



IP Office 3.2

4601 and 5601 User Guide

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Documentation information

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

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Table Of Contents

| | |
|-------------------------------|-------------------------------------|
| The Telephone | 1 |
| About this Guide..... | 1 |
| Overview | 1 |
| Call Appearance Buttons | 2 |
| Call Handling | 3 |
| Answering a Call | 3 |
| Clearing a Call..... | 3 |
| Conference..... | 4 |
| Hold..... | 4 |
| Making a Call..... | 5 |
| Message..... | 5 |
| Redial..... | 5 |
| Transfer..... | 6 |
| System Features | 7 |
| Introduction | 7 |
| Answering Calls..... | 7 |
| Call Forwarding | 8 |
| Diverting Calls | 8 |
| Do Not Disturb..... | 9 |
| Making Calls..... | 9 |
| Voicemail..... | 10 |
| Default Feature Codes | 11 |
| Index | Error! Bookmark not defined. |

The Telephone

About this Guide

This guide describes how to use all the features on your Avaya IP Office 4601/5601 phone.

For basic phone settings and functionality, refer to the relevant Quick Reference Guide for your IP Office phone.

Further information about IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

Overview

This guide covers the use of the 4601 and 5601 phones on IP Office. Both phones are similar, however the 5601 is only supported on the IP Office whereas the 4601 is supported on a range of Avaya phone systems.



1. **Message Lamp:** This lamp is used as follows;

On (Continuous): There are new messages in your voicemail mailbox, or in another mailbox for which you have been configured to receive "Message Waiting Indication".





2.  **Call Appearance Buttons:**

Two Call Appearance Buttons provide call appearance for both incoming and outgoing calls.

3. **Hold:**

Places a call on hold; retrieves a held call.

4. **Call Handling Buttons:**

-  **Transfer:** See Transfer.
-  **Conference:** See Conference.
-  **Drop:** See Clearing a Call.
-  **Redial:** See Redial.

5. **Dial Pad:**

Standard 12-button pad for dialling phone numbers.

6.  **Volume Controls:**

Adjusts the handset or ringer volume, depending on which item is in use.

7. **Handset Socket:**

Located on the side of the phone.

8.  **Messages:**

Access the mailbox.

Call Appearance Buttons

Having two call appearance buttons is useful. When holding a call you can answer another call and then use the call appearance keys to switch between calls.

If you are set to receive a call waiting indication, the waiting call is shown against the next call appearance key. Again you can switch between calls using the call appearance keys.

Call Handling

Answering a Call

When a call arrives at your phone, you hear a ringing tone and the LED next to the call appearance button flashes. If your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come into effect.

The default ringing cadences are:

- **Internal calls** - single ring cadence
- **External calls** - double ring cadence.

To answer an incoming call:

- If you are not active on another call, answer the call using your handset.
- If you are active on a call already, place the active call on hold (see Hold) and then answer the incoming call.

To answer calls ringing at another extension:

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

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

Clearing a Call

To clear an established call:

- Replace the handset or press **⏏ Drop**.

Conference

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

Note

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

To add another party to a call:

1. Press **☎ Conference**.
2. Dial the number of the person you want to add to the call. Wait for an answer.
3. To add the person to the call, press **☎ Conference** again. If the called party does not answer or does not want to join the conference, press **☎ Drop**. You can return to the held call by pressing its call appearance button.
4. Repeat steps 1 through 4 for additional conference connections.

To add a held call to an active call:

- Press **☎ Conference**.
All calls that are on hold are added to the conference.

Hold

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

To put a call on hold:

- Press **☎ Hold** and answer the second call by pressing its Call Appearance button. The LED beside the first call appearance button flashes to show that it is on hold.

To return to the held call:

- Clear or put on hold the second call and press the Call Appearance button of the held call.

Notes

- If the system feature *AutoHold* is on (consult your system administrator) then you can hold an active call by pressing the second call's Call Appearance button. If *AutoHold* is off, then pressing the second call's Call Appearance button will drop the first call.
- To transfer a held call, see Transfer.

Making a Call

You can make calls from the phone using one of two methods.

To make a call manually:

- Lift the handset and when you hear dial tone, key the required number.



or

- Select a free call appearance button (LED out) and key the required number. Lift the handset to listen to the progress of the call (answered, busy or no answer).


Note

- If you are calling an external number, be sure to include the required code (for example, 9) to access an outside line.

To make a call automatically:

- To have the phone dial the last number that you dialed, press  **Redial** and then press .

Message

 **Message** is used to access the voicemail system if installed. Once pressed, the prompts given will depend on the type of voicemail system. For further details refer to the Mailbox User Guides provided for the different voicemail systems supported by IP Office.

The message lamp at the top of the phone stays lit when there are new messages in your mailbox, or in any other mailbox for which you have been configured to receive "Message Waiting Indication".

