



IP Office 3.2

4400 and 6400 Series 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/>).

Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1- 800- 242- 2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

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4400 and 6400 Telephones

About this Guide

This guide describes how to use all the features on your Avaya IP Office 4400 and 6400 series 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.

4400 and 6400 Telephones

This guide covers the use of most 4400 and 6400 series phone, running in Key and Lamp mode, on IP Office phone systems.

Note


- The following phones have their own separate IP Office user guides: 2402, 2410, 2420, 4601, 4602, 4610, 4620, 4621, 5402, 5410, 5601, 5602, 5610, 5620, 5621 and 5625.

This guide assumes that the phone you are using has its default settings. Be aware that the system administrator can reprogram the system and/or individual extensions to offer different sets of features. If in doubt, contact your system administrator.


- **Default Buttons**

Each phone is configured by default with 3 Call Appearance buttons. These buttons are located on the top 3 buttons of the leftmost column. They are used to make and receive calls. See Call Appearance Keys.


- **DSS Keys**


This guide details accessing many functions by pressing  **Menu**. Many of these functions can be assigned to the DSS keys on your phone. See DSS Key Functions.

Note

- The 4406D+ sets do not have  **Menu**. For those phones, you can either have a button programmed through the manager (contact your system administrator) or by using the short codes. When using these phones, use short codes. This operation is described in System Features.
- **4450 DSS Module**
Some phones have a DSS port for the connection of a DSS module, which increase the number of DSS keys available. The 4450 DSS module is available for use with both the 4412D+ and 4424D+ phones. When using the 4450, ensure that the power supply is connected to the phone. The 4450 DSS module enhances functionality by providing an array of buttons that can be used to track extensions, users or Park fields, or be programmed for other functions that help you to handle calls more efficiently.
- **System and User Short Codes**
The system has a wide range of features that are triggered by dialling a particular sequence. These short codes can be system-wide or specific to an individual user. For details of the short codes available to you, contact your system administrator. For details of the normal default short codes, see Default Speed Dial and Feature Codes.

TransTalk MDW 9040

The TransTalk MDW 9040 set is a wireless phone that can be used with the system. It is plugged in to a DS port on either the base Control Unit or a DS expansion module. When using the set, it must be configured to work with the system, by defining the button map to be used. This can be done by pressing  **Menu** on the phone and then using the arrow button to select **Configuration**, then **Button Map** and then selecting **Merlin Magix**.

Although the TransTalk MDW 9040 has  **Menu**, this button is local to the set and is used for features local to the set. For this reason, when using this set, a system administrator must program the buttons for you. See DSS Key Functions.

Features can also be accessed on these sets via short codes. For details of the normal default short codes, see Default Speed Dial and Feature Codes.

Call Appearance Keys

By default, each phone is configured with 3 call appearance keys.

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 phone. 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.

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











- 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 a call waiting indication, the waiting call is shown against the next call appearance key.
- Although the system administrator can replace the Call Appearance Keys with:
 - A Bridged Appearance
 - A Line Appearance
 - Call Coverage Appearance
 - System Features

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**.





Phone Key Symbols

Your phone may use either text or icon markings for some keys.

-  **Spkr:**
The light above the key is lit when on speakerphone. See Speakerphone.
-  **Mute:**
The light above the key is lit or blinking when using mute. See Muting a Call.
-  **Hold:**
See Holding Calls.
-  **Redial:**
See Redial.
-  **Trnsfr:**
See Transferring a Call.
-  **Conf:**
See Conference Calls.
-  **Message Indicator:**
See Answering a Message Indicator.
-  **Menu:**
Used to access features and functions. (Not available on the 4406D+ and TransTalk MDW 9040).
-  **Next/Prev:**
Used to make display selections and data entry. (Not available on the 4406D+ and TransTalk MDW 9040).
-  **Exit:**
Use this key to exit the administration menus and return to normal phone operation. (Not available on the 4406D+ and TransTalk MDW 9040).

The Display

- B Phone Locked:**
Internal calls only. See Locking/Unlocking the Phone.
- D Call Forwarding On:**
See Call Forwarding.
- G In Group:**
See Group Enable/Disable.
- H Held Call:**
Shows the number of held calls. See Holding Calls.
- N Do Not Disturb On:**
See Send All Calls (Do Not Disturb).
- P Parked Calls:**
Shows the number of parked calls. See Parking Calls.
- 01 Calls in Call History:**
See Displaying the Call History.
- 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.
- PAGE Page Call:**
See Answering a Page Call.
- Time & Date:**
See Displaying the Date and Time.
- Timer:**
See Call Timer.
-  Indicates that the displayed item is the currently selected item.

- To view up to 12 softkey functions, press  **Menu**. To show the functions, press  and  **Next/Prev** and then press the display key beneath an option to select it.
- To view additional functions, press  **Menu** twice.


See DSS Key Functions.

Making Calls

Making a Call

All phones in 4400 and 6400 series have speakerphone, so that you can dial and hear the call progress without having to pick up the handset.


To make a call:

1. Pick up the handset or, if your phone supports it, press  **Spkr** (see Speakerphone).
2. Dial the number you require.



If **ENTER ACCOUNT** appears, then you are required to enter an account code before making calls (see Account Codes).

