IP Office

M7324 Telephone User Guide

- Issue 02c - (13 March 2014)

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Chapter 1.
Telephone Overview

1. Telephone Overview

1.1 M7324 Telephone

On IP Office, the M7324 telephone is supported by IP500v2 IP Office systems running IP Office Release 7.0 and higher software. This guide is for IP Office Standard Version mode, separate user guides exist for other IP Office operation modes.

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*	0	#	Feature	13	01	Call 80
–	Volume	+	Hold	12	Spk	

The bottom right button is fixed as a **Handsfree** speaker button. This can be used to answer calls handsfree on the phone's speaker (or headset if the phone has a headset connected).

1.2 Which Telephone System?

The IP Office telephone system can operate in a number of modes. This guide is for a system operating in IP Office Standard Version mode.

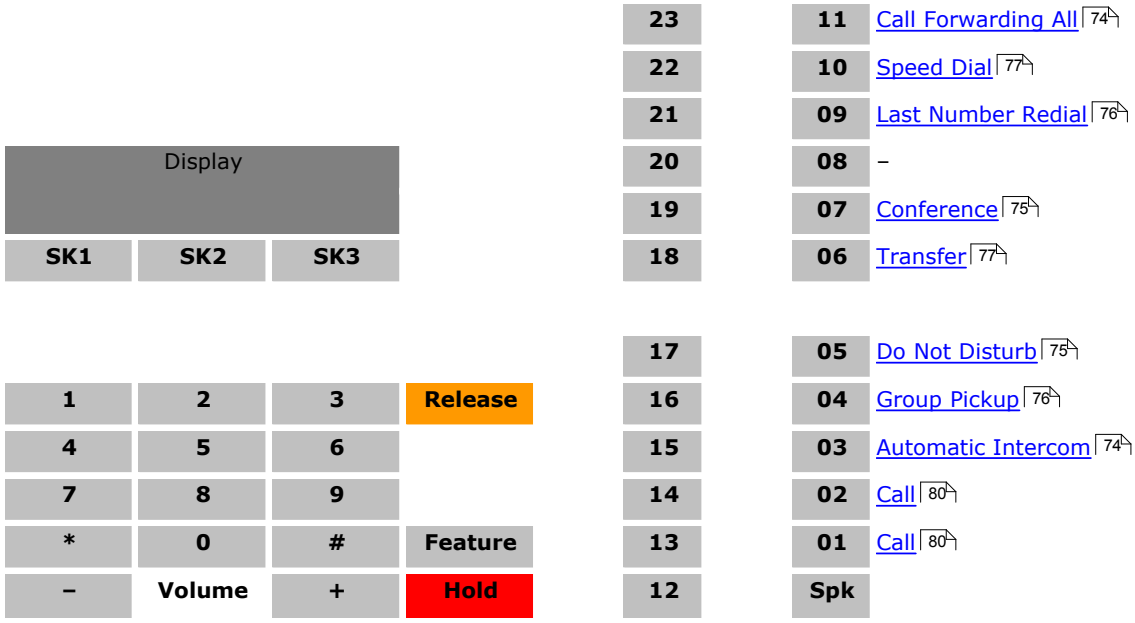
To check what system you are one, press **Feature 9*80**. If your system is a IP Office Standard Version system, you will hear an error tone. The display will show **Invalid**. If otherwise, the display will show the software level of the non-IP Office Standard Version mode system. Contact your system administrator to obtain the appropriate M7324 user guide.

1.3 Button Functions

In addition to the standard buttons 0 to 9, * and # buttons for dialing, the phone also has the following additional keys listed below. Some buttons may use either icons or words depending on your locale and the particular model of the phone that you have.

- **Hold**
  Put the current call on hold. The calls associated call appearance key flashes. Press that key to retrieve the call from hold.
- **Feature**
  This key is used to access a range of special functions by pressing the key and then dialing a feature code 12.
- **Release**
  End (drop) the current call.
- **Display Soft Keys**
  The three keys below the display are called soft keys. Their functions change while you use the phone. The current function of each key is indicated by the text label in the display.
- **Volume Controls**
  Increase or decrease the volume during a call.
- **Handsfree Speaker**
  The bottom right button is fixed as a handsfree speaker button. You can press this button to answer or make a call in handsfree speakerphone mode. You can also press it to switch from the handset to the speaker during a call. The button is lit when the phone is on the speaker.

The button layout is indicated below. The double-digits are the button numbers for programmable buttons 70. The default function for those buttons is indicated. The function for each programmable button can be set by you or by your system administrator.



1.4 Feature Codes

The phone can access a range of functions by pressing the phone's **Feature** key and dialing the required feature code.

- **Speed Dial:** *Feature 0 <index>*
  Dial a stored number. Follow it with a 3-dight number system speed dial (000 to 999) or ***** and a 2-digit number personal speed dial (00 to 99).
- **Ring Again:** *Feature 2 (Set)/Feature #2 (Clear)*
  Set a ringback on the extension being called. When the target extension ends its current call,you are rung and when you answer, a new call is made to the target.
- **Conference:** *Feature 3*
  Turn the current call and any held call or calls into a conference call. The held call can be an existing conference to which you want to add another call.
- **Forward Unconditional On:** *Feature 4 <number> (On)/Feature #4 (Off)*
  Switch on and off immediate forwarding of calls to the number entered.
- **Last Number Redial:** *Feature 5*
  Redial the last number dialed. This code can only be used when the phone is currently idle.
- **Page:** *Feature 60 <number>*
  Make a page call to an extension or group. The target extension or group members must be free and must support handsfree auto-answer in order to hear the page.
- **Retrieve Messages:** *Feature 65* or *Feature 981*
  Access your voicemail mailbox to collect messages.
- **Dial Voice Call:** *Feature 66 <number>*
  Have a call automatically answered on speaker phone after 3 beeps. If the extension is not free when called, the call is presented as a normal call.
- **Priority Call:** *Feature 69*
  Allows you to call another user even if they are set to 'do not disturb'. A priority call will follow forward and follow me settings but will not go to voicemail.
- **Transfer:** *Feature 70 <number>*
  Put your current call on hold and make an transfer enquiry call to another number. Pressing **Feature 70** again to completes the transfer.
- **Call Park/Park & Page:** *Feature 74*
  Park your current call. The additional functions and method for unparking calls depends on whether Park & Page is configured on your system or not. See Parking Calls 37.
- **Call Unpark:** *Feature #74 <park slot number>*
  Unpark a call. The code is followed by the park slot number used to park the call.
- **Call Pickup Group:** *Feature 75*
  Answer a call ringing a group of which you are a member. You can use this function even if you group membership is currently set to disabled.
- **Directed Call Pickup:** *Feature 76*
  Answer a call ringing the user or hunt group extension number specified.
- **Call Timer:** *Feature 77*
  Briefly display the current duration of the currently connected call. The final duration of a call is also automatically shown after a call is ended.
- **Time of Day:** *Feature 803*
  Briefly display the time and date during a connected call.
- **Do Not Disturb On:** *Feature 85 (On)/Feature #85 (Off)*
  Switch do not disturb on or off. Do not disturb overrides all forwarding and follow me functions. Calls go to voicemail if available, otherwise the caller receives busy.
- **Group Listen On:** *Feature 802 (on)/Feature #802 (Off)*
  Group listen allows you to hear the caller on the phone speaker while you speak through the handset microphone. The code must be dialed during the call. Group listen is automatically turned off at the end of a call.
- **Call Log:** *Feature 812*
  Displays your call log. Use the * key to switch between all calls, missed calls, outgoing calls and incoming calls. Use the volume keys to move through the calls in the currently displayed category. To make a return to the entry displayed press #, to delete the entry press **Hold**.

Each of these feature codes above can be assigned to a programmable button 73. The feature can then be invoked using a single button press.

Administration Feature Codes

The following feature codes are used to edit phone settings. Some functions may request a security code after the feature code is entered. When this occurs, enter your login code 54 and press #.

