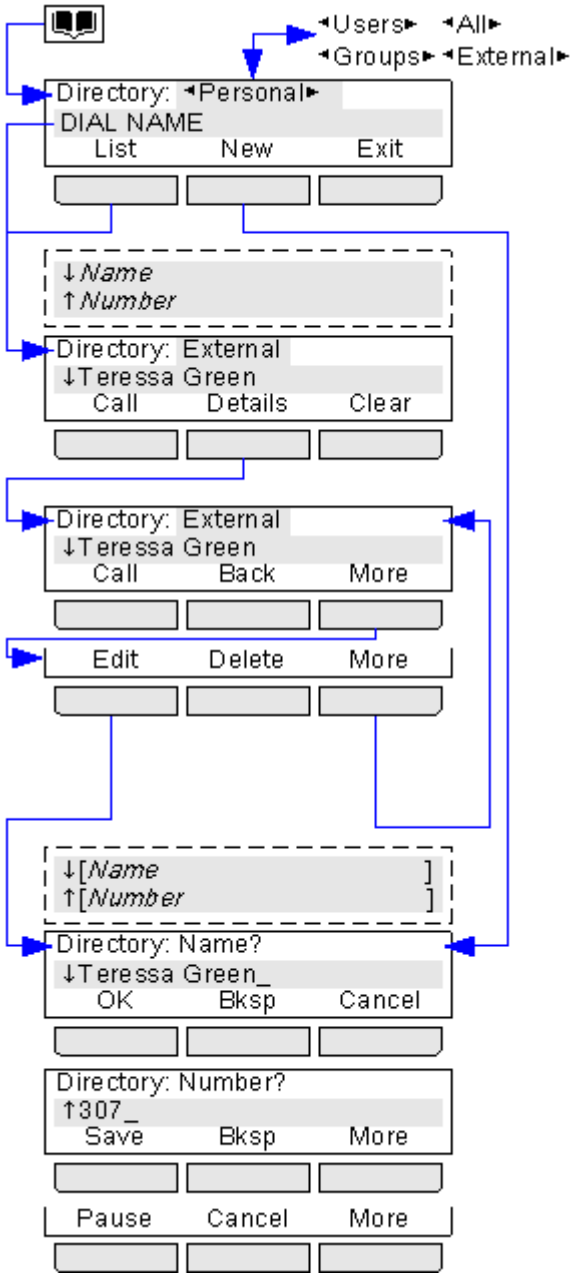
22.6 Call Log Menu

This menu is accessed by pressing the key. The diagram below summarizes the structure of the menu.



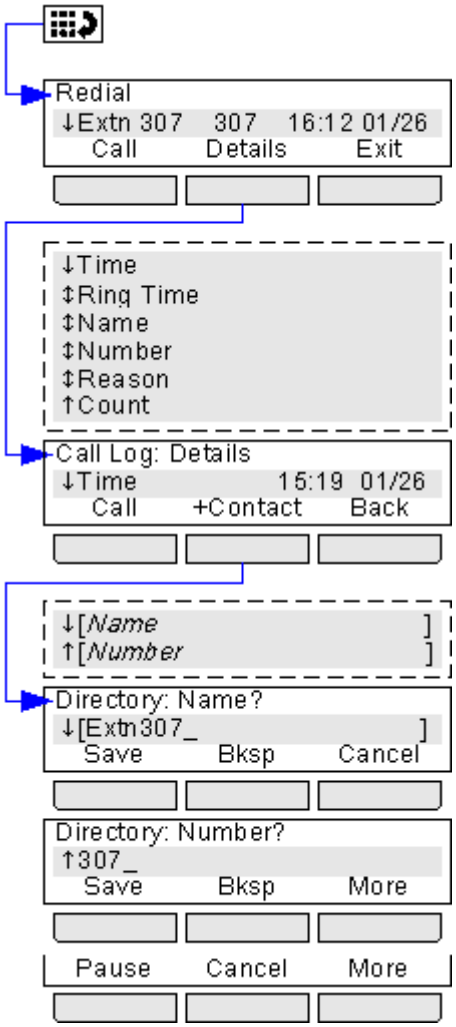
22.7 Contacts Menu

This menu is accessed by pressing the key. This menu is used to access your own personal contacts and the system directory of contacts.