3. To end the call either put down the handset or, if using speakerphone, press  **Spkr**.

To make a call via the headset:

- Dial the number you require.
- To end the call, press the programmed **Drop** DSS key (see Programming Functions Against DSS Keys) or press  **Menu** and then press **Drop**.

To make a call using a dial pad key (0-9):

1. Pick up the handset or press  **Spkr**.
2. Press a programmed **AD** button and then press the programmed dial pad key (see Storing Abbreviated dialling Under a DSS Key).
3. To end the call either put down the handset or press  **Spkr**.




Using the Directory

The phone can display a directory of group names, extension names or directory names from which you can select and then dial. If Menu is supported,  **Menu** is displayed.


Note

- This feature can work in two modes, Classic or Dial Name mode (the default). Contact your system administrator, if you are unsure which mode your phone system uses.

To use the directory:

1. Press  **Menu** and then press **Dir**. Alternatively, press  **Menu** twice. Press **▶ Next** and then press **Dir**.
2. Press either; **Index** (internal extensions), **Group** (hunt groups) or **Extn** (numbers in the IP Office Directory).
3. If your system is using **Dial Name Mode**:
 - a. Use the letter keys to dial the name that you want. For example; for names starting with **John**, dial **5646**. Ignore any spaces in the name.
 - b. The display will show the first match to the letters entered so far. Either, enter further letters, or:
 - To move through the matching entries, press **◀** and **▶ Next/Prev** on either side of the current name to display the other matches found so far.
 - If **NO MATCH** displays, press **◀ Prev** to go back to the previous step.
 - c. When the name you want is shown, press **Call**.
 - d. If you cannot find the name you want, press  **Exit** twice.

OR, if your system is using **Classic Mode**:





- a. Press the dialpad button that matches the first letter of the name you want. For example; To select **L**, press **5**, three times.
- b. To move through the matching entries, press **◀** and **▶ Next/Prev**. You can press another key on the dialling pad to select a different first letter.
- c. When the name you want is shown, press **Call**. If you cannot find the name you want, press  **Exit** twice.

Redial

The phone stores a record of the numbers that you have dialed. You can display and select a number from that record.

4406D+ and TransTalk MDW 9040 sets can use redial. When the button is pressed, the last number that was dialed is re-dialed.

To redial a number dialed:

1. Press  **Redial**. Numbers that you have recently dialed are displayed.
2. To move through the stored numbers, press  and  **Next/Prev**.
3. Press the key below a number to redial it or press  **Exit** to leave the display without making a call.


Making a Page Call

You can make page calls to any extension or group of extensions that have suitable speakerphones. Your call is only heard by those extensions that are free.

4406D+ users can make a page call via the short codes. Contact your system administrator for the appropriate code.

TransTalk MDW 9040 users can make Page Calls, but cannot receive them.

To make a page call:



1. Press  **Menu** twice.
2. Press **Call**. Enter the extension or group number (use the top-left display key to backspace).
3. Press **Page**.

Leaving a Message

When you call another extension that does not answer, you can leave message indication. If their phone has a message indicator lamp, it will light. If their phone has a display, it may also display your name and number for a return call.

The  lamp on your phone lights when you have messages, see Answering a Message Indicator.

To send a message indication:

1. Press  **Menu** twice.
2. Press **Call** and enter the extension number (use the top-left display key to backspace).
3. Press **Messa**.
4. Press  **Exit**.


Arranging a Callback

If an extension is busy, or does not answer when you call you can arrange a callback rather than leave a message. With a callback set, after that extension is next used, your phone will ring and when you answer, the extension is rung.

To set a callback during a call:

- If, when you make a call, you are not answered or the station is busy, press the programmed **AutCB** DSS key and end your call attempt.



Alternatively:

1. Press  **Menu**.
2. Press **◀** and **▶** **Next/Prev** to search and then select **AutCB**. End your call attempt.

After the extension you were calling is next used, your phone will ring and when you answer the other extension is rung. Your phone rings the number of times that has been specified in the No Answer Time (either for the system, or if there has been an individual one set for your user id). The default is three rings.

3. Press  **Exit**.

To arrange a callback without making a call:

1. Press  **Menu** twice.
2. Press **Call** and enter the extension number (use the top-left display key to backspace).
3. Press **▶** **Next** and then press **CallB**.
4. Press  **Exit**.


When that extension becomes free, your phone is rung and if you answer, the other extension then rings. Your phone rings the number of times that has been specified in the No Answer Time (either for the system, or if there has been an individual one set for your user id). The default is three rings.

Leaving a Message in Voicemail

You can leave a message directly in voicemail for an extension without ringing the extension. This will light that extension message indicator if they have one.

4406D+ and TransTalk MDW 9040 users can leave a message for an extension via the short codes. Contact your system administrator for the appropriate code.

To leave a message directly in voicemail:

1. Press  **Menu** twice.
2. Press **Call** and enter the extension or group number (use the top-left display key to backspace).
3. Press **▶** **Next** and then press **Vmail**.

You will hear the mailbox greeting and then be prompted to leave a message.

Answering Calls

Answering a Call

Your display will show whatever information the system has about the calling party.

To answer a call:

- Pickup the handset. If active on a call, place the other call on hold.

To answer a call using the speakerphone:

- Press  **Spkr**.

To answer a call using the headset:

- Press the call appearance button associated with the call.

