## Programmable Buttons

The programmable feature buttons enable you to access a range of IP Office system features. Some of these features are available by default, others can only be programmed by your system administrator. Contact your system administrator for more information.

**Admin** and **Admin1** are two functions that enable you to program the most frequently used features against other feature buttons. The programmable features that are available via **Admin** and **Admin1** are:

| Admin Name | Description | Admin Name | Description |
|---|---|---|---|
| Acct | Account Code Entry | Park | Call Park to Other Extension |
| AD | Abbreviated Dial | Prog | Abbreviate Dial Program |
| Admin | Self-Administer | SAC | Send All Calls |
| AutCB | Automatic Callback | Spres | AD Suppress |
| CFrwd | Call Forwarding All | Timer | Timer |
| CPark | Call Park | TmDay | Time of Day |
| CPkUp | Call Pickup | **Admin1 Name** | **Description** |
| Dir | Directory | Park | Park |
| DPkUp | Directed Call Pickup | <User> | User |
| GrpPg | Group Paging | <Group> | Group |
| HFAns | Internal Auto-Answer | Flash | Hook Flash |
| HGNS+ | Set Hunt Group Night Service | AD | Abbreviated Dial |

## Default Short Codes

You can access a variety of system features by dialling short codes. The following table shows the default short codes. For a full list of your phone's default short codes, see the "IP Office 4620 and 5620 Series User Guide".

Replace **N**, where shown, with an appropriate number. For example, ***07*N#**, where **N** is the extension to which you want your calls forwarded to, when you have forwarding switched on.

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

Further information about Avaya IP Office is available from www.avaya.com/support and also from http://marketingtools.avaya.com/knowledgebase/.

Reference: 15-601114

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# IP Office 4620 Quick Reference Guide

This guide covers the basic functionality of your IP Office 4620 phone.

For more information on your phone settings and features, see the "IP Office 4620 and 5620 Series User Guide".

The diagram below shows the main phone features:

| | | | | | |
|---|---|---|---|---|---|
| 1 | | Feature Buttons/Display | 9 | | Redial |
| 2 | | Message Waiting Lamp | 10 | | Dialling Pad |
| 3 | | Page Left/Right | 11 | | Volume Controls |
| 4 | | Options | 12 | | Mute |
| 5 | | Hold | 13 | | Headset |
| 6 | | Transfer | 14 | | Speaker |
| 7 | | Conference | 15 | | Phone/Exit |
| 8 | | Drop | 16 | | Softkey |

## Answering Incoming Calls

- Pick up the handset or press to use the speakerphone.

## Making a Call

- Pick up the handset or press to use the speakerphone.
- Dial the number, including any outside line digits and/or area codes.

## Accessing Voicemail

- To retrieve your voicemail, press MESSAGES or, if Visual Voice is configured, press Voice.
  For more information about Visual Voice see the "IP Office 4620 and 5620 Series User Guide".

## Hold

- To place a call on hold, press **HOLD**.
- To retrieve a held call, press corresponding to the held call.

## Transferring a Call

1. With the call active, press **TRANSFER**. The call is placed on hold; is displayed and you hear a dial tone. Dial the number you want to transfer the call to.
2. To transfer without announcing the call, if the line is free, hang up. If the line is busy or if no one answers, press corresponding to the held call.

**OR**

To announce the call, remain on the line and wait for an answer. Announce the call and hang up. If the line is busy or if no one answers, press corresponding to the held call.

## Conference

1. To establish a conference call, dial the first party and wait for an answer.
2. Press **CONFERENCE**. The current call is placed on hold, is displayed and you hear a dial tone.
3. Dial the number of the next party and wait for an answer.
4. To add the new party to the call, press **CONFERENCE** again.
5. Repeat Steps 2 to 4 to add further participants.

To drop yourself from the conference, hang up.

## Speakerphone

- To use the **speakerphone,** press . Make or answer the call. To adjust the volume, press ▲ and ▼. To end the call, press again.
- To change from **speakerphone to handset**, pick up the handset and continue talking.
- To change from **handset to speakerphone**, press and hang up the handset.

## Do Not Disturb

- To switch Do Not Disturb on, dial ***08**. An **N** is displayed. To switch Do Not Disturb off, dial ***09**.

## Mute

- To prevent the other person on the line from hearing you, press **MUTE**.
- To reinstate two-way conversation, press **MUTE** again.

**Note:** The short codes documented in this guide refer to the use of default short codes only.

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## Redial

To redial a previously dialed number, press **REDIAL**. If set, the last 6 dialed numbers are displayed (see below); in that case, press the associated feature button.

**To change the Redial number selection:**

1. Press Options and then press Application Options.
2. Press **Redial** to toggle between **Last 6 Numbers** and **Last Number**.
3. Press **Save**. To restore the previous setting without changing it, press **Cancel**.

## Speed Dials

- To **Dial** a speed dial:
  1. Press **SpDial** to display your speed dials. If there are more stored numbers than can be displayed on one screen, press ◀ and ▶ to see more.
  2. When the speed dial you require is shown, press or adjacent to the speed dial name. Your phone dials the number automatically.
- To **Add** a speed dial:
  1. Press **SpDial** and then press **Add**.
  2. The cursor, a | symbol, is displayed in the name field. Each key is marked with the letters it provides. Depending on the character you require, you may have to press the key more than once.
     For example: The **2** key is also marked as **A**, **B** and **C**. To enter a **C**, press the key until **C** is displayed.
     If the next character you want is on the same key, press ▶ and then enter the next character.
  3. Press Number. The cursor is displayed in the Number field.
     Enter the number or extension number.
     If the next number you want is on the same key, press ▶ and then enter the next number.
  4. Press **Save**.
- To **Add** a short code to a speed dial:
  1. To add a short code to a speed dial, press **SpDial**.
  2. In the name field, enter the short code name. For example, **Voicemail**.
  3. In the number field, enter the prefix ***** and the short code number. For example, ***17** (the short code for voicemail).

## Diverting Calls

- To divert calls at another extension using the Follow Me codes, dial ***12*N#** (where **N** is your extension number). All calls to your extension will be diverted to the extension you are using. To re-direct your calls back to your own extension, dial ***13*N#**.
- To divert calls at **your own extension**, dial ***14*N#** (where **N** is the extension to which you want your calls diverted). To cancel divert calls from your own extension, dial ***14*#**.

## Call Forwarding

- To set the number to which your calls are forwarded, dial ***07*201#** (forwarding to 201 in this example).
- To switch **Forward Unconditional On**, dial ***01**. A **D** is displayed. To switch it off, dial ***02**.
- To switch **Forward On Busy On**, dial ***03**. To switch it off, dial ***04**.
- To switch **Forward On No Answer On**, dial ***05**. To switch it off, dial ***06**.