22.8 Redial Menu

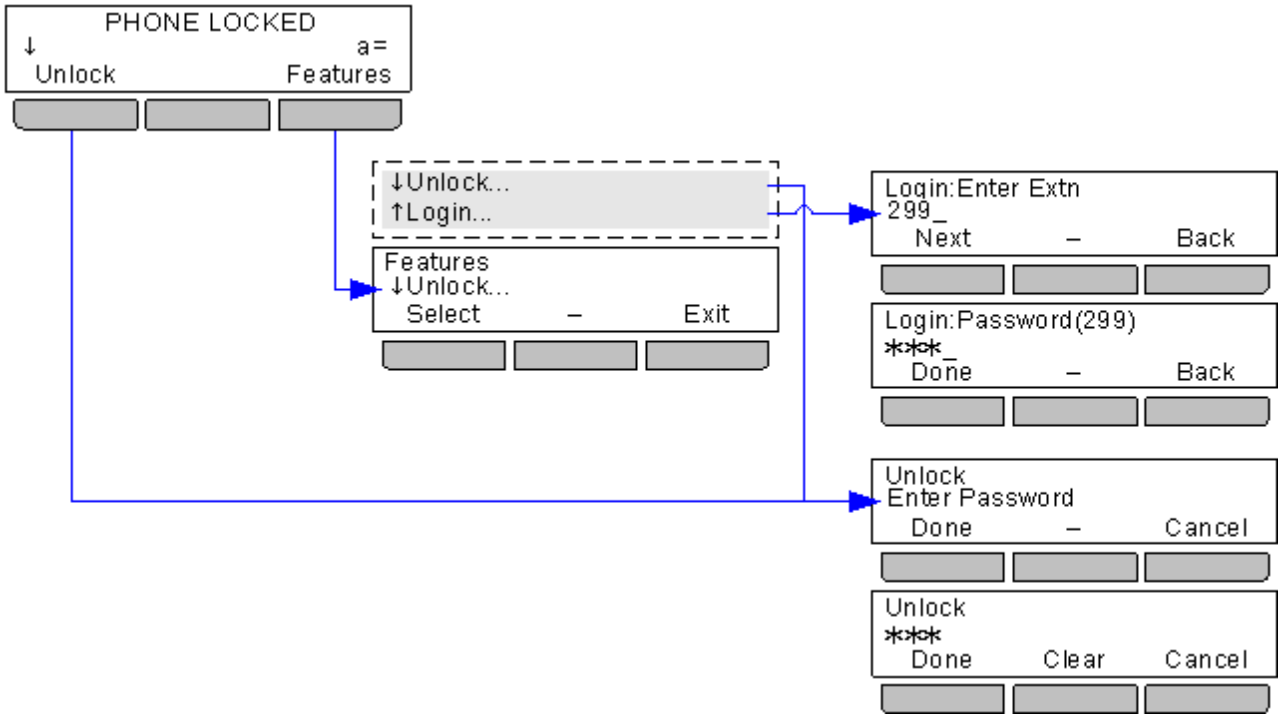
This menu is accessed by pressing the key. This menu is only used when you set your redial mode 47 to *List*. The numbers (up to 10) shown come from your outgoing call log.