Internal Auto-Answer

Internal auto-answer connects your internal calls after just one ring. This feature also applies when you are in Headset Mode.

Note

- TransTalk MDW 9040 does not have Internal Auto Answer.

To set/cancel internal auto-answer:

- Press the programmed **HfAns** DSS key.

Alternatively:

1. Press  **Menu**.
2. Press **HfAns**
3. Press  **Exit**.

Direct Pickup




If you know the extension number, you can pickup a call ringing at another extension.

4406D+ and TransTalk MDW 9040 users can pickup a call for an extension via the short codes. Contact your system administrator for the appropriate code or see Default Speed Dial and Feature Codes.

To do a direct pickup:

- Press the programmed **DpkUp** DSS key.


Alternatively:

1. When you hear the extension ringing, press  **Menu**.
2. To search, press  and  **Next/Prev** and then press **DpkUp**.
3. Enter the extension number and then press **Done**.

Note

- DSS keys cannot be used to enter the extension number.

Answering a Message Indicator

If another extension has left you a message or you have voicemail,  is lit.

Note


- If you have voicemail ringback switched on, then whenever you have new messages the voicemail system will ring you after you use the phone.

4406D+ and TransTalk MDW 9040 phones can access their voicemail messages by using the short code for Voicemail Collect. Contact your system administrator for the appropriate code or if using the default codes, see Voicemail.

To answer a message indication:

- Press the programmed **Voice** DSS key.
 - The display shows you how many voicemail messages you have in your mailbox. If you are a member of a hunt group that has messages, the hunt group name is also shown. To check the mailbox, press the display key.
 - Follow the prompt to check your messages.

Alternatively:

1. Press  **Menu** twice.
2. Press **Msgs**.
 - A ▼ above **Voice** indicates that you have voicemail messages.
 - A ▼ above **Recvs** indicates that another extension has lit you message indicator. See Leaving a Message. It can also indicate that an IP Office SoftConsole operator has sent you a text message.
3. Select the type of message you want to answer.
4. To check message indicators and text messages, press **Recvs**.
 - The display will show the time, date and caller's extension number. It also shows the message number and total number of messages.
 - To move through the stored messages, press ◀ and ▶ **Next/Prev**.
 - To delete the displayed messages, press the top-right display key.
5. To check voicemail messages, press **Voice**.

Answering a Page Call

Other users may page you or a group to which you belong. You will hear the page through your speakerphone and **Page** is displayed. See Making a Page Call.

To answer a page call:

- Press  **Conf**.

Note


- TransTalk MDW 9040 users can make Page Calls but cannot receive them.

Hold, Park & Transfer

Holding Calls

Any held calls will ring on your phone. An **H** on your display indicates that you have a held call.

To display held calls:

1. Press  **Menu** twice.
2. Press **HC&P** (held, conference and parked).
3. The ▼ above **Helds** indicates that there are held calls. Press **Helds**.
4. If you have several held calls you can press ◀ and ▶ **Next/Prev** to display details of the different held calls.
 - **To clear a held call:** Press **Drop**.
 - **To reconnect a held call:** Press **Pickup**.

Parking Calls

You can park a call or several calls. You are then free to make and receive other calls. You can also arrange for the parked call to be retrieved by another extension.

Note

- The system only allows calls to be parked for a short while before reconnecting them, the default setting is 5 minutes.


When you park a call, it is given number based on your extension number followed by 0. If you now park another call, it is given your extension number followed by 1. If you inform another extension of the number given to a parked call, they can then unpark that call (see below).

4406D+ and TransTalk MDW 9040 users can use the short code or a programmed button for this operation.


To park a call:

- Press the programmed **CPark** DSS key.

Alternatively:

1. During a call, press  **Menu**.
2. Press ◀ and ▶ **Next/Prev** to search and then press **CPark**. The caller is parked and your phone displays a **P** as a reminder.




or

1. During a call, press  **Menu** twice.
2. Press **Func** and then press **CPark**. The caller is parked and **P** is displayed.

To retrieve the parked call at your extension:

- Press the programmed **CPark** DSS key.


Alternatively:

1. Press  **Menu**.
2. Press  and  **Next/Prev** to search and then press **CPark**.

The display shows the parked calls as your extension number plus a number for the order in which it was parked. For example, for extension 206, the first parked call is 2060, the next parked call is 2061.

3. Select the call to unpark.

or

1. Press  **Menu** twice.
2. Press **Func** and then press **CPark**.

The display shows the parked calls as your extension number plus a number for the order in which it was parked. For example, for extension 206, the first parked call is 2060, the next parked call is 2061.

3. Select the call to unpark.



To retrieve a parked call at another extension:

- At any extension on the system, dial ***38*N#** where **N** is the number that was assigned to the parked call (usually the parking extension number followed by 0) of the parked call.

For example: To unpark the first call parked by 206, dial ***38*2060#**.

To display parked calls:




A **P** on your display indicates that you have a parked call.

1. Press  **Menu** twice.
2. Press **HC&P** (held, conference and parked).
3. The  above **Parks** indicates that there are parked calls. Press **Parks**.

The display shows the parked calls using the number assigned to each parked call.