- **Button Inspect: *Feature *0***
  After selecting this function, pressing any programmable button will display the function 74 currently assigned to that button.
- **Auto Dial Button** 72**: *Feature *1***
  This feature allows you to store a number against a programmable button. After entering the code, press the button to be programmed and then enter the number that the button should dial.
- **Internal Autodial (User Button)** 72**: *Feature *2***
  This feature allow you to create a user button that matches another user's extension number. The button can then be used to call the other user. The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.
- **Button Program** 70**: *Feature *3***
  This feature allows programming of a range of features onto programmable buttons.
- **Store a Personal Speed Dial** 23**: *Feature *4***
  This feature code allows you to configure personal directory entries for use as speed dials. After selecting this function, dial the two digit number between 00 to 99 for the personal directory entry to be programmed. Note that no warning is given if the entry is already programmed. Enter the number and press **Hold**. Then enter a name to associate with the number. The volume buttons are used to move the cursor. When complete, press **Hold** again.
- **Ringer Sound** 68**: *Feature *6***
  Adjust the ringer sound type. When selected, the number keys 1 to 4 are used to select the required ringer. The volume can also be adjusted using the volume controls.
- **Contrast** 68**: *Feature *7***
  Adjust the display contrast. When selected, the number keys are used to select the required contrast.
- **Ring Volume** 68**: *Feature *80***
  This feature code causes the phone's ringer to sound for a short period during which its volume can be adjusted using the phone's volume controls.
- **Enbloc Pre-Dialing On/Off** 22**: *Feature *82***
  This feature code allows you to switch enbloc dialing on or off. When on, you can compose a number to dial without the digits being dialed until the number is complete.

1.5 Short Codes

In addition to the Feature codes 12 supported by the phone, you can also dial short codes provided by the telephone system. These are useful as they can be dialed from any type of phone on the system.

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

The short codes below are default short codes that may be supported by your telephone system. Your system administrator can add, remove or edit the short codes.

Park/Unpark

- **Park Call: *37*N#**
  Parks the held call using the park slot number dialed in place of ***N***. Works with both park methods but does not display page options if Park & Page 37 is configured.
- **Unpark Call: *38*N#**
  Unpark the call parked in park slot number ***N***.

Call Pickup

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

Conference

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

Do Not Disturb

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

Follow Me

- **Follow Me Here: *12*N#**
  Dialed at the extension to which you want 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 Group Calls in Forward Unconditional: *50**
  - **Exclude 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**

Group

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

Login

- **Login: *35*N*L#**
  Login to a phone using your extension number (***N***) and login code (***L***).
- **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.

1.6 Status Letters

When the phone is idle, it normally displays the date, time and extension number. It may also show any of the following status letters at the bottom left of the display.

- **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 idle display when you have forward unconditional 61 enabled.
- **G = Group Member (In Group)**
  A **G** is shown on your phone's idle display when have been configured as a member of a group and your membership is enabled. While this is the case, you may receive calls targeted to the group.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown on your phone's idle display when you have do not disturb 64 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. While in that mode, any calls to that group are diverted to its fallback if set or otherwise to voicemail if available.
- **T = Twinned**
  A **T** is shown on the phone's idle display if it is internally twinned with your other phone extension. Calls to you will alert on both phones and can be answered by you at either phone.
- **S = System Alarm**
  If you are configured as a system phone user, an **S** in the phone's display indicates a system alarm.

1.7 Tones

In addition to ringing, you may hear the following tones:

- **Page Call:** *Single Loud Beep*
  This tone indicates that your phone is receiving a page call 21. You do not need to take any action to hear the call and you cannot be heard by the person doing the page. You can answer a page call, turning it into a normal call by pressing the **Answer** soft key.
- **Short Code Confirmation:** *2 Loud Beeps*
  These tones are heard when using short codes 14. It is a confirmation that the short code function has been completed.
- **Direct Voice Call:** *3 Loud Beeps*
  These tones are heard when receive a direct call which has been automatically answered by the phone. You can hear the caller and then can hear you.
- **Waiting:** *4 Loud Beeps*
  These tones are heard if the phone has been waiting for you to complete dialing or the number you have dialed is invalid. The tones are repeated until you hang up.
- **Incompatible:** *Warble tone*
  This continuous high-low tone is heard if the number dialed is not valid for routing by the telephone system or any system function. .

You may hear the following tones during calls:

- **Conference Tones:** *Single Tone/Double Tone*
  During a call, a single tone indicates that someone else has joined the call. A double tone indicates that someone has left the conference. The system administrator can replace these with a repeating single tone every 10 seconds.
- **Held Tone:** *Double tone every 4 seconds.*
  If the system does not have music on hold configured, this repeated double tone is used to inform you that your call has been put on hold by the other system user.

1.8 Key Lettering

Some older phones have the Q and Z letters printed on the 0 key rather than on the 7 and 9 keys respectively. For functions that use letter input, the latter standard keypad marking is assumed.

1.9 What's My Extension Number?

The label under the handset is normally used to record the extension number of the phone. This is normally a fixed number. However, the telephone system supports users logging in 54 to an extension when they want to us it, changing its extension number to match their own when they do so.

The current extension number associated with the phone is displayed when the phone is idle.

1.10 Notes

This guide was written assuming that the telephone system and your phone are using their default settings. However, the system has a wide range of controls and features that can be used to customize its operation and that of your phone. Your system administrator will inform you if they change any settings that will affect you or the operation of your phone.

Other Phones

The M7324 is one of a range of similar phones that are supported by the telephone system. Most of the Feature codes supported by the M7324 can also be used on these other phones.

		M7100/ M7100N	M7208/ M7208N	M7310/ M7310N	M7324/ M7324N	T7000	T7100	T7208	T7316	T7316
Display		✓	✓	✓	✓	–	✓	✓	✓	✓
Display Soft Keys		–	–	✓	✓	–	–	–	✓	✓
Virtual Call Appearances		✓	–	–	–	✓	✓	–	–	–
Handsfree Operation	**Speaker**	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Microphone	–	✓	✓	✓	–	–	✓	✓	✓
Headset Operation	**Socket**	–	✓	✓	✓	–	–	✓	✓	✓
	Button	–	–	–	–	–	–	✓	✓	✓
Programmable Buttons...		**1**	**7**	**33**	**23**	**4**	**1**	**7**	**15**	**16**
... with icons		–	7	9	23	–	–	7	15	16
... without icons		1	–	24	–	4	1	–	–	–

Chapter 2.
Making Calls

2. Making Calls

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

The number of call appearance buttons on your phone controls the number of calls you can make and receive at the same time. The normal number is 2 but this can be changed by your system administrator. They can also provide your phone with other types of appearance buttons (line, bridged and call coverage) for making and answering additional calls.

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 alerting the target.

2.1 Setting a Callback

If you call another internal user and they do not answer, you can set a callback. When you have a callback set, the system will call you when the other user next uses ends a call. When you answer the callback, the system will automatically make another call to the user.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

To Set a Callback

1. While the call is still ringing or if you hear busy, press **Feature 2** (or press the **AutCB** soft key).
2. End your call attempt.

To Clear a Callback

If you have a callback set, you can cancel it using the following process:

1. Press **Feature #2**.

2.2 Redial the Previous Number

You can redial the number of the last outgoing call that you made.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. To redial the last number called, press **Feature 5**.

2.3 Making a Page Call

You can make a page call to another user or to the available members of a group. The users do not have to take any action to hear the page.

The phones called must support handsfree auto-answer in order to hear the page. If they do not, they do not receive any alerting call.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 60**.
2. Dial the number of the user or group you want to page.
    - 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.

2.4 Direct Voice Calls

This feature is also called dial voice call or direct voice call. It calls another extension and has the call automatically answered on handsfree speaker after playing 3 beeps. If the called extension does not have a handsfree microphone, the user must use the handset if they want to talk.

