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The 2410 Telephone

Overview
This guide covers the use of the Avaya 2410 and 5410 phones, on Avaya IP Office. Both phones are similar, however the 5410 is only supported on the IP Office whereas the 2410 is supported on a range of Avaya phone systems.
1. **Display, Call Appearance and Feature buttons:** Call Appearance Keys allow the user to handle multiple calls and the display shows call information. Details on system features (allocated by your System Administrator) can also be displayed. See Call Appearance Keys and Overview of the Function Keys.

2. **Message lamp:** Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.

3. **Previous/Next Page:** Move through the different pages of the call handling, speed dials and call log screens. Also used to move the cursor during data entry.

4. **Messages:** Access the user's mailbox.

5. **Call Handling Buttons:**
   - **Hold:** Place call on hold.
   - **Transfer:** Transfer call.
   - **Conference:** Conference held calls.
   - **Drop:** Drop call.
   - **Redial:** Redial last number dialed.

6. **Dial pad:** Standard 12-button pad for dialing telephone numbers.

7. **Volume Controls:** Adjust the speaker, handset, headset, or ringer volume depending on which is currently in use.

8. **Handset and headset sockets:** Used for connection of the handset and optional headset.

9. **Mute:** Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.

10. **Headset:** Switches from handset to headset. The light associated with this button turns on when the headset is active.

11. **Speaker:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active.

12. **Exit:** Returns you to the main call handling screen.

13. **Softkeys:** Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them.
**Call Appearance Keys**

Normally, the first page of the main call handling screen contains three keys set as 'call appearance' keys. These are allocated to you by your System Administrator and are indicated as a=, b= and c=.

![Call Appearance Keys Diagram]

Your System Administrator can change a call appearance key with:

- **A Bridged Appearance**
  A bridged appearance key matches the status and operation of the Call Appearance Key on a pre-defined colleague’s telephone. Hence, you can pick-up, make and receive calls on behalf of your colleague.

- **A Line Appearance**
  An IP Office exchange line (but not IP lines) can be allocated to you such that the status of that line is displayed and you can use the line appearance key to make and receive calls.

- **Call Coverage Appearance**
  A call coverage appearance key alerts you when a pre-defined colleague is receiving a call. The covered user does not need to be using call appearance keys. Hence, you can pick-up calls on behalf of your colleague.

- **A System Feature**
  System Features, such as Abbreviated Dial (that automatically dials a frequently used number) can be set against key and/or dial pad digits. See Overview of the Function Keys.

**All of the above can only be allocated to you by your System Administrator.**

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

**CAUTIONS:**

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

2. Although the System Administrator can replace the Call Appearance Keys with other functions, this would severely restrict the use of features such as conference and transfer. For this reason it is strongly recommended that all Call Appearance keys remain at their default settings.
System Features
System Features can only be set against soft Function Keys by your System Administrator. However, your System Administrator may allocate you two ‘self administrator’ features that will enable you to add System Features to your soft Function Keys. Refer to Overview of the Function Keys for details of the System Feature that can only be allocated to you by your System Administrator.

In addition, there are a number of System Features that you can always access yourself by the use of short codes. Refer to System Features Introduction for details of System Features that you can always access yourself by dialing short codes, e.g. *17 to listen to your VoiceMail messages.

Call Appearance/Function Key Icons
The icons displayed against the Call Appearance/Feature Keys allow you to determine the status (for example, on Hold) of each call. Icons also indicate whether a feature has been activated for a particular button.

- **Incoming Call**: A symbol next to a call appearance key indicates an incoming call. Pressing the adjacent key answers the call and puts any other current call on hold.

- **Connected**: A symbol next to a call appearance key indicates that it is the currently connected call. The caller's telephone number (if available) is also shown. Pressing the adjacent key puts the call on hold. An H is also shown on the display.

- **On Hold**: A symbol next to a call appearance key indicate a call on hold. Pressing the adjacent key takes the call off hold and puts any other current call on hold.

- **Function Active**: The button to the left or right of the function key is active.
Basic Call Handling Features

Answer a Call
When a call arrives at your phone, you hear a ringing tone and a blinking bell icon (1) appears on the associated call appearance.