22.9 Phone Locked Menu

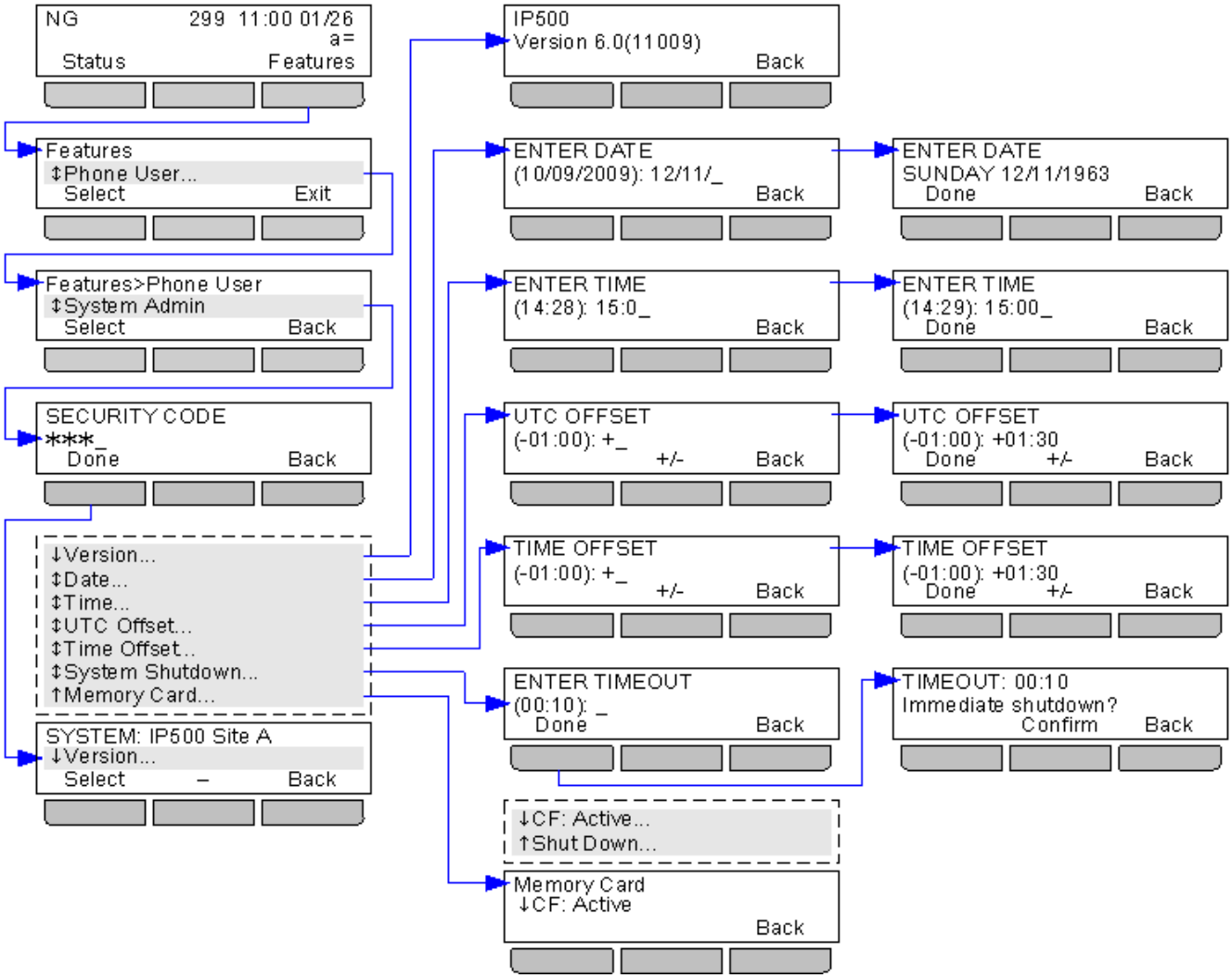
When your phone is locked:

- It can only be used to make internal and emergency calls.
- None of the menus for your user settings can be accessed.
- To unlock the phone [114] requires your login code if you have configured a login code [115].

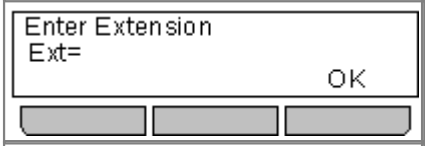
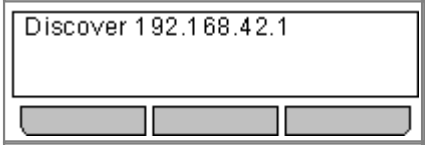
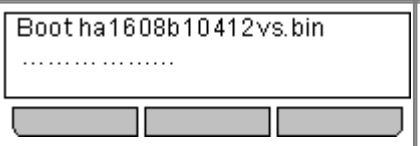
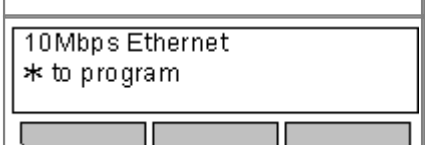
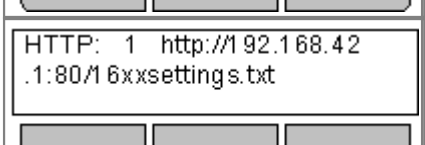


22.10 System Admin Menu

This menu is only available to users who have been configured as a system phone user.