Redial

The **Redial** (or Last Number Dialed) feature, automatically redials the last extension or outside number (up to 24 digits) you dialed.

To redial the last number that you dialed:

- Press  **Redial**.

Transfer

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

To transfer the current call to another extension:

1. While on a call, press **↔ Transfer**.
2. When you hear a dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
 - To transfer the call without announcing it, press **↔ Transfer** again. The transfer is complete.

or

 - To announce the call before transferring it, wait for the called party to answer.
 - If the called party is willing to accept the call, hang up to complete the transfer.
 - If the called party does not wish to accept the call, press **↔ Transfer** again to return to the original caller.

or

 - If the line is busy or if there is no answer, press **⏏ Drop**. To return to the held call, press **↔ Transfer** again.

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

1. If you have a call in progress and you wish to make an enquiry call or another call arrives, press **⏏ Hold**. Make or answer the second call.

The second call requires to be transferred to the first held call.

2. To transfer the new call to the held call, press **☎ Conference** and then press **⏏ Drop**. The transfer is complete.

System Features

Introduction

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

These instructions are for the system's default configuration. They assume that you are using the default feature codes (see Default Feature Codes). It also assumes that you have full access to all features and the public phone network. Consult your system administrator for details of short codes that may have been changed.

Other System Features, that would normally be allocated to soft keys by your system administrator, are not supported on these phones.

Answering Calls

Ringling at your own extension:

- Pick up the handset.

The default ringing cadences are:

- **Internal calls** - single ring cadence
- **External calls** - double ring cadence.

These can be changed by your system administrator.

Ringling at another extension:

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

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

Note

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

Call Forwarding

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

- You are away from your desk (on no answer).

or

- Your extension is busy (on all Call Appearance keys).

or

- You are away from the office (e.g. when you are on holiday).

The following options are available for call forwarding:

- To set the number to which your calls are forwarded, dial ***07*201#**, forwarding to 201 in this example.
- To switch Forward Unconditional On (i.e. not Hunt Group*), dial ***01**. To switch it off, dial ***02**.
- To switch Forward On Busy On, dial ***03**. To switch it off, dial ***04**.
- To switch Forward On No Answer On, dial ***05**. To switch it off, dial ***06**.
- To switch Forward Hunt Group Calls On, dial ***50**. To switch it off, dial ***51**.

Diverting Calls

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

Note

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

To divert calls at another extension:

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

To divert calls at your own extension:

- Dial ***14*N#**.
- To cancel either feature from your own extension, dial ***14*#**.

Do Not Disturb

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

- To switch Do Not Disturb on (with or without exceptions), dial ***08**. To switch it off, dial ***09**.
- To add a number to the exception list, dial ***10*N#**.
- To delete a number from the exception list, dial ***11*N#**.

Note

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

Making Calls

To make internal calls:

- Lift the handset and dial the number of the extension you require.

To make external calls:

- Dial the number (prefixed by the access code if required).

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

Voicemail

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

Note

- Not all systems support voicemail or have voicemail installed.

The following options are available for voicemail:

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

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

- Once messages have been delivered, they are held on the system for 24 hours (this is fixed for Voicemail Lite, but can be varied by your system administrator if your IP Office is equipped with VoicemailPro).
- You can collect your voicemail from another extension by using the PIN your system administrator has set up for you. You can collect your messages if you are out of the office, by either dialling from a number that has been registered for the purpose or by dialling your extension number and PIN when prompted. If validation is successful, then dial **2** to retrieve your mail.
- The system administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

Default Feature Codes

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

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

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

Index

| | | |
|------------------------------|--------|--|
| A | | |
| about this guide..... | 1 | |
| B | | |
| buttons | 1 | |
| C | | |
| call | | |
| answering | 3, 7 | |
| clearing | 3, 11 | |
| diverting | 8 | |
| forwarding | 8 | |
| hold | 4, 11 | |
| incoming call | 3 | |
| making | 5, 9 | |
| waiting | 11 | |
| call appearance buttons..... | 2 | |
| conference | 4, 11 | |
| D | | |
| default feature codes | 11 | |
| diverting calls | 8 | |
| do not disturb | 9, 11 | |
| E | | |
| external calls..... | 9 | |
| F | | |
| follow me..... | 11 | |
| forwarding | 8, 11 | |
| H | | |
| hold | 4 | |
| hunt group..... | 11 | |
| I | | |
| internal calls | 9 | |
| M | | |
| making calls | 5, 9 | |
| message | 1, 5 | |
| P | | |
| park call..... | 11 | |
| R | | |
| redial | 5 | |
| relay | 11 | |
| ringing cadence..... | 3 | |
| T | | |
| toggle | 11 | |
| transfer | 6 | |
| V | | |
| voicemail | 10, 11 | |
| volume | 1 | |

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