To answer an incoming call
Do one of the following:

- If you are not active on another call, answer the call using your handset, headset, or speakerphone (see Speakerphone).
- If you are active on a call already, place the active call on hold (see Hold), and then answer the incoming call by selecting the call appearance key.
- If the call appearance for the ringing call is not displayed on the current screen page, use → to return to the first page of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a Call
You can make calls from the phone using a variety of methods as follows:

To manually make a call:
1. Dial the required number on the key pad (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.
2. Adjust speakerphone volume as necessary.
3. To change the volume use the ▼and ▲buttons. The display shows the volume level. (There are eight volume levels.)
4. If the call is not answered, you can clear the call by pressing Speaker or Drop or
5. When the call is answered, either speak or pick up the handset and speak to the called party.

To automatically make a call:
Do any of the following:

- Press Redial and select from (up to) one of the last ten numbers that you dialed by pressing the associated a call appearance key. The call is made automatically for you. or
- Access the Call Log and initiate a call to a specific entry. See Making Calls from the Call Log or
- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialing a Speed Dial Number. or
- When the call is answered, either speak or pick up the handset and speak to the called party.
Clearing a Call
To clear an established call either:

1. Replace the handset

or

2. Press \[Drop\]. You will hear dial tone, unless you are in ‘call center mode’ of working when you will then hear silence.

Headset Working
When a headset is to be used on your phone, it must be plugged in to the headset socket on the base of your phone. To activate the headset and switch off the handset, press \[Headset\]. The lamp beside the button is illuminated when headset working is activated.

To answer an incoming call:

1. Press the call appearance key \[next to the flashing bell icon (\[a\]):

To clear a headset call:

1. Press \[Drop\].

To manually make a call:

1. 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:
Do any of the following:

- Press \[Redial\] and select from (up to) one of the last ten numbers that you dialed by pressing the associated a call appearance key. The call is made automatically for you

or

- Access the Call Log and initiate a call to a specific entry. See Making Calls from the Call Log.

or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialing a Speed Dial Number.

- When the call is answered, speak to the called party.
Speakerphone
The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Keep in mind that two-way speakerphones may not operate satisfactorily in every environment (such as in very noisy locations).

To make or answer a call without lifting the handset, or to use the speakerphone with any feature
1. Press `Speaker`. The LED beside the button illuminates.
2. Make or answer the call, or access the selected feature.
3. Adjust the speakerphone volume if necessary. To change the volume use the ▲ and ▼ buttons. The display shows the volume level. (There are eight volume levels.)

To change from the speakerphone to the handset
1. Pick up the handset and talk.

To change from the handset to the speakerphone
1. Press `Speaker`.
2. Hang up the handset.

To end a speakerphone call
1. Press `Speaker` again.

Speed Dial
The Speed Dial feature allows you to have the phone automatically dial calls to telephone numbers stored in your personal directory. See Dialing a Speed Dial Number.

To make a call to a personal directory entry using the Speed Dial feature
1. From the Home screen, press the SpDial softkey. The Speed Dial screen is displayed.
2. Press the button next to the entry you want to call.
3. If the entry you want is not displayed, use ▲ and ▼ to cycle through the entries or key the first letter of the required name to jump to the page with a matching entry.
4. The phone dials the number for you.
Redial
The Redial feature automatically redials a previously dialed extension or outside number (up to 24 digits). Your phone will store the up to ten of the last numbers dialed.

Note: If you have dialed the same number twice in succession, it will only have one appearance in the redial list.

To redial previously dialed number:
1. Press Redial. Use ← and → to step through the entries. When you have located the required number, press the associated key.

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

To put an existing call on hold:
1. Press Hold or the Call Appearance button with the symbol against it. The symbol changes to ; showing that the line is on hold.
2. Answer the second call by pressing the Call Appearance button with the symbol against it. The symbol changes to ; showing that the line is connected.

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

Notes:
1. After a pre-set time (defined by your System Administrator), you are reminded that you have a call on hold by the hold icon changing for a few moments to and the phone ringing.
2. If the system feature AutoHold is on (consult your System Administrator) then you can hold an active call (J) by pressing the second call’s Call Appearance button (A). If AutoHold is off, then pressing the second call’s Call Appearance button (A) will drop the first call.
3. To transfer a held call see Transfer.
Transfer
The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

To transfer the current call to another extension:

1. With a call in progress, press Transfer
2. 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, either hang up or press Transfer again. The transfer is complete. If the transferred call is not answered within a preset time, it is returned to you.
   - 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.
   - If the called party does not wish to accept the call, press Drop. You can return to the held call by pressing its call appearance button.
   - If the line is busy or if there is no answer, press Drop. You can return to the held call by pressing its call appearance button.

