



IP Office 3.2

2402 and 5402 User Guide

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Documentation information

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

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The Telephone

About this Guide

This guide describes how to use all the features on your Avaya IP Office 2402/5402 phone.

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

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

Overview

This guide covers the use of the 2402 and 5402 phones on IP Office. Both phones are similar, however the 5402 is only supported on the IP Office whereas the 2402 is supported on a range of Avaya phone systems.



The 2402 display is not fully supported on IP Office. For call appearance icons, caller display etc, the 5402 should be used.

1. **Display, Call Appearance:** Two Call Appearance Keys allow you to handle multiple calls and the display shows call information.
2. **Message Lamp:** This lamp is used as follows;
 - **On (Continuous):** There are new messages in your voicemail mailbox, or in another mailbox for which you have been configured to receive "Message Waiting Indication".
 - **Flashing:** The lamp also flashes when the phone receives a call.
3.  **Messages:** Access your mailbox.
4. **Call Handling Buttons:**
 -  **Hold:**
Red button used to place a call on hold.
 -  **Transfer:**
Transfers a call to another phone.
 -  **Conference:**
Sets up conference calls with more than one other person.
 -  **Drop:**
Drops the current call or, if on a conference call, drops the last person to join the conference.
 -  **Redial:**
Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.
5. **Dial Pad:** Standard 12-button pad for dialling phone numbers.
6.  **Volume Controls:** Adjusts the speaker, handset, headset, or ringer volume depending on which is currently in use.
7. **Handset Socket:** The socket for the handset cable can be found on the side of the phone. The handset can be replaced by a headset.
8.  **Mute:** Turns the microphone on/off for the headset/handset only. When in use, the associated light is on and the caller cannot hear you.
9.  **Feature:** The system administrator can configure a number of special features which are then accessed by pressing this key followed by any of the keys; **0** to **9**, ***** or **#**.
10.  **Speaker:** Puts the call on the phone's speaker rather than the handset. The lamp next to the button is lit when this option is in use. The speaker only provides a speech monitor function, you can hear a call through the phone's speaker but you must lift the handset to speak.

Call Appearance Keys

The main call handling screen contains two buttons set as 'Call Appearance' keys.



For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer to the *IP Office Key and Lamp Operation* manual.

Having two Call Appearance keys is very useful. When holding a call, you can answer/make another call and then switch between calls, transfer or conference. If you are set to receive a call waiting indication, the waiting call is shown against the next call appearance key.

CAUTION

- Although your system administrator can replace the Call Appearance Keys with other functions, this would severely restrict the use of features such as conference and transfer. It is for these reasons, that it is strongly recommended that all Call Appearance keys remain at their default settings.

Call Appearance Key Icons

The icons displayed against the Call Appearance Keys allow you to determine the status (for example, on Hold) of each call.

Incoming Call: ▲

A ▲ symbol next to a call appearance key indicates an incoming call. To answer the call and put any other current call on hold, press **a/b**.

Connected:]

A] symbol next to a call appearance key indicates that it is the currently connected call. The caller's phone number (if available) is also shown.

On Hold: ▬

A ▬ symbol next to a call appearance key indicates a call on hold. To take the call off hold and put any other current call on hold, press the adjacent **a/b**.

System Features

System Features can be set against dial pad digits by your system administrator and are accessed by pressing **☰**Feature.

For Key and Lamp mode of operation these System Features **must not** be set against the Call Appearance keys. See the **CAUTION** above.

Refer to Overview of the Feature Key for details of System Features that **can only be allocated to you** by your system administrator and to System Features Introduction for details of System Features that **you can always access yourself** by dialling short codes. For example; to listen to your voicemail messages, dial *17.

The Display

- B Phone Locked:**
Internal calls only.
 - D Call Forwarding On:**
See Call Forwarding.
 - G In Group:**
You can enable/disable group membership.
 - H Held Call:**
Shows the number of held calls. See Hold.
 - N Do Not Disturb On:**
See Do Not Disturb.
 - 0 Out of Hours:**
This is displayed if one or more Hunt Groups is in "Out-of-Hours" mode.
 - P Parked Calls:**
Shows the number of parked calls.
 - U Unavailable:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is not being covered by voicemail.
 - V Voicemail:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is being covered by voicemail. See Voicemail.
 - 01 Calls in Call History:**
The phone can store and display recent calls.
 - DISC Disconnected:**
To end the call, press  Spkr.
 - CONN Connected:**
You are on a call.
 - CONF Conference Call:**
You are part of a conference call, displayed on the left hand side of the display. See Conference Calls.
- ▼ Indicates that the displayed item is the currently selected item.

Note

- The items displayed by your IP phone may differ slightly from the items listed above.

Basic Call Handling Features

Answering a Call

When a call arrives at your phone, you hear a ringing tone and a flashing bell icon (🔔) appears on the associated call appearance display. The following describes how to use your handset to answer calls. To answer calls using a headset, see *Headset Working*.

To answer an incoming call:

Do one of the following:

- If you are not active on another call, answer the call by lifting your handset.

You can also press **🔊 Speaker** to listen to the incoming call. However, you must use the handset/headset to speak to the caller. The phone does not have a built-in microphone.

or

- If you are active on a call already, place the active call on **🔒 Hold** and then answer the incoming call (see *Hold*).