The called extension called must support a handsfree speaker. If the extension does not or if the extension is not free when called, the call is alerts as a normal call.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 66**.
2. Dial the target user extension number.

2.5 Making a Priority Call

A priority call allows you to call another user even if they have 'do not disturb' set. The call will follow any forwarding and follow me settings they have in use but will not go to voicemail.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 69**.
2. Dial the target user extension number.

2.6 Pre-Dialing (Enbloc)

By default, when you start dialing a number, your phone immediately connects to the telephone system. It then starts passing the digits you dial to the phone system as and when you dial them. However, in this traditional dialing mode, 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.

Pre-dialing or enbloc dialing allows you to compose and edit the number to dial on your phone's display before you send it to the phone system to be dialed.

Through the phone's menus you can select whether you want to use traditional or enbloc pre-dialing when you make calls.

Dialing a Number Using En-Bloc Mode

1. Without going off-hook to hear dial tone, start dialing.
2. You can use the key (or the **<<<** soft 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.
   - Press one of your idle call appearance buttons to start a call handsfree using that appearance.
   - 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 enbloc pre-dialing 22 using **Feature 82**. When on, you can compose a number to dial without the digits being dialed until the number is complete.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature *82**.
2. The phone displays **Enbloc dial** and the current setting.
3. Press the **on** or **off** soft key to change the setting.

2.7 Using Speed Dials

Speed dials are telephone numbers that are stored by the telephone system. There are two types of speed dial: personal speed dials and system speed dials.

You or your system administrator can enter numbers that you want stored as personal speed dials. These are only useable by you. Your system administrator can also store numbers as system speed dials. Those are useable by all users on the system including you.

If you have any internal or external number that you dial frequently, you can store those as an auto dial button 72 rather than a speed dial.

Dialing a Speed Dial

This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press.

1. Press **Feature 0**.
   - **To dial a personal speed dial:**
     Dial ***** followed by the 2-digit personal speed dial number between ***00*** to ***99***. Alternatively you can dial the 2-digit personal speed dial number and then press **#**.
   - **To dial a system speed dial:**
     Dial the 3-digit system speed dial number between ***000*** to ***999***.

Using the Contacts Directory

You can also select the personal or system speed dial to use for a call using the Contacts Directory 44.

Entering a Personal Speed Dial

- **! WARNING**
  Note that no warning is given if the entry is already programmed. It is simply overwritten.

1. Press **Feature *4**.
2. Dial the two digit number, between ***00*** to ***99***, for the personal directory entry to be programmed.
3. Enter the number to be dialed by the speed dial. Use the **<<<** soft key to delete the last digit entered.
4. When the number is completed press the **OK** soft key.
5. Enter a name to associate with the number.

1	1	**2**	ABC2abc	**3**	DEF3def
4	GHI4ghi	**5**	JKL5jkl	**6**	MNO6mno
7	PQRS7pqrs	**8**	TUV8tuv	**9**	WXYZ9wxyz
*****	*Backspace*	**0**	.–0()	**#**	*Space*

   - Use the # button button to advance the text entry cursor to enter the next character.
   - Use the * button button to delete the current character.
6. When complete, press **Hold** again.

2.8 Account Codes

The telephone system can store a set of account codes. Account codes can be used to keep track of calls in relation to particular work, activities or clients. They can also be used to keep track of calls by particular 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.

Forced Account Code Entry

If you are required to enter an account code, the phone will display **ACCOUNT:_**.

1. Enter an account code and press **#**.
2. If the account code is not valid, the phone will display **AGAIN:_**.

Voluntary Account Code Entry

You can choose to enter an account code before making a call or during a call. This is done using a programmable button assigned with the **Account Code** 73 function.

2.9 Calling from the Contacts List

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

1. Access the contacts directory:
   a. Press the programmable button to which the **Directory** function has been assigned (or, if displayed, press the **Dir** soft key).
   b. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
   c. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume). To return to the full directory, press **Back**.
2. When the required entry is shown, press #
   c. Press the programmable button to which the **Directory** function has been assigned (or, if displayed, press the **Dir** soft key).
   d. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
   d. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume). To return to the full directory, press **Back**.

(or press the **Call** soft key).

2.10 Calling from the Call Log

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required entry is shown, press # (or press the **Call** soft key).

Chapter 3.
Answering Calls

3. Answering Calls

While you still have a call appearance button available you can receive incoming calls. The button icon on the call appearance button will show a slow flashing ▲ icon.

To Answer a Call when Idle

1. If your phone is idle or you only have parked or held calls, you can answer calls in a number of ways:
   - Pickup the handset.
   - To answer handsfree, press the call appearance button or the **Handsfree** button.
2. The button icon changes to a steady icon to show it is the call to which you are connected.

To Answer Another Call

If you already have a call in progress, you can still answer another call. Pressing the alerting call appearance button will automatically put the current call on hold and answer the waiting call.

Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button icons will show which call you are currently talking to.

- A slow flashing ▲ icon indicates a call waiting to be answered.
- A steady icon ▲ indicates the currently connected call.
- A fast flashing ▲ icon indicates a held call.

3.1 Divert a Call to Voicemail

You can redirect a call to voicemail without answering the call. This only applies for call to you, not calls to a group of which you are a member.

1. Press the **To VM** soft key or if your phone is idle press the **Release** button.The call is redirected to voicemail.

3.2 Ignore an Incoming Call

You can quiet the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring. You can assign one of your phones programmable buttons as a **Ringer Off** 77 button to turn the ringer on or off for all calls.

1. Press the **Ignore** soft key.
2. The call will continue alerting but with no audible ring.

3.3 Answering a Page Call

You can be paged if you have no call in progress or only held and or parked calls. After a single tone, the page is heard through the phone's speaker. If you are currently on a call or set to do not disturb your phone is not paged.

To answer the page call, press the **Answer** soft key. The page call is turned into a normal call between just you and the pager.

3.4 Call Pickup

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

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

Direct Call Pickup

Answer a call ringing the user or group extension number specified.

1. Press **Feature 76**.
2. Dial the extension or group number.

Group Call Pickup

You can answer a call ringing any group of which the you are a member even if the call is not currently alerting on your phone. You can use this function even when your group membership is set to disabled.

1. Press **Feature 75**.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

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

Chapter 4.
Call Controls

4. Call Controls

4.1 Adjust the Call Volume

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

1. With the call connected, press the and keys to adjust the volume.

4.2 Muting a Call

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

- The button flashes when in use.
- Changing a call between handset or handsfree automatically re-enables the microphone.
- Switching between calls re-enables the microphone.

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.

4.3 Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button indicators will show which call you are currently talking to.

- A slow flashing icon indicates a call waiting to be answered.
- A steady icon indicates the currently connected call.
- A fast flashing icon indicates a held call.

Answering Another Call

If you have an idle call appearance, you can still receive and answer another call.

1. Press the call apperance button with a slow flashing icon. Your current call is automatically put on hold.

Making Another Call

If you have an idle call appearance, you can still make another call.

1. Press the idle call appearance. Your current call is automatically put on hold.
2. Make the call as normal.

4.4 Transferring Calls

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 either end 32 or park 37 one of your existing calls.

- Your system administrator can configure the system so that it will attempt to return unanswered transfers to you.

1. Dial **Feature 70**. The current call is automatically put on hold.
2. Dial the number for the transfer destination. Alternatively, press the **Dir** soft key to select a destination from the directory 45.
   - To complete the transfer, press **Feature 70** again (or press the **Complete** soft key). You can do this while the call is still ringing or you can wait until it is answered.
     - Transferring a call while it is still ringing is called an unsupervised or blind transfer.
     - Transferring a call after ringing finishes is called a supervised or announced transfer.
   - If the transfer destination does not answer or, after answering the call, does not want to accept the call:
     - To try another number, replace the handset or press **Release**.
     - To cancel the transfer attempt, press the call appearance button of the original held call (or press the **Cancel** soft key).