To transfer a held call to another extension:

1. With a call in progress and another call arrives, press Hold and answer the second call.
2. To transfer the new call to the held call, press Transfer and dial the number of the held call
3. Press Transfer again to complete the transfer.
Conference
The Conference feature allows you to conference other parties (including yourself) into a call.

Notes:
1. The number of parties allowed in a conference is controlled by your telephone system.
2. Two Call Appearance keys are required for the conference feature.

To add another party to a call
1. Press Conference.
2. Dial the number of the person you want to add to the call.
3. 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.
4. To add the person to the call, press Conference again.
5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call
1. Press Conference.
2. Press the call appearance button corresponding to the held call.
3. Press again Conference.

To leave a conference:
1. Press Drop. Disconnects the line on which the drop button is pressed.

Message
Your Message lamp turns on when a caller has left a message for you.
Press the Message button to retrieve your messages, and follow the prompts.
Using Speed Dials

Overview of Speed Dials
The phone can store up to 48 personal speed dials. The list of these speed dials is accessed by pressing SpDial. If SpDial is not shown, press and softkey.

- **Caution:** Speed dials are stored on the phone. Consequently, any loss of power to the phone will result in loss of the stored speed dials.

- The speed dial list is sorted alphabetically.
- Press ‹ and › to move between pages.
- Press the appropriate letter key to move direct to the first page with a matching name.
- Press the ➤ or ‹ next to an entry to call the associated number.
- Use the key options to perform other actions.

Pressing Add or Edit gives access to the details of a particular speed dial.

<table>
<thead>
<tr>
<th>Name: Sales...</th>
<th>Number: 300</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backspace</td>
<td>Clear</td>
</tr>
<tr>
<td>Space</td>
<td>Case</td>
</tr>
</tbody>
</table>

**Note:** Speed dials can be used for any numbers that can be manually dialed from the extension. Where, for external calls, a dialing prefix is required then that prefix must be part of the speed dial number.

Dialing a Speed Dial Number
You can use the speed dial directory to make a call with the handset on hook or off hook.

1. Press SpDial. If SpDial is not shown, press any Soft Key.
2. Press ‹ and › to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
3. When the required entry is displayed, press the adjacent ➤ or ‹ key.
Adding a New Speed Dial

1. Press SpDial. If SpDial is not shown, press any Soft Key.
   - Press Add. If a message stating that the speed dial list is full appears, you must first delete an existing entry before adding any new entry. See Deleting a Speed Dial.

   ![Speed Dial Interface]

   - You can switch between Name and Number entry by pressing the ▶ key next to the item you want to edit. The ▼ options also change accordingly.

2. With Name selected, begin entering text using the telephone keypad. Each key is marked with the letters and number it provides. You may have to press the key more than once depending on the character you require.
   - For example, the key 2 is also marked as A, B and C. To enter a C, press 2 until a C is displayed.
   - If the next character you want to enter is on the same key, press ▶ to move the cursor right and then enter the character.
   - By default the first letter is entered in upper-case and the phone then switches to lower-case entry mode. To change the case of the current character press Case.
   - To enter a space press Space.
   - Use the ▶ key to move the cursor one space to the right.
   - If you make a mistake, use Backspace to delete the character to the left of the cursor.
   - If you have made a mistake in the middle of a character string and do not wish to backspace and re-enter all the characters use the ◄ key to step back to one character before the point where you wish to edit. Either insert the new character or press Backspace to delete the character to the left of the cursor.
   - Pressing the * key once enters a . (period) or twice a * . To enter more than one * or period, press ▶ to move the cursor right and then enter the character.
   - Pressing the # key once enters a - (dash) or twice a # . To enter more than one # or dash, press ▶ to move the cursor right and then enter the character.

3. When the name is set as required, select Number.

4. Enter the number required using the dialing keypad. For external numbers remember to enter any external dialing prefix required (9 say).
   - To enter a hyphen, press ◄ Hyphen. This does not affect the number dialed but may help make numbers more readable.
   - To enter a 1.5 second pause, press Pause. This will appear as a , (comma) character in the telephone number.
   - Use the ▶ and ◄ keys to move the cursor left or right.
   - If you make a mistake, use Backspace to delete the number to the left of the cursor.

5. Do one of the following:
   - To save the speed dial and return to the speed dial list, press Save.
   - To return to the speed dial list without saving the changes press Cancel.
   - To return to the call handling screen without saving the changes press ~ Exit.
Deleting a Speed Dial

1. Press SpDial. If SpDial is not shown, press any Soft Key.
2. Press Delete.
3. Select the speed dial entry you want to delete.
   - Press ◄ and ► to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
4. When the required entry is displayed, press the adjacent ◄ or ► key. A request for confirmation will appear.
5. Press ◄ Yes to delete the entry or ◄ Cancel to exit without deleting.
6. Select another entry to delete or press ◄ Done to return to the speed dial list.