4. To unpark a particular call, press the display key under the parked call.

Transferring a Call





1. During the call, press  **Transfr**. The call is put on hold.
2. Dial the number to which you want to transfer the call:
 - If the extension does not answer or does not want the call, press the call appearance button to return to the original call.
 - If the extension answers and accepts the transfer, press  **Transfr** again.
 - To do a blind transfer, hang up the call or press  **Transfr** again.

Other Call Controls

Conference Calls







The number of callers that you can have in a conference depends on the phone system. Contact your system administrator for details.

To add another caller to a call or conference:

1. During the existing call or conference, press  **Conf**.
2. Dial the other party.
 - If not answered, press either the **Drop** DSS key or  **Hold**, then press  **Conf**.
 - When answered, press  **Conf** again. Any call that was put on hold is now put into the conference.

To display calls in a conference:

CONF on your display, indicates that you are in a conference call.

1. Press  **Menu** twice.
2. Press **HC&P** (held, conference and parked).
3. The  above  **Conf** indicates a conference call. Press  **Conf**.
4. To see the details of the different callers in the conference, press  and  **Next/Prev**.

Notes

- To remove a caller from the conference, hang up.
- If the conference contains only two parties, pressing the **Drop** DSS key to remove the other caller will end the conference.

Account Codes

You can enter an account code during a call. Some extension may also be required to enter an account code before making a call.

4406D+ and TransTalk MDW 9040 users must enter the account code via a short code. Contact your system administrator for the appropriate short code.

Note


- A list of valid account codes is stored on the system. Contact you system administrator for a list of account codes which you should use.

To enter an account code:

You can do this before or during a call. If done before you will then hear dial tone at which you can dial the number required.

- Press the programmed **Acct** DSS key.


Alternatively:

1. Press  **Menu** twice.
2. Press **Func** and then press **Acct**. **ENTER ACCOUNT** is displayed.
3. Enter the account code to associate with the call and then press **Set**.
4. If **REENTER ACCOUNT** appears, then the code was not recognized by the system. Enter a valid code.
5. If already on a call you can now continue the call. If entering the account code before making a call, **Dial** is displayed and you should hear a dial tone.

Recording a Call

This function is only available if you have Voicemail Pro running on the system. If the feature does not work, check with your system administrator to see what voicemail package you are using. By default, the recording is placed into your voicemail mailbox but can be changed by your system administrator.


To record a call:



1. During the call, press  **Menu** twice.
2. Press **Func** and then press **Recor**.

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 very noisy locations).

To make or answer a call without lifting the handset, or to use the speakerphone with any feature:


1. Press  **Spkr**. The LED beside the button illuminates.
2. Make or answer the call, or access the selected feature.

Adjust the speakerphone volume if necessary. To change the volume, press  or . The eight volume levels are displayed.

To change from speakerphone to the handset:

- Pick up the handset and talk.

To change from the handset to the speakerphone:

- Press  **Spkr** and hang up the handset.

To end a speakerphone call:

- Press  **Spkr** again.

Dropping a Call


You can use this function to disconnect a caller. This feature can also be used with conferencing. See Conference Calls.

4406D+ sets should have a Drop button programmed on the phone. To do this, contact your system administrator.


To drop a call:

- Press the programmed **Drop** DSS key.

Alternatively:

- Press  **Menu** and then press **Drop**.

or

1. Press  **Menu** twice.
2. Press **Func** and then press **Drop**.

Muting a Call

Mute allows you to stop the caller from hearing you while still allowing you to hear them. While a call is muted, the lamp above the Mute button is on (on the 6400 sets) and flashing (on 4400 sets).

On the 4400 sets, when headset mode is active, the Mute button works for the Headset.


Displaying the Call History

The number shown on the right-hand of the phone display (when idle) is the number of incoming calls stored in your phone's call history. These are calls that have rung your phone (answered or unanswered) for which a CLI was available. The phone can store the 32 most recent calls.

The redial facility allows you to see a record of the outgoing calls dialed from your phone, see Redial.

Call History is not available on the 4406D+ and TransTalk MDW 9040 sets.

To display the call history:



1. Press  **Menu** twice.
2. Press **Next** and then press **Hist**.
3. The display shows the time, date and number of the caller. To display the details of different callers, press **Left** and **Next/Prev**.
4. You can then select to either callback the caller or delete the call from the call history:
 - **To delete the call from call history:** Press **Delet**.
 - **To call the caller:** Press **Call**.

Diverting/Forwarding Calls



Switching Divert/Forwarding On

4406D+ and TransTalk MDW 9040 users must use short codes to activate these features.

To set the divert all calls (unconditional) number and modes:

1. Press  **Menu** twice.
2. Press **Next** and then press **ProgA**.
3. Press **Divrt**. To backspace, press the left-hand display key and set the required divert number, if required.
4. Press **Next**.
5. To switch **Group** (forward hunt group calls) and/or **Divrt** (forward personal calls) on or off, press the display keys. When on, a **V** symbol is shown above the option.
Diverting hunt group calls is only used when Divert All Calls is also on and only works for calls to circular or linear groups.
6. Press **Done** and then press  **Exit**.

To set the divert on busy/no answer number and modes:

1. Press  **Menu** twice.
2. Press **Next** and then press **ProgA**.
3. Press **OnBsy**. To backspace, press the left-hand display key and set the required divert number (if required).
4. Press **Next**.
5. To switch **OnBsy** (Forward On Busy On) and/or **NoAns** (Forward On No Answer On) on or off, press the display keys. When on, a **V** symbol is shown above the option.
6. Press **Done** and then press  **Exit**.