4.5 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 **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 41 from the conference.

4.6 Handsfree Speaker Operation

Your phone has a handsfree speaker and microphone. These allow you to make and answer calls handsfree.

- You can make a handsfree call by simply dialing without lifting the handset. You can hear the call progress and when answered, either continue handsfree or lift the handset.
- The speaker allows the phone to receive page calls 21. You can hear the page without needing to take any action. You can answer the page by pressing the **Answer** soft key.
- The speaker allows the phone to auto answer direct voice 21 calls. You can hear the caller and they can hear you without you needing to take any action. The same applies for call from other users if you have internal auto-answer 76 set on the phone.
  - Pressing the **Handsfree** button answers a call handsfree.
  - The phone has a headset socket. If a headset is plugged into that socket, it is used for handsfree rather than the phone's speaker and microphone.
  - The key can also pressed to turn a call already answered using the handset 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 as handsfree.
  - If you are not currently connected to a call:
    - If the handset is off-hook, answering a call by pressing the alerting appearance button answers the call using the handset.
    - If the handset is on-hook, answering a call by pressing the alerting appearance button answers the call using the speaker or headset if one is connected, depending on which of the two modes was last used on a call.
  - 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.

Conference Phones

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

4.7 Headset Operation

Your phone has a headset socket located under the phone. If you connect a headset, it overrides the phone's handsfree speaker and microphone and is controlled by the **Handsfree** button (bottom right).

- To answer a call using the headset, press the **Handsfree** button or the button on which the call is alerting.
- Use the **Handsfree** button to switch between the headset and the handset.

4.8 Group Listen

Using group listen allows you to hear the caller through the phone's handsfree speaker but they only hear speech from your phone's handset microphone rather than the handsfree microphone. Group listen is automatically turned off at the end of a call.

- **To Turn Group Listen On:** Press **Feature 802**.
- **To Turn Group Listen Off:** Press **Feature #802**.

4.9 Ending Calls

The **Release** button ends the current call. If the call is connected on the phone's handset, replacing the handset will end the call. The duration of a call is briefly shown on the display after a call is ended.

4.10 Groups

Your system administrator can include you as a member of a group or groups along with other users. Each group has its own extension number which is used to call the group.

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's phone before being presented to the next member is controlled by the group's own settings. 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 group's own voicemail settings are used rather than your settings.

- **G = Group Member (In Group)**
  A **G** is shown on your phone's idle display when have been configured as a member of a group and your membership is enabled. While this is the case, you may receive calls targeted to the group.
- **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. While in that mode, any calls to that group are diverted to its fallback if set or otherwise to voicemail if available.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

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

Chapter 5.
Holding and Parking Calls

5. Holding and Parking Calls

Holding a call and parking a call are two similar actions. The table below summarizes the main differences between parking a call or holding a call.

When a call is ...	Held	Parked
... the call occupies an appearance button.	Yes	No
... the caller hears music on hold or hold reminder tones.	Yes	Yes
... the call can be retrieved by other users.	No	Yes
... the call recalls to you automatically after a time.	Yes Default 15 seconds	Yes Default 5 minutes.
... the call can be used to start or add calls to a conference.	Yes	No
... the call is assigned a unique ID.	No	Yes

5.1 Parking Calls

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

Calls that you park recall to your phone (when idle) if they have been parked for too long. The default timeout is 5 minutes but can be changed by the system administrator. Recall calls ignore any forwarding or do not disturb settings that you have set.

For IP Office Release 9.0 and higher, call park can operate in two different ways:

- **Traditional Park** 37
- **Park & Page** 37

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Park Call: *37*N#**
  Parks the held call using the park slot number dialed in place of ***N***. Works with both park methods but does not display page options if Park & Page 37 is configured.
- **Unpark Call: *38*N#**
  Unpark the call parked in park slot number ***N***.

5.1.1 Traditional Park

This method of parking calls is used if Park & Page 37 is not configured on the telephone system. Your system administration will confirm which way your system operates.

If you park a call without specifying a park slot number, the system automatically assigns a park number based on your extension number plus a single digit. For example, for extension 201, the first parked call uses park slot number 2010 if available. Otherwise, it uses park slot 2011 if available and so on up to 2019.

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

To Park a Call

1. Press **Feature 74**. The park slot number assigned to the parked call is briefly shown on the display. If there are not slots available the call is not parked and you will still be connected to the caller.

To Unpark a Call

1. Press **Feature #74**.
2. The park slot ID of the longest waiting call parked is shown.
   - Press the **Done** soft key or # to unpark the call.
   - Otherwise, enter the park slot number assigned to the call that you want to unpark and press #.

5.1.2 Park & Page

This method of parking calls is used if Park & Page is configured on the telephone system. Your system administration will confirm which way your system operates.

Park and page uses a set of pre-configured park slot numbers that act like extension numbers. When you parked a call in one of those park slots, you or any other user on the system can dial that park slot number to unpark the call.

Your system administrator can also configure up to 3 hunt groups for paging. When you park a call, after displaying the park slot number used, your phone displays options for paging.

To Park a Call

1. Press **Feature 74**. The call is parked and the parked slot number needed to unpark the call is displayed.
2. If you want to make a page announcement of the parked call, press **Page**. You can then select one of the displayed hunt groups for your page or you can dial any extension number that want to page.

To Unpark a Call

1. Dial the park slot number that was assigned to the parked call.

5.2 Holding Calls

You can hold as many calls as your phone can receive.

- The held call will still occupy the call appearance 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 call on your phone, either held or connected, you can start a conference 40 between yourself and the calls.

Calls that you have held will recall to your phone when it is idle if they have been on hold for too long. The default hold timeout for the telephone system is 15 seconds but it can be changed by the system administrator. Hold recall calls ignore any forwarding or do not disturb settings you have set.

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 will cause that conference to hear your system's music on hold.

5.2.1 Holding a Call

1. To put your current call on hold, press the **Hold** button or the call's appearance button.
2. The held call will be indicated by its appearance key changing to a fast flashing icon.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will instead hear double beep tones every few seconds.

5.2.2 Taking a Call Off 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 icon.

5.2.3 Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button indicators will show which call you are currently talking to.

- A slow flashing icon indicates a call waiting to be answered.
- A steady icon indicates the currently connected call.
- A fast flashing icon indicates a held call.

5.2.4 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 **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 41 from the conference.

Chapter 6.
Conference Calls

6. Conference Calls

Multiple conference calls are supported, with parties addable to each conference call until the system's total conference capacity (128) is reached. However, a maximum of 64 parties is supported 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 your extension.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

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

6.1 Starting a Conference

If you have a connected call and any held calls, pressing **Feature 3** will start a conference between you and those calls. If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Place the call on hold by pressing **Hold** or **Feature 3**.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Feature 3**.
5. If they do not want to join the call or do not answer, replace the handset or press **Release**. Return to the held call by pressing its call appearance (fast flashing icon).

6.2 Adding a Call to a Conference

You can add additional parties to an existing conference.

1. Press **HOLD** or **Feature 3** to put the conference on hold. The appearance key for the conference call will show a fast flashing icon.
2. This does not affect the other conference parties who can continue talking to each other.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Feature 3**.
5. If they do not want to join the call or do not answer, replace the handset or press **Release**. Return to the held call by pressing its call appearance (fast flashing 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 will cause that conference to hear your system's music on hold.

6.3 Viewing Conference Details

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

1. Press **Release** (or press the **Detail** soft key).
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press ***** (or the **Next** soft key) to cycle through the details of the conference parties.
4. Press **Exit** to return to the normal call display.

6.4 Dropping Parties

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

To Drop Yourself

1. Press **Release**. Your own details are displayed.
2. Press **Release** again.

To Drop Other Parties

1. Press **Release** (or press the **Detail** soft key).
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press ***** (or the **Next** soft key) to cycle through the details of the conference parties.
4. When the party you want to drop is displayed **#** (or press **Release**).
5. Press **Exit** to return to the normal call display..