Editing a Speed Dial

1. Press SpDial. If SpDial is not shown, press any Soft Key.
2. Press Edit.
3. Select the speed dial entry you want to edit.
   - Press ◄ and ► to display different pages of speed dials or key the first letter of the required name to jump to the page with a matching entry.
4. When the required entry is displayed, press the adjacent ◄ or ► key.
5. Edit the speed dial using the same methods as for adding a new speed dial. See Adding a New Speed Dial.
6. After saving or canceling any changes you will be returned to the speed dial selection list. Select another speed dial to edit or press ◄ Done to return to the speed dial list.

Converting a Call Log Entry to a Speed Dial

You can create a new speed dial from a call log entry. See Saving a Call Log Entry to Your Speed Dial List. This process will start the normal speed entry screen but pre-filled with the name and number from the call log entry.
Using the Call Log

Overview of the Call Log

The phone maintains a call log, accessed by pressing Log. This log can store up to 48 entries. These can be a combination of incoming answered calls, incoming unanswered calls and outgoing calls.

You can select which types of calls are included in the log. You can also use call log entries to make return calls or convert the entry into a speed dial for future use.

- **WARNING:** Calls that are made using pin codes and other information will appear in the call log. Either Logging of outgoing calls should be switched off or those call logs removed manually. See Setting Which Calls are Logged.

Notes:

1. Only outgoing calls made using the dial pad or a SpDial entry are logged.
2. Whilst in the call log you cannot make calls. You can still receive calls and handle them using the dial pad key functions.

When Log is pressed a screen similar to the following is displayed:

- Missed calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options.
- Logged calls are shown with the most recent first.
- The name of the called or calling party is shown if available.
- The number of the called or calling party is shown.
- Press either the or key to display further pages of entries.
- Pressing the or key next to a log entry display further details of that particular call.

- The number of the log entry
- The type of log entry, i.e. Answered, Un answered or Outgoing.
- The name of the called or calling party is shown (if available).
- The number of the called or calling party is shown.
- The date and time of the call.
- Press and to display the previous or next logged call.
- The keys provide a number of actions.
Using the Call Log
You can make calls directly from the call log. Whilst in the call log you can still make a call by going off-hook, pressing Speaker and dialing a new call. Similarly, you can still receive calls and handle them using the dial pad key functions.

Viewing the Call Log
1. Press Log. If Log is not shown, press any Soft Key.
2. At default, Missed calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options. To return to Missed or InAns or Outg, press Back and make your selection.
3. Press and to display different pages of log entries.
   - To exit the call log and return to the previous screen press Done.
   - To exit the call log and return to the call handling screen press Exit.
   - To view the details of a particular log entry, press the and key next to the entry.
4. Press Done to return to the previous screen.

Making Calls from the Call Log
1. Press Log. If Log is not shown, press any Soft Key.
2. At default, Missed calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options. To return to Missed or InAns or Outg, press Back and make your selection.
3. Press and to display different pages of log entries.
4. When you locate the entry you want to call, press the or key next to the entry.
   - If the number shown is external but doesn't include the external dialing prefix used by your telephone system, go off-hook, dial the prefix and then press Call.

Saving a Call Log Entry to Your Speed Dial List
1. Press Log. If Log is not shown, press any Soft Key.
2. At default, Missed calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options. To return to Missed or InAns or Outg, press Back and make your selection.
3. Press and to display different pages of log entries.
4. When you locate the entry you want to call, press the or key next to the entry.
5. Press Save. The speed dial editing screen appears, pre-filled with the details from the call log entry. See Adding a New Speed Dial.
Deleting a Call Log Entry
1. Press Log. If Log is not shown, press any Soft Key.
2. At default, Missed calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options. To return to Missed or InAns or Outg, press Back and make your selection.
3. Press and to display different pages of log entries.
4. When you locate the entry you want to call, press the or key next to the entry.
5. Press Delete. The entry is deleted from the Call Log and the details of the next call are shown.
6. Press Done to return to the main screen
   - To exit the logged call details and return to the main call log screen press Done.
   - To exit the call log and return to the call handling screen press Exit.

Erasing All Logged Calls
Loss of power to the phone will cause all call log entries to be deleted. In addition you can manually select to erase the call log, see Default Phone/Erase All Settings.