Call Forwarding

You can forward your calls to another extension. While forwarding your calls, your phone will display a **D** in the top-right of the display. If the station that you are forwarding calls to also has forwarding active, your calls will go to the final destination.

To set call forwarding:

- Press the programmed **CFrwd** DSS key.

Alternatively:

1. Press  **Menu**.
2. Press **◀** and **▶** **Next/Prev** to search and then press **CFrwd**.
3. Set the required divert number. To backspace, press the left-hand display key. When you have activated **Divert**, the forward number is automatically filled in with the Divert number. Press **Done**.
4. Press  **Exit**.

To clear call forwarding:

- Press the programmed **CFrwd** DSS key.

Alternatively:

1. Press  **Menu**.
2. To search, press **◀** and **▶** **Next/Prev** and then press **CFrwd**.
3. Press  **Exit**.

Send All Calls (Do Not Disturb)

When on, all your callers either hear a busy tone or are diverted to voicemail if installed. The system administrator can setup a list of exception numbers for you who can still call you during Do Not Disturb.



4406D+ users can activate this feature via a short code or programmed button.

TransTalk MDW 9040 users activate this via a short code.

To switch send all calls on/off:

- Press the programmed **SAC** DSS key.

Alternatively:

1. Press  **Menu**.
2. Press **◀** and **▶** **Next/Prev** to search and then press **SAC**. A **V** above it indicates it is on.
3. Press  **Exit**.



Setting Absence Text

You can set some absence text that then appears on your phone's display. The same text is also shown on other extensions with suitable displays, when they call you.


Setting an absence text does not redirect your calls in any way, that must be done using Call Forwarding, Divert or Do not Disturb.

4406D+ and TransTalk MDW 9040 users can activate this feature via a short code.

To set your absence text:

1. Press  **Menu** twice.
2. Press  **Next** and then press **ProgA**.
3. Press **Absnt**.
4. To select an absence text, press **CHNGE**.
5. When the text required is shown, press **DONE**.
6. If you want some personal text to accompany your chosen message, press **EDIT**, otherwise press **NONE**.
7. If you chose to have some personal text, press the dialling keys and **Rotat** to enter characters.

For example, to enter an **L**, press **5** and then press **Rotat** until **L** is displayed. When the text is as you require, press **Done**. To backspace, press the top-left display key.

8. To display the message, press **SET**.
9. Press  **Exit**.

To clear your absence text:

- Repeat the process above and press **Clear** (when available).

Phone Controls

Displaying the Date and Time

You can change your phone display to show the date and time, using the **TmDay** function.

Notes

- This function overwrites all other display information.
- TransTalk MDW 9040 users do not have access to this feature.

To set/cancel the date and time display:

- Press the programmed **TmDay** DSS key.

Alternatively:

1. Press  **Menu**.
2. To search, press **◀** and **▶** **Next/Prev** and then press **TmDay**.

Call Timer

You can run a call timer. If you start the timer before making a call, it will reset to zero when you dial and again when you are connected.

Note

- After ending a call, the timer is switched off.

TransTalk MDW 9040 users do not have access to this feature.

To start the call timer:

- Press the programmed **Timer** DSS key.

Alternatively:

1. Press  **Menu**.
2. Press **Timer**.



Changing the Volume

You can alter the volume of the speakerphone, the handset speaker and the ringer.

To change the ringer volume:

- Without lifting the handset, press either end of the volume button.

To change the speaker volume:




1. Lift the handset to adjust handset volume or press  **Spkr** to adjust the speakerphone volume.
2. Press either end of  **Volume**. To adjust the volume up or down, press either **▲** or **▼**.

Changing the Ringer Sound

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 IP Office.

For 6400 Series phones, you can personalize the phone's ringer sound so that you can distinguish it from other ringing phones.

To change the ringer sound:

1. Without lifting the handset, press  **Conf**.
2. You will hear a ring. To hear another ring type, press  **Conf** again.
3. Repeat press  **Conf** until you hear the ring that you want. Wait until you hear a ring again and then a tone.

The ring is now saved. 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.



Hot Desking

Hot desking is the ability to log on at any phone on the system and have that phone adopt your user settings, until you log off.



Notes

- You cannot use hot desking unless the system administrator has allocated you as a hot desking user.
- This function is only available when you have a defined password.

To log on:

1. Press  **Menu** twice.
2. Press  **Next** and then press **Hdesk**.
3. Press **LogOn**.
4. Enter your extension number and then press **Next**.
5. Enter your password and then press **Done**.

To log off:






1. Press  **Menu** twice.
2. Press  **Next** and then press **Hdesk**.
3. Press **LogOff**. **NoUser** is displayed.

Group Enable/Disable

You can enable or disable your group membership. Enabling your membership means that you are available for calls.

4406D+ sets must use the short codes.




To switch send all calls on/off:

1. Press  **Menu** twice.
2. Press  and  **Next/Prev** to search and then press **Group**. A  above it indicates group membership is enabled.
3. Press  **Exit**.

Locking/Unlocking the Phone

While locked, the phone displays a **B** and only internal calls to other extensions can be made. Attempts to make other calls displays **CALL BARRED**.