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 the conference. Consult your system administrator for details.

6.5 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 icon.

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 will cause that conference to hear your system's music on hold.

6.6 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 **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 41 from the conference.

Chapter 7.
Directory

7. Directory

This menu is accessed by pressing a button set to the **Directory** 75 function. It is used to display names and numbers that you can then use for making calls. In some dialing scenarios it can also be accessed using the **Dir** soft key when displayed.

The contacts shown in the directory are sorted alphabetically by name but come from a number of sources.

- **Personal Directory**
  These contacts are stored by the telephone system as part of your user settings. If you login 54 at another 1400, 1600, 9400, 9500, 9600, M-Series, T-Series phone, your call log moves with you.
  - If you hot desk to another phone, your personal contacts move with you.
  - You can have up to 100 personal directory entries[1] which you can add or delete through the phone.
  - The system administrator can also add, edit and delete your personal directory entries.
- **Users**
  These contacts list all[2] telephone system users. If your system is part of a network of IP Office telephone systems, it also includes users on the other systems.
- **Groups**
  These contacts list all the groups on the telephone system. If your system is part of a network of IP Office telephone systems, it includes those 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. While you are allowed up to 100 personal directory entries, the total capacity of the telephone system may limit the addition of further personal directory.
2. Your system administrator can set some users as **Ex Directory**. Those users are then not included in the directory.

7.1 Viewing Contacts Details

1. Access the contacts directory:
   a. Press the programmable button to which the **Directory** function has been assigned (or, if displayed, press the **Dir** soft key).
   b. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
   c. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume). To return to the full directory, press **Back**.
2. When the required entry is highlighted, press **Detail** to display the name and number.
3. The range of soft keys available will depend on the type of directory entry:
   - **Call** 45
     Make a call to the stored number.
   - **Back**
     Return to the display of matching names.

7.2 Make a Call from the Directory

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

1. Access the contacts directory:
    a. Press the programmable button to which the **Directory** function has been assigned (or, if displayed, press the **Dir** soft key).
    b. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
    c. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume). To return to the full directory, press **Back**.
2. When the required entry is shown, press #
    c. Press the programmable button to which the **Directory** function has been assigned (or, if displayed, press the **Dir** soft key).
    d. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
    d. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume). To return to the full directory, press **Back**.

(or press the **Call** soft key).

7.3 Using the Directory for Other Functions

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

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

1. Press the **Dir** soft key.
2. When the required entry is shown, press **Call**.

7.4 Adding a New Contact

So long as the telephone system capacity has not been reached, you can add up to 100 personal directory entries. This is done using the same process as for adding personal speed dials.

- **! WARNING**
  Note that no warning is given if the entry is already programmed. It is simply overwritten.

1. Press **Feature *4**.
2. Dial the two digit number, between ***00*** to ***99***, for the personal directory entry to be programmed.
3. Enter the number to be dialed by the speed dial. Use the **<<<** soft key to delete the last digit entered.
4. When the number is completed press the **OK** soft key.
5. Enter a name to associate with the number.

1	1	**2**	ABC2abc	**3**	DEF3def
4	GHI4ghi	**5**	JKL5jkl	**6**	MNO6mno
7	PQRS7pqrs	**8**	TUV8tuv	**9**	WXYZ9wxyz
*****	*Backspace*	**0**	.–0()	**#**	*Space*

   - Use the # button button to advance the text entry cursor to enter the next character.
   - Use the * button button to delete the current character.
6. When complete, press **Hold** again.

7.5 Add a Contact from the Call Log

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press **0** (or press the **Details** soft key). The individual details of the currently selected call record are displayed.
3. Press **0** (or press the **+Dir** soft key).
   - If you are configured as a system phone user, you can add a contact to either your own personal directory (**Personal...**) or to the system's external directory (**External...**). Use the and key to select which.
4. Press **#** (or press the **Selct** soft key).

Chapter 8.
Call Log

8. Call Log

You can access your call log by pressing **Feature 812**. The call log you see is a call log stored on the telephone system. If you login 54 at another 1400, 1600, 9400, 9500, 9600, M-Series, T-Series 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 groups of which you are a member.

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.

Missed Group Calls

If you are a member of any groups, the system administrator can configure whether your missed calls log should also include missed group 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 group and not answered by any of the members including you.

Note

1. Your centralized call log can be turned off by the system administrator 83. If they do that, your phone will display **Call Log Disabled** when you try to access the call log.

8.1 Accessing the Call Log

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Pressing **#** or lifting the handset will make a call to the number stored with the currently displayed record. You can use the functions listed at the bottom of the display by pressing the soft key below the function name.
   - **Call** 50
     To make a call to the currently displayed name or number, press **#**.
   - **Detail** 49
     Display more details about the current call log record. You can then also add the caller details to your personal directory 50 if required.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Del** 50
     Deletes the current displayed record.
   - **Del *** 50
     Delete all the call log records, not just the current types of records being shown.
3. To exit the call log, press the **Feature** button.

8.2 Viewing Call Details

You can view additional details about the currently shown call.

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press **0** (or press the **Details** soft key). The individual details of the currently selected call record are displayed.
3. The call details are displayed. Use the and keys to cycle through the values:
   - **Time and Date** - The time of the call.
   - **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.
   - **Call Type** - The type of call record. The options are ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*. .
   - **Number** - The number of the caller if available.
   - **Name** - The name of the caller if known.
   - **Duration -** The length of the call.
4. While you are in the details of a call record, the following functions are available:
   - **Call the Number:** Press **#** (or press the **Call** soft key).
   - **Add to Your Personal Directory:** Press **0** (or press the **+Dir** soft key).
   - **Return to the Calls Display:** Press ***** (or press the **Back** soft key).

8.3 Making a Call

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required entry is shown, press # (or press the **Call** soft key).

8.4 Deleting a Record

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required record is highlight, press **Hold** (or press **More** and then press the **Delete** soft key).

8.5 Deleting All Records

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press the **More** soft key.
3. Press the **Del*** soft key to delete all your call log records.

8.6 Adding a Record to Your Contacts

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press **0** (or press the **Details** soft key). The individual details of the currently selected call record are displayed.
3. Press **0** (or press the **+Dir** soft key).
   - If you are configured as a system phone user, you can add a contact to either your own personal directory (**Personal...**) or to the system's external directory (**External...**). Use the and key to select which.
4. Press **#** (or press the **Selct** soft key).

Chapter 9.
Voicemail

9. Voicemail

If enabled, voicemail is used to answer calls to you that have rung unanswered for your "no answer time", the default is 15 seconds. It is also used to answer calls when you have do not disturb enabled.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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.

9.1 Message Waiting Indication

The phone does not have a message waiting lamp. The icon of a programmable button programmed 73 to **Feature 65** will act as a message waiting indicator for new messages. That button can then also be used to access the mailbox.

9.2 Checking Messages

1. Press **Feature 65** or **Feature 981**.
   - Depending on how your voicemail system is configured, you may be asked to entered your voicemail code.
2. Follow the voice prompts provided by the system. For help press either 8 or *4.

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.

9.3 Send a Call to Voicemail

You can redirect a call to voicemail without answering the call. This only applies for call to you, not calls to a group of which you are a member.

1. Press the **To VM** soft key or if your phone is idle press the **Release** button.The call is redirected to voicemail.

Chapter 10.
Logging In/Out

10. Logging In/Out

You may always use the same phone in the same location. However, the telephone system provides features that allow you to use any phone on the system to make and receive your calls. To do this your system administrator need to assign you a login code.

- **Log In** 55
  You can login on any phone that you want to use. When you login to a phone, you take control of that phone. Incoming calls for you are redirected to that phone and your user information and settings are available[1]. Any existing user on the phone is logged off when you login. 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 83 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** 55
  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.
- **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 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

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

Note

1. User information stored by the telephone system, for example call log, contacts directory and speed dials, moves with you when you login on different phones. However this only applies when moving between 1400, 1600, 9400, 9500, 9600, M-Series, T-Series phones. Other phone types store the information on the phone and that information does not move with you when you login or out.