Setting Which Calls are Logged
Caution: If you change these settings, any call details already in the call log that no longer match the selection are deleted.
1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press Log Setup. A menu showing Answered, Un-Answered and Outgoing, with their current settings, is displayed.
4. To toggle a particular setting between Yes and No, press the key next to it. Alternatively, press the key next to a call type to underline its current setting and then press Yes/No to change the value of the currently underlined setting.
5. Do one of the following: Note: If you press the Save after changing the settings, any existing call log entries that do not match the call types selected are deleted from the call log.
   - To save the settings and return to the options menu, press Save. You will hear a confirmation tone.
   - To return to the Options menu without saving any changes, press Cancel.
   - To return to the call handling screen without saving any changes, press Exit.
Changing Options

Changing Ringer Options
The IP Office uses 'distinctive ringing' for different types of calls - a repeated single ring for internal calls, a repeated double ring for external calls and a single ring followed by two short rings for ringback calls. These options are fixed by the IP Office. The phone's own menus allow its ringer sound to be personalized so you can recognize it from other ringing phones.

To change the ringer sound:
You can choose from among eight different ring sounds. This alters the tone and style of ringing used by the phone, the ring pattern is still controlled by the IP Office according to the call type. Note: If you receive a call while selecting a ringer sound, you are automatically returned to the call handling screen.

1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press Ring Options followed by Ring Pattern. A menu with the current ring pattern appears.
4. To select a ringing pattern use either the and keys or press a dial pad key between 1 and 8. You will hear the selected ringing pattern.
5. To hear the ringing pattern again press Play or repress the dial pad key.
   - When you have selected a ringing pattern, press Save. You will hear a confirmation tone and be returned to the options menu.
   - If you want to return to the options menu without changing the ring pattern, press Cancel.

To use the Message Lamp for ringing alerts:

1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press Ring Options and set Flash Message Lamp to Yes or No. When set to Yes the Message lamp will flash when you receive a call.
   - Changing this option does not affect the voicemail visual indicator feature.

To automatically show the call handling screen:

1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press Ring Options and set Show Phone Screen to Yes or No. If set to Yes then, when you are setting up/using Speed Dial, Call Log, etc, you are automatically returned to the call handling screen when you receive a call.
### Adjusting the Display Contrast
You can adjust the contrast level on the telephone display. You can choose from among fifteen levels of contrast.

1. Press 
   ![Exit](exit.png) to exit any other mode, then press any of the 
   ![Keys](keys.png) keys below the display.
2. Press 
   ![Option](option.png).
3. Press 
   ![Contrast](contrast.png). A menu with the current contrast setting appears.
4. Use the 
   ![Left](left.png) and 
   ![Right](right.png) keys to adjust the level of contrast.
5. When the contrast is set as required, either:
   - Return to the options menu by pressing 
     ![Done](done.png).
   - Return to the call handling screen by pressing 
     ![Exit](exit.png).

### Call Log Setup
Through the Option menu you can specify which types of calls should be included in the phone's call log. See Setting Which Calls are Logged.

### Using Self Test
Self test can be used to display information about the phone and to check operation of the lamps and display. The information may be required by a telephone system maintainer.

1. Press 
   ![Exit](exit.png) to exit any other mode, then press any of the 
   ![Keys](keys.png) keys below the display.
2. Press 
   ![Option](option.png).
3. Press 
   ![Self Test](self-test.png). A screen of information appears.
   - **Caution:** In the top row, the center of the display should show REL:2.00 or higher. If not the telephone’s software needs to be upgraded. Consult your system Administrator.
4. Press and hold the 
   ![Test](test.png) key. The screen lines should all go black and all the phone lamps should come on. If they do not consult your system Administrator.
5. Release Test and do one of the following:
   - To return to the options menu, press 
     ![Done](done.png).
   - To return to the call handling screen, press 
     ![Exit](exit.png).
Language
When the phone is first installed, it is set to display screen text in English. You can select the language that you would prefer from the following:

- English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português) or Japanese (Katakana characters).

Note: This does not alter your user language setting on the telephone system.

1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press Language. A menu listing the available languages appears, with the current language underlined.
4. Press the or key next to the language required. The screen text changes to the language selected.
5. Do one of the following:
   - To save the settings and return to the options menu, press Save. You will hear a confirmation tone.
   - To return to the options menu without saving any changes, press Cancel.
   - To return to the call handling screen without saving any changes, press .

