

Programmable Buttons

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

Admin and **ProgA** are two functions that enable you to program the most frequently used functions against DSS keys. The programmable features that are available via **Admin** and **ProgA** are:

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

Default Feature Codes

You can access a variety of system features by dialling short codes. The following table shows the default feature codes. For a full list of your phone's default feature codes, see the IP Office 4400 Series User Guide.

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

| Short Code | Description | Short Code | Description |
|------------|---------------------------------|------------|------------------------|
| *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 |

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

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This guide covers the basic functionality of your IP Office 4400 series phone.

For more information on your phone settings and features, see the IP Office 4400 Series User Guide.

The diagram below shows the main phone features:




Note: The diagram shows the 4424D with text buttons.


- | | | | | | | | |
|---|--|------------------|----------|----|-------------|-------------------|-------|
| 1 | | Softkey /Display | 8 | | Conf | Conference | |
| 2 | | Redial | Redial | 9 | | Dialling Pad | |
| 3 | | Spkr | Speaker | 10 | | Message Indicator | |
| 4 | | Mute | Mute | 11 | | Feature Buttons | |
| 5 | | | Volume | 12 | | Exit | Exit |
| 6 | | Hold | Hold | 13 | | Page Left/Right* | |
| 7 | | Trnsfr | Transfer | 14 | | Menu | Menu* |

* Not available on the 4406D and TransTalk MDW 9040.

Answering Incoming Calls

- Pick up the handset and begin talking.
- When in headset mode, press  associated with the alerting call.



Making a Call

1. Pick up the handset or (without picking up the handset) press  Spkr.
2. Dial the number, including any outside line digits and/or area codes.




Retrieving Voicemail

- To retrieve your voicemail, dial *17.





Hold

- To place a call on hold, press  Hold. An H is displayed.
- To retrieve a held call, press  corresponding to the held call.

Transferring a Call

1. With the call active, press  Transfer. The call is placed on hold.
2. Dial the number you want to transfer the call to:
 - If the extension is busy or does not answer, press  corresponding to the held call.
 - If the extension answers and accepts the transfer, press  Transfer again.
 - To transfer without announcing the call (if the line is free), hang up.

Conference



1. During an existing call or conference, press  Conf. When you hear a dial tone, dial the other party.
2. If there is no answer, press  Hold and then press  Conf.
or
If answered, press  Conf again. Any call that was put on hold is now put into the conference.

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





Do Not Disturb

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

Mute

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

Redial

1. To redial a number dialed, press  Redial. The display shows numbers that you have recently dialed.
2. Press  and  to move through the stored numbers.
3. Press the key below the number to redial it or press  Exit to exit the display without making a call.

Diverting Calls

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

Call Forwarding

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