22.11 Error Screens

Display	Likely Cause
	NoUser This screen is displayed when there is no user currently logged in on the phone. The phone can still be used for internal and emergency calls. To login 109 press Select.
	PHONE LOCKED This screen is displayed if the user has locked it. The phone can still be used to make and receive internal calls and to make emergency calls. If it is your phone you can unlock it using your login code. If it not you phone, you can still login 108.
	Enter Extension This screen is displayed on an unregistered phone. 1608 and 1616 only.
	Discover This screen typically indicates that the phone has lost connection with the telephone system for a period of several minutes. Contact your system administrator if this remains. 1608 and 1616 only.
	Boot This screen is shown by a phone that has just been powered on or has been remotely restarted by the system administrator. It indicates that the phone is loading its own software. This will typically be followed by the screens below in sequence. 1608 and 1616 only.
	Ethernet Shown following a restart of the phone. Indicates the network connection has been established. Do not press * unless you have been instructed to do so by your system administrator. 1608 and 1616 only.
	DHCP Shown following a restart of the phone. The phone is waiting for information from the DHCP server. Do not press * unless you have been instructed to do so by your system administrator. 1608 and 1616 only.
	HTTP / HTTPS Shown following a restart of the phone. The phone may go through a process of requesting files and downloading those files. This should only last a few seconds. However if the system administrator has done this to install new phone software it may take several minutes and should not be interrupted. 1608 and 1616 only.

Chapter 23.
Glossary

23. Glossary

23.1 Abbreviated Ring

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

23.2 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 3 buttons are call appearance buttons but additional buttons can be configured as appearance buttons.

23.3 Attention Ring

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

23.4 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, the connected call is ended when you press another appearance button.

23.5 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 show 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 Small Community Network 239.

23.6 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 or otherwise go to voicemail if available.

23.7 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 Small Community Network.

23.8 Coverage Ring

If you have any bridged appearance and or call coverage buttons, you can set the type of ringing (coverage ring) 167 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 your coverage ring and the system administrator set attention ring settings is used.

23.9 Do Not Disturb

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

23.10 Do Not Disturb Exceptions

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

23.11 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.

23.12 Follow Me Here

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

23.13 Follow Me To

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

23.14 Forward on Busy

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

- By default this function is only applied to incoming external calls to you. However, if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- Busy is defined has having no available call appearance buttons on which further calls can be presented.
- Hunt group calls are not presented when you are busy and so are not forwarded by this setting.
- The forward on busy and forward on no answer options use the same forwarding destination number. If no number is set, they use the same destination as set for forward unconditional.
- If you have voicemail enabled 102, 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.

23.15 Forward on No Answer

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

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Hunt group calls are not forwarded.
- The forward on busy and forward on no answer options use the same forwarding destination number. If no number is set, they use the same destination as set for forward unconditional.
- If you have voicemail enabled 102, 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.

23.16 Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or hunt group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The forward on busy and forward on no answer options use the same forwarding destination number. If no number is set, they use the same destination as set for forward unconditional.
- If you have voicemail enabled 102, 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 on your phone's display when you have forward unconditional enabled.

23.17 Group

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

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

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

23.18 Idle Line Preference

Having one of your phone's call or line appearance button set as the currently selected appearance button, means it will be the appearance button used when you go off hook. If this was not the case, you would need to select an appearance button before going off hook. Idle line preference automatically selects the first available call appearance or line appearance as your currently selected button when you do not have a call connected.

23.19 Internal Twinning

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

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

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

If both your twinned phones are 1408, 1416, 1608 or 1616 phones, the call logs and directory contacts on each will be yours.

23.20 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.

23.21 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.

23.22 Login Code

You can use a login code to login at any phone on the telephone system and then use that phone as your own. While logged in at a 1408, 1416, 1608 or 1616 phone, you can use the phone's menus to set and change your login code.

23.23 Missed Call

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

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

23.24 Missed Group Call

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

23.25 Mobile Twinning

Mobile twinning is twinning 239 where your calls ring at both your phone and at another number which can include an external number. If you have been configured as a mobile twinning user, you can switch use of mobile twinning on or off through the phone's menus and also change the number to which you are twinned.

23.26 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.

23.27 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.

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

23.28 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.

23.29 Short Codes

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

23.30 Small Community Network

Several IP Office telephone systems can be connected together to form a Small Community Network. 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.

23.31 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.

23.32 System Phone User

Your system administrator can configure some user's 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.

23.33 Twinning

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

There are two methods of twinning supported, internal twinning 238 and mobile twinning 238.

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