Automatic Gain Control (AGC)
Automatic Gain Control (AGC) raises the volume when a caller is speaking quietly and lowers the volume when the caller is loud.

1. Press Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press a or key until a menu listing the current handset, headset and speaker AGC options is displayed.
4. To toggle a particular setting between Yes and No, press the key next to it.
   - Alternatively, press the key next to a device type to underline its current setting and then press Yes/No to change the value of the currently underlined setting.
5. Do one of the following:
   - To save the settings and return to the options menu, press Save. You will hear a confirmation tone.
   - To return to the options menu without saving any changes, press Cancel.
   - To return to the call handling screen without saving any changes, press .
Default Phone/Erase All Settings
The Erase All option allows you to reset all personalized settings entered through the phone’s Option menus (except contrast level). It also deletes all entries in the phones Call Log and Speed Dial lists.

1. Press → Exit to exit any other mode, then press any of the keys below the display.
2. Press Option.
3. Press a or key until a menu entitled "Select item(s) to erase" is displayed.
4. Press the key next to an items to select/de-select it for erasure. A is shown next to selected items. The items selectable for erasure are:
   - Speed Dials: Selects for erasure all speed dials set in the phone's SpDial store.
   - Call Log: Selects for erasure all entries in the phone’s call log.
   - User Labels: Selects for erasure all customized function key labels.
   - Language: Selects to default the phone's language setting back to default.
   - Options: Any for erasure or defaulting all other phone options.
   - All: Selects for erasure or defaulting all of the above.
5. Press ○ Erase or ○ Cancel.
6. Press ○ Done.
Function Keys

Overview of the Function Keys
Both the ☯, ☬ Function Keys and ☮ Soft Keys can be used to access a range of system features. The display adjacent to the key shows the feature name.

Some of these features are default features supported by the phone (e.g. SpDial, Log, Option and Label on the Soft Keys) and are always available. Others are system features that can only be programmed by the System Administrator for Function Keys.

The main screen has three pages. This means that the six ☯ and ☬ keys on each page could be used for up to 18 features. To move between pages use the ⇋ and ➤ keys.

- **Programming Your Own Functions:**
  If the phone has been setup with either or both the Admin and Admin1 features assigned to display keys, you can select and program a number of feature against keys yourself. See Function Key Programming. The full range of possible features can only be programmed by the System Administrator.

- **Changing the labels of the Function Keys:**
  You can personalize the text labels shown next to the function keys, including those programmed by the System Administrator. See Changing Function Key Labels.
Function Key Programming

If any one of the keys on the telephone is programmed with an Admin or Admin1 feature, it allows you to program further features against other function keys. Both Admin and Admin1 are allocated to your function keys by your System Administrator and would appear on a menu screen that is similar to the following:

The two tables below list the user programmable features available from Admin and Admin1. For full details of how each function works see Display Key Features.

**Admin:** The programmable functions available via an Admin key are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Toggles</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acct</td>
<td>Account Code Entry</td>
<td>No</td>
<td>Optional</td>
</tr>
<tr>
<td>AD</td>
<td>Abbreviated Dial</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Admin</td>
<td>Self-Administer</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>AutCB</td>
<td>Automatic Callback</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>CFrwd</td>
<td>Call Forwarding All</td>
<td>Yes</td>
<td>Optional</td>
</tr>
<tr>
<td>CPark</td>
<td>Call Park</td>
<td>Yes</td>
<td>Optional</td>
</tr>
<tr>
<td>CPkUp</td>
<td>Call Pickup</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Dir</td>
<td>Directory</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>DPKup</td>
<td>Directed Call Pickup</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Drop</td>
<td>Drop</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>GrpPg</td>
<td>Group Paging</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>HdSet</td>
<td>Headset Toggle</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>HfAns</td>
<td>Internal Auto-Answer</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>HGNS+</td>
<td>Set Hunt Group Night Service</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Park</td>
<td>Call Park to Other Extension</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Prog</td>
<td>Abbreviate Dial Program</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>RngOf</td>
<td>Ringer Off</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>SAC</td>
<td>Send All Calls</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Spres</td>
<td>AD Suppress</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Timer</td>
<td>Timer</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>TmDay</td>
<td>Time of Day</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

In addition to the above, there is a key labeled Exlp? This key enables you to change the display from the shorthand version displayed at default to a longhand version of your own. See Shorthand Programming Mode and Longhand Programming respectively.