10.1 Logging In on a Phone Already in Use

If you have a login code, you can login at a phone that is already in use by another user. The existing user is logged out.

1. Dial the short code for logging in. The default is ***35*N*L#** where ***N*** is replaced by your extension number and ***L*** by your login code.

10.2 Logging In on a Logged Out Phone

This method is used to login at an extension where the previous user has logged out 55 and the phone has no current user. You can recognize a phone in this state by **Login** and **NoUser** being shown on the display.

1. Press the **Login** soft key.
2. Enter your extension number and press **#**.
3. Enter your login code and press **#** again.

10.3 Logout

You can only log yourself out if you have been given a login code by your system administrator. Otherwise, the only way to be logged out is if someone else logs in on your phone. When that happens, if you are not automatically logged back in when they log off or if you want to login over them, you can login again using the login process with a blank password .

If you have a login code, to logout dial ***36**.

Chapter 11.
Redirecting Calls

11. Redirecting Calls

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

- **Follow Me** 59
  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 from the phone that you want to share.
- **Forward** 60
  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** 75
  Redirect all calls to voicemail if available or otherwise to busy tone.
  - You can set do not disturb exception numbers for calls to which do not disturb if not applied.
  - Other users can make priority calls 21 to override your do not disturb.
- **Twinning** 65
  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		✓	✓	✓	✓	✓	✓

11.1 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 is used to enable follow me at the extension to which you want your calls redirected.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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.

11.2 Forwarding Calls

Forwarding is used to redirect calls to another extension or an external number. The system supports 3 different types of forward.

- **Forward Unconditional** 61
  This forward is used immediately when it is switched on.
- **Forward on No Answer** 63
  This forward is used when a call alerts at your extension for too long without being answered. The normal default is 15 seconds.
- **Forward on Busy** 62
  This forward is used when you have no call appearances buttons available to on which to receive calls.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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 Group Calls in Forward Unconditional: *50**
  - **Exclude 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**

11.2.1 Forward Unconditional

Forward unconditional is 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 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 both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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 idle display when you have forward unconditional 61 enabled.

To Turn Forward Unconditional On

1. Press **Feature 4**.
2. The phone prompts you for the number to which you want calls forwarded. If you already had a number set previously, that number is displayed.
3. Enter the number to which you want to forward the call. Press * to delete the previous digit.
4. If the number matches an internal extension, it is saved automatically. For other numbers, press **Hold** to save the number when set as required.

To Change the Forwarding Number

Use the same process as above. You do not need to switch off forwarding in order to change the forwarding number.

To Turn Forward Unconditional Off

1. Press **Feature #4**.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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 Group Calls in Forward Unconditional: *50**
  - **Exclude Group Calls from Forward Unconditional: *51**

11.2.2 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.
- 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 both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

Using a Programmable Button

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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 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**

11.2.3 Forward on No Answer

Forward on no answer redirects 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).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

Using a Programmable Button

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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 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**

11.3 Do Not Disturb

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any 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 idle display when you have do not disturb 64 enabled.

To Turn On Do Not Disturb

1. Press **Feature 85**. The phone briefly displays **Do Not Distrb**.

To Turn Off Do Not Disturb

1. Press **Feature #85**. The phone briefly displays **Allow Calls**.

Default Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **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.

11.4 Twinning

Twinning allow calls to you to ring at both your phone and at another number. The telephone system supports two types of twinning; internal twinning and mobile twinning.

Internal Twinning

This method of twinning twins your phone (your primary phone) with another internal extension (your secondary phone). Both phones are yours and share the same extension number. Your incoming calls will ring on both phones. You can 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. If the secondary is a 1400, 1600, 9400, 9500, 9600, M-Series, T-Series phone, it will share the same call log and personal directory contacts as available on your primary. Similarly, message waiting indication for your mailbox is show on both phones.

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

Mobile Twinning

Mobile twinning is twinning 77 where your calls ring at both your phone and at another number which can be an external number.

You can assign a programmable button 73 to turn twinning on or off and to set the number to which you are twinned.

Chapter 12.
Phone Settings

12. Phone Settings

12.1 Contrast

You can change the contrast on the phone display.

1. Press **Feature *7**.
2. Use the number keys to select the required contrast. Alternatively, use the and buttons to change the contrast.
3. The function will automatically cancel after a 3 seconds.

12.2 Ringer Sound

You can change the ringer sound. This does not change the ring pattern which is controlled by the telephone system.

1. Press **Feature *6**.
2. Press **1** to **4** to select the required ringer sound.
   - Whilst the function is active, you can also use the and buttons to change the ringer volume.
3. The function will automatically cancel after a 5 seconds.

12.3 Ringer Volume

You can change the ringer volume using the following process. You can also adjust the volume while a call is ringing your phone.

1. Press **Feature *80**. The phone will start a continuous ring.
2. Use the soft and loud volume buttons to change the volume to the level required.
3. The function will automatically cancel after a 5 seconds.

12.4 Enbloc Pre-Dialing

You can enable or disable your enbloc pre-dialing 22 using **Feature 82**. When on, you can compose a number to dial without the digits being dialed until the number is complete.

- This function can be assigned to a programmable button 73. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature *82**.
2. The phone displays **Enbloc dial** and the current setting.
3. Press the **on** or **off** soft key to change the setting.

Chapter 13.
Button Programming

13. Button Programming

The programmable buttons on your phone can be assigned a range of functions. You cannot override the function of buttons configured as appearance buttons for calls by your system administrator. Also your administrator can apply templates to your phone which set the function of specific buttons.

There are a number of methods that you can use for button programming:

- **Button Inspect** 70**:** *Feature *0*
  See the function currently set on a button.
- **Auto Dial Button** 72**:** *Feature *1*
  Store a number to be dialed by the button when it is pressed.
- **User Button (Internal Auto Dial)** 72**:** *Feature *2*
  Store another user's extension number to be dialed when the button is pressed. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.
- **Feature Button** 73**:** *Feature *3*
  Set a button to invoke a Feature code.
- **Function Button** 73**:** *Feature *3**
  Set a button to invoke a selected telephone system function.
- **Default Buttons** 71**:** *Feature *3***
  You can return the function of certain buttons back to their default for this type of phone.
- **Erase a Button** 71**:** *Feature *1 Hold*
  You can use the auto dial programming process but with a number to erase the current programming of a button.

You system administrator can see and edit your button settings. They can also apply functions that you cannot program. Note that button user templates can be applied which will lock the function of certain button even if you try to change them.

13.1 Button Inspection

You can check the current function set on a programmable button.