To lock/unlock the phone:

1. Press  **Menu** twice.
2. Press  **Next** and then press **ProgA**.
3. Press **Bar**.
4. To switch the phone between locked and unlocked, press **Change** and then press **Done**.
5. Press  **Exit**.

Changing the Login Code

The Login code can be changed for functions such as Hot Desking (see Hot Desking).



To set your phone password:

1. Press  **Menu** twice.
2. Press  **Next** and then press **ProgA**.
3. Press **Pswd**.
4. Enter the existing password, if requested, and then press **Done**.
5. Enter the new password and then press **Done**.
6. Press  **Exit**.

Changing the Extension Name

When making and receiving calls, you can change the extension name stored by the phone system. This does not change the full name used within the directory function or by the Phone Manager application.



To change your extension name:

1. Press  **Menu** twice.
2. Press **Next** and then press **ProgA**.
3. Press **Next** and then press **Name**.
4. Enter the new name.
To enter characters, press the dialling keys and **Rotat**. For example, to enter an **L** press the 5 key and then press **Rotat** until an **L** is displayed. To backspace, press the top-left display key.
5. When the text is as you require, press **Done**.
6. Press  **Exit**.


Changing the Phone Language

This will change the language used in the phone's display. On some voicemail systems it will also change the language of the voicemail prompts played when you collect your messages.

To change your phone language:

1. Press  **Menu** twice.
2. Press **Next** and then press **ProgA**.
3. Press **Next** and then press **Lang**.
4. To search the different language options, press **Left** and **Next/Prev**. **DEFAULT** is the default system language.
5. When the text is as you require, press **Done**.
6. Press  **Exit**.



Changing the System Date and Time

One phone with a Menu  key can be allocated as a "System Phone" by the system administrator. The user of that phone can then change the date and time displayed on all phones.

Note

- There will be a short delay before some phones will update their displayed date and time.

To change the date/time:

1. Press  **Menu** twice.
2. Press **Func**.
3. Press **▶ Next** and then press **Setup**.
4. Press either **Date** or **Time**. Enter the new value, in the following format:
 - Date must be 2 digits for the month and day and 4 digits for the year.
 - Use the # key to enter a /. For example; 06/04/2006.
 - When all ten characters have been entered, **Next** is displayed.
 - To select the day of the week, press **◀** and **▶ Next/Prev**.
 - Time must be 2 digits for the hour and 2 digits for the minutes.
 - Use the * key to enter a :. For example; 10:15.
5. After entering the day or time, press **Done**.
6. Press  **Exit**.



DSS Key Functions

DSS Key Overview

You can program many of the phone's functions to a DSS key. You can also program dialling digits or user, group and park slot numbers.

- **4406D+ and TransTalk MDW 9040 Telephone:**
The DSS keys on the 4406D+ and TransTalk MDW 9040 can only be programmed through the Manager application. Contact your system administrator.
- **4450 DSS Module:**
The buttons of the 4450 DSS module are programmed via the station to which the 4450 is connected. You can program a button on the 4450 in the same manner that you would program a button on the phone. In the following sections, the "DSS key" can either be a button on the actual station, or a button on the 4450 DSS module.

Programming Functions Against DSS Keys

Most of the functions normally accessed by pressing  **Menu**, can also be programmed under a DSS key. This allows faster access to regularly used functions. These features are available for you to program using the Admin or ProgA features (under  **Menu** on your phone).

The table below lists the menu of user programmable features available for **Admin** and **ProgA** respectively.

The menu of programmable functions that is available via the Admin key. See Programming Using the Admin Menu for instructions on how to program these functions.



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

The menu of programmable functions that is available via the ProgA key. See Programming Using The ProgA Menu for instructions on how to program these functions.



Name	Description	Toggles	Data
Park	Park	No	Yes
User	User	No	Yes
Group	Group	No	Yes
Number	Dial	No	Yes
Flash	Hook Flash	No	No

Programming Using the Admin Menu

To add a function to a DSS key using Admin:

1. Press  **Menu**.
2. Press **◀** and **▶** **Next/Prev** to search and then press **Admin**.
3. To search the function you want, press **◀** and **▶** **Next/Prev** and then press the key below that function. Selecting **Expl?** explains the function names. For a list of the available functions, see Admin Functions.
4. If the function requires a parameter (such as an extension or group number), you can enter it now. If you do not enter a parameter, it will be requested when you press the DSS key during usage.
5. Press the DSS key against the function key to be programmed. If the key is already programmed you will see options to **Repla**, **Keep** or **Delete**. Press the option required.
6. Press **Cont**.
7. Either select another function and program another DSS key or press  **Exit**.

To remove a function from a DSS key using Admin:

1. Press  **Menu**.
2. Press **◀** and **▶** **Next/Prev** to search and then press **Admin**.
3. Press a feature key.
4. Press the DSS key against which the function is programmed.
5. To remove the function, press **Delet**.
6. Press the key below **Cont**.
7. Either select another function to program another key or press  **Exit**.

Admin Functions

The following can be programmed against a DSS key via the **Admin** function (see Programming Functions Against DSS Keys).

Acct

Make a call using an account code or enter an account code during a call. This function can be programmed with or without data.

Note

- Any account code entered must match a valid code stored on the phone system. If a matching code does not exist, **RENTER ACCOUNT** displays when the DSS key is used.