**Admin1:** The programmable functions available via an Admin1 key.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Toggles</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park</td>
<td>Park</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>&lt;User&gt;</td>
<td>User</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>&lt;Group&gt;</td>
<td>Group</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>&lt;Number&gt;</td>
<td>Dial</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Flash</td>
<td>Hook Flash</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Shorthand Programming Mode

1. Press Admin or Admin 1. See Display Key Programming.

2. The Admin or Admin1 menu appears as follows:

```
Admin Pages
```

With the exception of Expl1?, the names shown are the features that you can assign to soft keys. When Admin has been selected you can display the full name of the feature by pressing Expl1?. See Longhand Programming.

```
Admin1 Page
```

- Similarly, when Admin1 is pressed, you can assign any one of the functions shown to a soft key.

3. On the Admin pages, use the ▼ and ▲ keys to move through the list of feature.

4. When the function required is shown, press the ▼ key adjacent to its name.

5. If the function requires some data to be entered, [ is shown at the bottom of the display. Enter the data using the normal telephone keypad.

6. The upper part of the display reverts to showing the functions currently assigned to each ▼ and ▲ key.

7. Select the display key against which to program the new function by pressing that ▼ or ▲ key.

- **Caution:** Do not select the slot used for the Admin function. Replacing this function will lock the phone for further programming until reset through the telephone system.

8. If the display slot is not already used, the display shows BUTTON PROGRAMMED!.

- Press EXIT to end programming.

- Press Cont to continue programming other functions.

9. If the display slot already has a programmed function, the display shows FEATURE ON BUTTON. Press the ▼ or ▲ keys until Repla, Keep and Delet are shown along the right-hand edge of the display.

- Press Repla ▼ to replace that existing function with the one just programmed. The display then shows BUTTON PROGRAMMED! as above.

- Press Keep ▼ to keep the existing function and forget the function just programmed.

- Press Delete ▼ to delete the existing function and forget the function just programmed.
Longhand Programming

1. Press Admin or Admin 1. See Display Key Programming.
2. Pressing Expl? to switch to longhand programming mode.
3. Press Next until the required function required is shown, then press Select.
4. If the function requires some data to be entered, [ is shown at the bottom of the display. Enter the data using the normal telephone keypad.
5. The upper part of the display reverts to showing the functions currently assigned to each ➡ and ➢ key.
6. Use the ◀ and ▶ keys to move between the pages of display keys.
7. Select the display key against which to program the new function by pressing that ➡ or ◀key. Caution: Do not select the slot used for the Admin function. Replacing this function will lock the phone for further programming until reset through the telephone system.
8. If the display slot is not already used, the display shows BUTTON PROGRAMMED!.
   • Press ➢EXIT to end programming.
   • Press ➡Cont to continue programming other functions.
9. If the display slot already has a programmed function, the display shows FEATURE ON BUTTON. Press the ◀ or ▶keys until Replace, Keep and Delete are shown along the right-hand edge of the display.
   • Press Replace ◀to replace that existing function with the one just programmed. The display then shows BUTTON PROGRAMMED! as above.
   • Press Keep ◀to keep the existing function and forget the function just programmed.
   • Press Delete ◀to delete the existing function and forget the function just programmed.
Changing Function Key Labels
You can replace the default label shown for any function key with your own custom label of up to 13 characters.

1. Press → Exit to exit any other mode, then press any of the keys below the display.
2. Press Label.
   - Edit allows you replace the current labels, see the steps below.
   - Inspect displays the default labels.
   - Restore replaces any custom labels with the default labels.
   - Done exits the button labelling options.
4. Select the function key whose label you wish to change.
5. Begin entering the New Label text using the telephone keypad.
   - Each number key is marked with the letters it provides. You may have to press the key more than once depending on the character required. For example, the key 6 is also marked as M, N and O. To enter an O, re-press the 6 key until an O is displayed.
   - If the next character you want is on another key, simply key the next character.
   - If the next character you want to enter is on the same key just used, press → to move the cursor right and then enter the character.
   - Pressing the * key once enters a . (period). Pressing it twice enters a *.
   - Pressing the # key once enters a - (dash). Pressing it twice enters a #.
   - By default the first letter entered and the first letter after any space are entered in upper-case whilst all other characters are entered in lower-case. To change the case of the current character press Case.
   - To enter a space press Space.
   - Use the → key to move the cursor one space right.
   - If you make a mistake, use Backspace to delete the character to the left of the cursor.
   - If you have made a mistake in the middle of a character string and do not wish to backspace and re-enter all the characters use the → key to step back to one character before the point where you wish to edit. Either insert the new character or press Backspace to delete the character to the left of the cursor.
   - Press Clear to delete all the current text.
6. When the new name is set as required, press Save. To return to the label options screen without saving the changes, press Cancel.
7. Select another button to re-label or press Done.
System Features

Introduction
As well as your phones specific features, you can access a number of system features by dialing 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 telephone network.