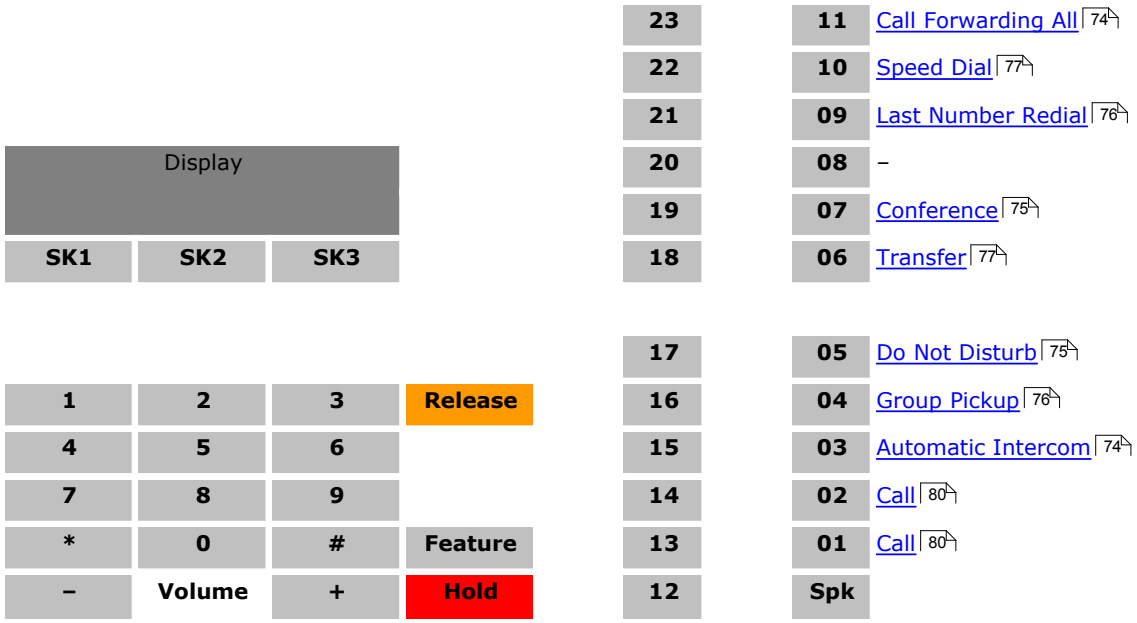
1. Press **Feature *0**.
2. Press a button. The button's function 74, if any, is displayed.

13.2 Default Buttons

You can use the following process to return those programmable buttons that have default functions back to those functions. It does not affect the functions assigned to any buttons that do not have a default function.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press * twice (or press the **More** soft key twice).
3. Press # (or press the **Prog** soft key).

The following are the default buttons for a M7324 telephone.



13.3 Additional Buttons

On a M724 phone you can add 1 or 2 CAP modules. Each module provides an additional 48 programmable buttons. Each module requires its own power supply. Consult your system administrator.

13.4 Erasing a Button

The process for setting an auto dial button 72 can also be used to erase any programming on a programmable button.

1. Press **Feature *1**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button you want to erase. You cannot override any button configured to a appearance function 80 by your system administrator.
3. Press **Hold**.

13.5 Auto Dial Button

A button set to this function dials a stored number. That number can be any number composed of the digits 0 to 9 plus * and #. It can be an internal or an external number. It can be a partial number that you complete dialing after pressing the button. It can also be a system short code 14 for a telephone system feature. This button function is also known as Auto Dial and External Auto Dial.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *1**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the number you want stored by the button. This can be a partial number which you will complete after pressing the button.
   - The button deletes the last digit entered. The **<<<** soft key can also be used. The **Clear** soft key deletes the whole number entered.
4. When the number is complete, press **Hold** (or press the **OK** soft key).

13.6 Internal Auto Dial (User Button)

A button set to this function calls another user. The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *2**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the extension number of the user for who you want a button.
   - The button deletes the last digit entered. The **<<<** soft key can also be used. The **Clear** soft key deletes the whole number entered.
4. As soon as a valid number is entered, the value is saved and the button set.

13.7 Function Button

This process allows you to assign a selected telephone system function 74 to a programmable button. This is not the full set of button functions available from the telephone system. The system administrator can assign other button functions and will inform you what those functions are if they do that.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press * (or **More** if displayed).
3. Enter the number for the feature required as listed below. Alternately use the and buttons to move through the list of functions.

   01. **Speed dial** 77
   02. **Ring Again** 77
   03. **Conference** 75
   04. **Call Forward All** 74
   05. **Last Number Redial** 76
   06. **Page Group** 76
   07. **Voicemail** 78
   08. **Automatic Intercom** 74
   09. **Priority Call** 76
   10. **Transfer** 77
   11. **Call Park/Park & Page** 74
   12. **Group Pickup** 76
   13. **Direct Pickup** 75
   14. **Timer** 77
   15. **Do Not Disturb** 75
   16. **Contrast** 75
   17. **Group Listen** 76
   18. **Time of Day** 77
   19. **Call Log** 74
   20. **Self-Administer** 77
   21. **Account Code** 74
   22. **Forward on Busy** 75
   23. **Forward on No Answer** 75
   24. **Pickup** 76
   25. **Directory** 75
   26. **Flash Hook** 75
   27. **Internal Auto Answer** 76
   28. **Hunt Group Night Service** 76
   29. **Twinning** 77
   30. **Ringer Off** 77
4. Press **Hold** to select a currently displayed function (or press the **Selct** soft key).
5. If the button has an existing function it is displayed.
6. Press **Hold** to assign the function (or press the **Repla** soft key). Otherwise, press **Feature** to return to function selection (or press the **Back** soft key).
7. Press **Release** to exit programming.

13.8 Feature Button

This process allows you to store some of the Feature codes 12 that you can dial. You can then activate the feature using a single button press.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the feature code of the function required.

   - **Speed Dial** 77**:** *0*
   - **Ring Again** 77**:** *2*
   - **Conference** 75**:** *3*
   - **Forward Unconditional On** 74**:** *4*
   - **Last Number Redial** 76**:** *5*
   - **Page** 76**:** *60*
   - **Retrieve Messages** 78**:** *65*
   - **Dial Voice Call** 74**:** *66*
   - **Priority Call** 76**:** *69*
   - **Time of Day** 77**:** *803*
   - **Timer** 77**:** *77*
   - **Transfer** 77**:** *70*
   - **Call Park/Park & Page** 74**:** *74*
   - **Call Pickup Group** 76**:** *75*
   - **Directed Call Pickup** 75**:** *76*
   - **Do Not Disturb** 75**:** *85*
   - **Group Listen On** 76**:** *802*
   - **Call Log** 74**:** *812*
   - **Retrieve Messages** 78**:** *981*
   - **Contrast** 75**:** **7*

13.9 Button Functions

The following is a quick summary of the various telephone system functions that you can set 73 on a programmable button. This is not a comprehensive list of all button functions available, it only covers those that can be set by telephone users. The system administrator can assign other button functions and will inform you what those functions are if they do that.

Each function is listed by the name shown when you use button inspection.

You can check the current function set on a programmable button.

1. Press **Feature *0**.
2. Press a button. The button's function 74, if any, is displayed.

Some button function use the directory to allow number selection. When this is the case, the and volume buttons are used to scroll through the list of matching names. If this is done during a call or while a call is alerting, this will also adjust the call or ring volume.

13.9.1 Account Code

A button set to this function is used to enter an account code 24 before making a call or during a call. The account code entered is validated against those stored by the phone system and must be re-entered if not valid.

13.9.2 Automatic Intercom

A button set to this function makes an auto answered call to another extension.

This feature is also called dial voice call or direct voice call. It calls another extension and has the call automatically answered on handsfree speaker after playing 3 beeps. If the called extension does not have a handsfree microphone, the user must use the handset if they want to talk.

The called extension called must support a handsfree speaker. If the extension does not or if the extension is not free when called, the call is alerts as a normal call.

13.9.3 Call Forwarding All

A button set to this function switches your forwarding unconditional setting on/off. The button's indicator is shown when forwarding is enabled.

When pressed, your current forwarding number is displayed. You can change the number if required and then enable forwarding.

13.9.4 Call Log

A button set to this function accesses your call log 48.

13.9.5 Call Park/Park & Page

A button set to this function parks and unpark calls. The button can be setup with or without a specific park slot number.

- When associated with a specific park slot number, the button will park and unpark calls from that park slot. If Park & Page is configured on the system, calls are parked without displaying the additional page options.
- When not associated with a specific park slot number, the button's operation depends on whether Park & Page is configured on the system:
  - If Park & Page is configured:
    - If pressed while you have a call connected, that call is parked into an available system park slot. See Park & Page 37.
    - If pressed while you have no call connected, the button performs no action.
  - If Park & Page is not configured:
    - If pressed while you have a call connected, that call is parked using a personal park slot number based on your extension number.
    - If pressed while you have no call connected, your phone displays details of your parked calls which you can use to select a call to unpark. See Traditional Park 37.