If programmed without an account code, you can enter the code to use after pressing the DSS key.

AD

Dial a stored number. This function requires entry of a number to dial when programmed. The number does not have to be a complete number, after pressing the DSS key you can dial additional digits to complete dialling.

Admin

Allows the programming of the functions in this section against other DSS keys. This function can be programmed with or without data.

If programmed without data see Programming Functions Against DSS Keys.

If programmed with a value of 1, see Storing User, Park Slot and Queue Numbers.

Apear

Set a DSS key to act as an additional call appearance key. If you have call waiting enabled or are using call coverage you can handle multiple calls and hold and switch between calls using call appearance keys. This function does not require any data entered when programmed.

AutoCB

Sets a callback when free on a called busy extension and a callback when next used on a called but unanswered extension. This function does not require any data entered when programmed. When a callback is set the appropriate DSS key lamp is lit. The DSS key can be pressed again to cancel the callback.

CFrwd

Switch call forwarding on/off and set the forwarding number. This function can be programmed with or without a target forwarding number.

If programmed with a forwarding number, pressing the appropriate DSS key switches on forwarding to that number.

If programmed without a forwarding number, pressing the appropriate DSS key prompts the user to set a forwarding number and then switch call forwarding to that number on.

In both cases, while call forwarding is on the appropriate DSS key lamp is lit and pressing the DSS key again switches call forwarding off.

CPark

Park the current call. This function can be programmed with or without a park slot number.

If programmed with a park slot number, pressing the appropriate DSS key will park/unpark calls from that park slot. The DSS key lamp is lit when a call is parked in that park slot.

If programmed without a park slot number, calls being parked are assigned a number based on the parking phone's extension number plus 0, 1, 2 etc. in sequence. When you have parked calls, the DSS key lamp is lit. Pressing the key while not on a call will display the parked calls and allow any of those calls to be unparked.

CPkup

Answer a call ringing elsewhere on the phone system. This function does not require any data entered when programmed. Pressing the programmed DSS key will answer (pickup) a call currently ringing on the phone system.

Note

- Avaya recommends that this function should only be used in systems with a small number of users, all located in one area. Use of this function on larger systems may lead to confusion.
-

Dir

Access the phone system directory (see Using the Directory). This function does not require any data entered when programmed.

DPkup

Answer a call currently ringing at another extension or group. This function can be programmed with or without a target extension or group number. If programmed without a target number, the number should be dialed after pressing the DSS key.

Drop

Clears the current connected call. Temporarily pauses the ringing of an incoming call. This function does not require any data entered when programmed.

This feature is intended mainly for call center headset users and so returns silence rather than dial tone to the user.

GrpPg

Page a group. Those phones in the group that support handsfree auto-answer will hear the page call without having to take any action. This function can be programmed with or without a target group number.

If programmed without a target group number, the group number should be dialed after pressing the programmed DSS key.

HdSet

Activate headset mode. This function does not require any data entered when programmed. When this function is on, the appropriate DSS key lamp is lit.

Hfans

Sets the phone to auto-answer internal calls after a single ring. This function does not require any data entered when programmed. When on, the appropriate DSS key lamp is lit.

HGNS+

Put a specified hunt group into night service mode. This function requires entry of the hunt group number when programmed.

Park

Park a call against another extension. This function can be programmed with or without a target extension number.

If programmed with a target extension number, pressing the DSS key when on a call will park that call against the target extension number.

If programmed without a target extension number, pressing the DSS key when on a call allows entry of a target extension number before parking the call against that extension.

The parked call indication received at the target extension will depend on the phone type. If the call remains parked for too long it will ring at the target extension.

Prog

Program and re-label the default softkey functions. Program a phone number to dial against a DSS key (see Storing Abbreviated dialling Under a DSS Key).

RngOf

Switches the phones audible ringer on/off. This function does not require any data entered when programmed. The appropriate DSS key lamp is lit whilst this function is on. Pressing the DSS key again, turns the function off.

SAC

Switches do not disturb on/off. This function does not require any data entered when programmed.

When on, the appropriate DSS key lamp is lit and **N** is shown on the display. All callers receive a busy tone or are diverted to your voicemail, if enabled. Pressing the DSS key again, switches off do not disturb.

Spres

Replace the display of dialed digits with **s** characters. This function does not require any data entered when programmed. When this function is on, the appropriate DSS key lamp is lit.

Timer

Starts a timer running on the phone's display. This function does not require any data entered when programmed. The timer is reset whenever a new call is made or answered. When timer mode is selected the appropriate DSS key lamp is lit.

TmDay


Replaces the user name and number details on the phone display with the date and time. This function does not require any data entered when programmed.

When on the appropriate DSS key lamp is lit.


Programming Using The ProgA Menu

The following functions provide both number storage plus additional functions and DSS key lamp usage.

To store user, park slot and queue numbers under a DSS key:

1. Press **Menu**  twice.
2. Press **Next** and then press **ProgA**.
3. Press **Next** and then press **DSS**.


The options shown are **Park**, **User**, **Group** and **Dial**.