Making Calls

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, you can:

1. When you call an extension that does not answer or is busy, press the RBak feature key to set a callback on that extension.
2. When the extension you called becomes free, your phone will ring (a burst of three rings).
3. Lift the handset and the extension is called automatically.
4. When the extension you called is free, your phone will ring (a burst of three rings).
5. Lift the handset and the extension is called automatically.

External calls:
To make an external call, either dial the number (prefixed by the access code if required) or use a speed dial code (contact your system manager for a list of your speed codes).

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

Answering Calls

Ringing at your own extension:
Simply pick up the handset. When in headset mode, press the button associated with the alerting call.

The default ringing cadences are:
- Internal calls have a single ring cadence
- External calls have a double ring cadence.

These can be changed by your System Administrator.

Ringing at another extension:
You can answer from your own phone by using Call Pick-Up; lift your handset and dial:
- *30 to answer a call ringing anywhere.
- *31 to answer a call within your group.
- *32*201# to answer the call for a particular extension, in this example 201.

Note: If your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come into effect.
Call Forwarding
Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy, and all calls (for example when you go on holiday).

- To switch forward direct station (i.e. not Hunt Group) calls on dial *01, to switch it off dial *02.
- To switch forward on busy on dial *03, to switch it off dial *04.
- To switch forward on no answer on dial *05, to switch it off dial *06.
- To set the number to which your calls are forwarded dial *07*201#, forwarding to 201 in this example.

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

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

At your own extension:
- *14*N# from your own extension.
- *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 (with or without exceptions) dial *08, to switch it off dial *09.
- *10*N# to add a number to the exception list.
- *11*N# to delete a number from the exception list.

Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.
Voicemail
Note that not all systems support voicemail or have voicemail installed.

- To switch voicemail on dial *18, to switch it off dial *19.
- To retrieve your voicemail, use the code *17.

Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as Voicemail Ringback.

- To turn Voicemail Ringback on dial *48; to turn it off dial *49.

Dialing 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 Voicemail Pro).

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 dialing from a number that has been registered for the purpose or by dialing your extension number and PIN when prompted. If validation is successful, then dial 1 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.

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

**Note:**

- *07*N# is used to forward calls to a specific extension.
- *00* is used to cancel all forwarding.
- *01* is used to forward calls unconditionally.
- *02* is used to turn off forwarding.
- *03* is used to forward calls on busy.
- *04* is used to turn off forwarding on busy.
- *05* is used to forward calls on no answer.
- *06* is used to turn off forwarding on no answer.
- *07* is used to forward calls to a specific extension.
- *08* is used to enable or disable do not disturb.
- *09* is used to turn off do not disturb.
- *10* is used to add a do not disturb exception.
- *11* is used to delete a do not disturb exception.
- *12* is used to enable or disable follow me here.
- *13* is used to cancel follow me here.
- *14* is used to follow me to another extension.
- *15* is used to enable or disable call waiting.
- *16* is used to turn off call waiting.
- *17* is used to enable or disable voicemail collect.
- *18* is used to enable or disable voicemail.
- *19* is used to turn off voicemail.
- *20* is used to set hunt group night service.
- *21* is used to clear hunt group night service.
- *29* is used to toggle calls.
- *30* is used to call pick up any extension.
- *31* is used to call pick up a group.
- *32* is used to call pick up extension.
- *33* is used to call queue.
- *34* is used to hold music.
- *35* is used to extend login.
- *36* is used to extend logout.
- *37* is used to park call.
- *38* is used to ride call.
- *39* is used to relay on.
- *40* is used to relay off.
- *41* is used to relay pulse.
- *42* is used to send a relay on.
- *43* is used to send a relay off.
- *44* is used to send a relay pulse.
- *45* is used to call steal.
- *46* is used to call steal.
- *47* is used to conference add.
- *48* is used to voicemail ringback on.
- *49* is used to voicemail ringback off.
- *50* is used to forward hunt group calls on.
- *51* is used to forward hunt group calls off.
- *52* is used to clear call.
- *53* is used to call pickup members.
- *54* is used to forward on busy number.
- *55* is used to dial physical extn by number.
- *56* is used to dial physical extn by id.
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