Making a Call

There are several options for making a phone call, depending on what how you want to use the phone.

To make a call using the handset:

1. Pick up the handset.
2. Dial the phone number of the person you want to contact, including any dial out codes.

To make a call using the speaker:

1. Press **🔊 Speaker**.
2. Dial the phone number of the person you want to contact, including any dial out codes.

See *Speaker* for more information.

Clearing a Call

To clear an established call:

Either:

- Replace the handset.

or

- Press **📵 Drop**.

Redial

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

To redial the last number that you dialed:

- Press  Redial.

Headset Working

If a headset is to be used on your phone, it must replace the handset. To do this, unplug the handset (from the socket on the side of the phone) and replace with the headset cable. Discard the handset.

To answer an incoming call:

- Press  next to the flashing bell icon () and speak.

To clear a headset call:

- Press  Drop.

To manually make a call:

- Dial the number. Remember to include the required access code (for example; **9** for an outside line) and listen to the progress of the call.

To automatically make a call:

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

or

- To automatically dial a frequently used number, press  **Feature** and the relevant dial pad digit. These numbers are allocated to your dial pad by your system administrator.

Speaker

The Speaker facility allows you to monitor incoming calls only. You must use the handset to speak to the caller. You can also use Speaker to terminate an existing call.

 **Speaker** switches the speaker on/off. The light associated with this button turns on when the speaker is active.

Conference

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

Notes

- The number of parties allowed in a conference is controlled by your phone system.
- Two Call Appearance keys are required for the conference feature.

To add another party to a call:

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

To add a held call(s) to an active call:

- Press **☎ Conference**.

All calls that are on hold are added to the conference.

Mute

With a call in progress and using either the handset or the headset, you can stop the other party from hearing you.

To switch off your handset/headset microphone:

1. Press **🔇 Mute**. The lamp beside **MUTE** is lit.
1. To switch off, press **🔇 Mute** again. The lamp beside **MUTE** is unlit.

Hold

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

To put an existing call on hold:

2. Press **Hold**. The symbol changes to **Hold**; showing that the line is on hold.
2. To answer the second call, press the Call Appearance button with **Call Appearance** against it. The symbol changes to **Call Appearance**; showing that the line is connected.

To return to the held call:

2. If you have a call in progress, then first put that call on hold as above.
2. To retrieve a held call, press the Call Appearance button with **Call Appearance** against it.

Notes

- After hold timeout (defined by your system administrator), you are reminded that you have a call on hold by **Hold** changing for a few moments to **Call Appearance** and the phone ringing.
- If the system feature *AutoHold* is on (consult your system administrator) then you can hold an active call (**Call Appearance**) by pressing the second call's (**Call Appearance**). If *AutoHold* is off, then pressing the second call's (**Call Appearance**) **will drop the first call**.
- To transfer a held call, see Transfer.

Transfer

The Transfer feature allows you to transfer a call from your phone to another extension or outside number. Two call appearance keys are required for the Transfer feature.

To transfer the current call to another extension:

3. With a call in progress, press **Transfer**.
 3. When you hear dial tone, dial the number to which the call is to be transferred.
 3. Do one of the following:
 - To transfer the call without announcing it, press **Transfer** again. The transfer is complete.
- or
- To announce the call before transferring it, wait for the called party to answer. If the called party is willing to accept the call, press **Transfer** again to complete the transfer.
- or
- If the called party does not wish to accept the call, press **Drop**. To return to the held call, press the Call Appearance button with **Call Appearance** against it.
- or
- If the line is busy or if there is no answer, press **Drop**. To return to the held call, press the Call Appearance button with **Call Appearance** against it.

Message

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

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

Note

- The lamp also flashes when the phone is rung, irrespective of whether you have new messages waiting to be read.

System Features

System Features Introduction

As well as your phones specific features that **only the system administrator can allocate**, you can access a number of system features by dialling short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public phone network.

Answering Calls

To answer a call at your own extension:

- Pick up the handset.

or

- When in headset mode, press the button associated with the alerting call.

The default ringing cadences are:

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

These can be changed by your system administrator.

To answer a call at another extension:

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

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

Note

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

Call Forwarding

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

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

or

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

or

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

The following options are available for call forwarding:

- To set the number to which your calls are forwarded, dial ***07*201#** (forwarding to 201 in this example).
- To switch Forward Unconditional On (i.e. not Hunt Group), dial ***01**. 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**.
- To switch Forward Hunt Group Calls On, dial ***50**. To switch it off, dial ***51**. This setting is for Forward Unconditional only.

Diverting Calls

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

Note

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

To divert a call at another extension:

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

To divert a call at your own extension:

- Dial ***14*N#** from your own extension.
- Dial ***14*#** to cancel either feature from your own extension.

Do Not Disturb

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

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

Note

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

Making Calls

To make internal calls:

If your system administrator has allocated you the *Ring Back When Free* feature (see RBak+ - Ringback When Free) under a dial pad digit and you call an extension that does not answer or is busy, you can:

1. Press  **RBak** to set a callback on that extension. When the extension you called becomes free, your phone will ring (a burst of three rings).
1. Lift the handset and the extension is called automatically.

To make external calls:

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

Note

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

Voicemail

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

Note

- Not all systems support voicemail or have voicemail installed.

The following options are available for voicemail:

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

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

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

Default Feature Codes

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

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

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

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