- **Park:**
Monitor a call park slot by entering the slot number (the extension number followed by a single digit). When a call is parked in that slot the DSS key flashes. If you press the key you have options to **Drop** or **Answer** the call.
 - **User:**
Monitor another extension. If the extension is ringing the lamp flashes and when you press the DSS key you can see details of the caller and have a **DPkUp** option to answer the call yourself. When the lamp is on the extension is busy and pressing the DSS key displays information about any call in progress.
 - **Group:**
Monitor the status of a hunt group queue. Flashes green if a call is incoming to the group. Flashes red if the group has queued calls. To show call information, press **Group**. To pickup a call, press **Group** again.
 - **Dial:**
This is similar to storing a general number but the DSS lamp remains lit until the call is disconnected.
 - **Flash:**
Send a hook flash signal to the current connected line.
4. Enter the number to store under the key (the park slot, user, group or dial number). Use the left-hand display key to backspace.
 5. Press the DSS key under which you want to store the function.
If the DSS key is already set you will see options to **Replace**, **Keep** or **Delete** the existing function. Press the option required.
 6. When **BUTTON PROGRAMMED** is shown, press **Cont**.
 7. Press **Exit** .

Storing Abbreviated Dialling Under a DSS Key

Each button can be programmed with the number that you would normally dial. Typically, you would use this for an external number or a system or personal short code. Consult your system administrator for a list of short codes.

To store numbers under a DSS key:

1. Press  **Menu**.
2. Press **◀** and **▶ Next/Prev** and then press **Prog**.
0-9 or DSSKey is displayed.
3. Press the dial pad key (0-9) or DSS key and enter the number to store. To backspace, press the left soft key.


If entering an external number, remember to include the required access code, for example **9**.

Note

You can store partial strings. For example; you can store an international dial prefix for all calls to a particular country.


4. Press **Done**. The main screen is displayed.
5. To store another number, press  **Menu** again and repeat steps 1 to 4.

or

1. Press **Menu** .
2. Press **◀** and **▶ Next/Prev** to search and then press **Admin**.
3. Press **◀** and **▶ Next/Prev** to search and then press **AD**.
4. Enter the number to store.

Note

You can store partial strings. For example; you can store an international dial prefix for all calls to a particular country.


5. Press the required DSS key and then press **Cont**.
6. Press another DSS key or press  **Exit**.

System Features

Introduction

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

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

If you do not have  **Menu** (4406D+ and TransTalk MDW 9040) you must activate features (those requiring additional numbers, such as external numbers and Hunt Groups) via the short codes.

Making Calls

To make internal calls:

To make a call to another extension, dial the number. If the number is busy, you can use *Ring Back When Free* as follows:

1. Dial any digit and hang up. When the extension you called is free, your phone will ring (a burst of three rings).
2. Lift the handset and the extension is called automatically.

To make 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 administrator for a list of your speed codes.

Note

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

Answering Calls

To answer a call at your own extension:

- Pick up the handset.

Internal calls have a single ring cadence, external calls have a double ring cadence.

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

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 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 Waiting

If you are already on another call, a Call Waiting tone tells you when another call has arrived. If you hear the Call Waiting tone:

1. To put the present caller on hold, press  **Hold**.
2. Press the Call Appearance button (of the alerting call) and then press  **Hold** again to connect to the alerting call.

To turn call waiting on, dial ***15**. To turn it off, dial ***16**.

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 On only.

Note

- Your system administrator may have configured a forwarding number on your behalf. If so, by using the star code from your extension, you can over-ride the configured number. *Forwarding on No Answer* is not effective if you are using voicemail.

Diverting Calls

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

Note

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

To divert calls at another extension:

- 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 calls 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 (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 busy tone or are re-directed to your voicemail.

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.

The System Administrator

The system enables you set up a wide range of advanced telephony features, with your own numbering plan, speed dialling and feature codes. It also allows you to restrict access, selectively, to certain numbers for external calls and to permit controlled access to your local network for staff working away from your premises.

Codes and phone numbers can be set up for the benefit of all users or can be assigned to individual extensions. Codes for speed dialling may be up to eight digits and may include the * and # symbols. The default feature codes can be deleted and replaced by alternatives, if required.

In use, phone numbers programmed for individual extensions take precedence over general ones, and those entered at extensions take overall precedence; these remain in force until cancelled by you or when the system is re-booted.

Default Speed Dial and Feature Codes

Your system administrator can set up Speed Dial codes for frequently used numbers. These can be full numbers, area codes or prefixes, which give access to other phone service providers.

*01	Forward Unconditional On	*15	Call Waiting On
*02	Forward Unconditional Off	*16	Call Waiting Off
*03	Forward on Busy On	*17	Voicemail Collect
*04	Forward on Busy Off	*18	Voicemail On
*05	Forward on No Answer On	*19	Voicemail Off
*06	Forward on No Answer Off	*26	Clear Call Waiting
*07*N#	Forward to Number	*27*N#	Hold Call Waiting
*08	Do Not Disturb On	*30	Call Pick Up Any
*09	Do Not Disturb Off	*31	Call Pick Up Group
*10*N#	Do Not Disturb Exception Add	*32*N#	Call Pick Up Extension
*11*N#	Do Not Disturb Exception Delete	*33*N#	Call Queue
*12*N#	Follow Me Here	*48	Voicemail Ringback On
*13*N#	Follow Me Here Cancel	*49	Voicemail Ringback Off
*14*N#	Follow Me To	*57*N#	Forward on Busy Number

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