13.9.6 Conference

A button set to this function starts a conference between your current call and any calls you already have on hold.

13.9.7 Contrast

A button set to this function adjusts the phone's display contrast.

13.9.8 Direct Pickup

A button set to this function answers a call ringing the user or group extension number specified.

13.9.9 Directory

A button set to this function allows you to access the contacts directory 44.

13.9.10 Do Not Disturb

A button set to this function turns your do not disturb setting on or off.

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any 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 idle display when you have do not disturb 64 enabled.

13.9.11 Flash Hook

A button set to this function will send a hook flash signal to a currently connected analog line.

13.9.12 Forward on Busy

A button set to this function turns your forward on busy setting on or off.

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.
- 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 both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

13.9.13 Forward on No Answer

A button set to this function turns your forward on no answer setting on or off.

Forward on no answer redirects 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).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

13.9.14 Group Listen

A button set to this function turns your group listen setting on or off. The button's icon is shown while the function is switched on.

Using group listen allows you to hear the caller through the phone's handsfree speaker but they only hear speech from your phone's handset microphone rather than the handsfree microphone. Group listen is automatically turned off at the end of a call.

13.9.15 Group Pickup

A button set to this function answers the longest waiting call ringing any group of which the you are a member even if the call is not currently alerting on your phone. You can use this function even when your group membership is set to disabled.

13.9.16 Hunt Group Night Service

A button set to this function turns the night service status of all the groups of which you are a member on or off. The button cannot be used to override a group automatically put into night service by a time profile on the telephone system.

13.9.17 Internal Auto Answer

A button set to this function switches your internal auto-answer setting on or off. When on, if the phone is idle, any internal call is automatically answered after three beeps. If the phone is in use, internal calls alert normally. The button's icon is shown when internal auto answer is on.

13.9.18 Last Number Redial

A button set to this function can be press to redial the number of the last outgoing call that you made.

You can redial the number of the last outgoing call that you made.

13.9.19 Page Group

A button set to this function starts the process of making a page call. After pressing the button, enter the extension number of the user or group that you want to page.

You can make a page call to another user or to the available members of a group. The users do not have to take any action to hear the page.

The phones called must support handsfree auto-answer in order to hear the page. If they do not, they do not receive any alerting call.

13.9.20 Pickup

A button set to this function will pickup the longest waiting ringing call on the system. This function is not recommended for large systems where it will be difficult to predict which call will be answered.

13.9.21 Priority Call

A button set to this function starts the process of making a priority call. After pressing the button, enter the user extension number that you want to call.

A priority call allows you to call another user even if they have 'do not disturb' set. The call will follow any forwarding and follow me settings they have in use but will not go to voicemail.

13.9.22 Ring Again

A button set to this function sets or clears a callback. The button's icon is shown when you have a callback set.

If you call another internal user and they do not answer, you can set a callback. When you have a callback set, the system will call you when the other user next uses ends a call. When you answer the callback, the system will automatically make another call to the user.

13.9.23 Ringer Off

A button set to this function turns your phone's ringer on or off. While the ringer is off, the button's icon is shown.

13.9.24 Self-Admin

A button set to this function starts button programming 73. It operates the same as dialing **Feature *3**.

13.9.25 Speed Dial

A button set to this function allows you to dial any of your personal speed dials 23 or a system speed dial 23.

- To dial a system speed dial, press the button and then dial a 3-digit system speed dial number in the range 000 to 999.
- To dial a personal speed dial, press the button and then dial * followed by a 2-digit personal speed dial number in the range 00 to 99.

13.9.26 Speed Dial [nnnn]

A button set to this function 72 dials a stored number. That number can be any number composed of the digits 0 to 9 plus * and #. It can be an internal or an external number. It can be a partial number that you complete dialing after pressing the button. It can also be a system short code 14 for a telephone system feature. This button function is also known as Auto Dial and External Auto Dial.

13.9.27 Timer

A button set to this function briefly displays the duration of a call when the button is pressed. Even without this button, the duration of a call is briefly shown on the display after a call is ended.

13.9.28 Time of Day

A button set to this function briefly display the date and time during a call in place of the caller's name and number.

13.9.29 Transfer

A button set to this function operates the same as dialing ***Feature 70***.

13.9.30 Twinning

A button set to this function lets you control your mobile twinning 83. It only applies if you have been configured as a mobile twinning user by your system administrator.

- While your phone is idle, the button allows you to set and change the destination for your twinned calls and to switch mobile twinning on/off. The button icon is shown when mobile twinning is on.
- When a call has been routed by the system to your twinned destination, pressing the **Twinning** button will attempt to retrieve the call.
- When on a call on your primary extension, pressing the **Twinning** button will make an unassisted transfer to the twinning destination. You can use this feature even if when you do not have mobile twinning switched on. Pressing the **Twinning** button again will halt the transfer attempt and reconnect the call at your primary extension.

13.9.31 User BLF

A button set to this function calls another user. The button is set to match another user's extension number, see Internal Auto Dial 72.

The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.

13.9.32 Voicemail

A button set to this function accesses your voicemail mailbox. If the button has an icon, the icon is shown when you have new messages in your mailbox.

Chapter 14.
Glossary

14. Glossary

14.1 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.

14.2 Appearance Button

Appearance buttons are used to represent calls made and received by you. They are configured by your system administrator. Normally your first 2 buttons are call appearance buttons but additional buttons can be configured as appearance buttons by the system administrator.

14.3 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.

14.4 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.

14.5 Bridged Appearance Button

A bridged appearance button shows the state of one of another user's call appearance 80 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 83.

14.6 Call Appearance Button

Call appearance buttons are used to represent 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.

14.7 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.

14.8 Do Not Disturb

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any 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 idle display when you have do not disturb 64 enabled.

14.9 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 group of which you are a member.

14.10 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.

14.11 Follow Me Here

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

14.12 Follow Me To

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

14.13 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.
- 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 both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

14.14 Forward on No Answer

Forward on no answer redirects 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).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, 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.

14.15 Forward Unconditional

Forward unconditional is 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 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 both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.

- If you have voicemail on, 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 idle display when you have forward unconditional 61 enabled.

14.16 Group

Your system administrator can include you as a member of a group or groups along with other users. Each group has its own extension number which is used to call the group.

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's phone before being presented to the next member is controlled by the group's own settings. 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 group's own voicemail settings are used rather than your settings.

14.17 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.

14.18 Internal Twinning

This method of twinning twins your phone (your primary phone) with another internal extension (your secondary phone). Both phones are yours and share the same extension number. Your incoming calls will ring on both phones. You can 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. If the secondary is a 1400, 1600, 9400, 9500, 9600, M-Series, T-Series phone, it will share the same call log and personal directory contacts as available on your primary. Similarly, message waiting indication for your mailbox is show on both phones.

14.19 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.

14.20 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.

14.21 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. It is also used to prevent access to some of your settings.

14.22 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.

14.23 Missed Group Call

The system administrator can configure whether the telephone system should keep an internal log of missed 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.

14.24 Mobile Twinning

Mobile twinning is twinning 77 where your calls ring at both your phone and at another number which can be an external number.

14.25 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.

14.26 Park Slot Number

If you park a call without specifying a park slot number, the system automatically assigns a park number based on your extension number plus a single digit. For example, for extension 201, the first parked call uses park slot number 2010 if available. Otherwise, it uses park slot 2011 if available and so on up to 2019.

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

14.27 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 by just lifting the handset without having to press the button to select it first.

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

14.28 Short Codes

Short codes 14 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

14.29 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 groups are accessible across the network. You may also be able to hot desk to a phone located on another system in the network.

14.30 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.

14.31 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 adding and deleting system directory entries.

14.32 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 82 and mobile twinning 83.

Chapter 15.
Document History

15. Document History

Date	Issue	Changes
14th March 2014	**02c**	• Add details of Park & Page 37 operation.

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