Default Short Codes

You can access a variety of system features by dialling short codes. The following table shows the default short codes. For a full list of your phone's default short codes, see the "IP Office 2402 and 5402 User Guide".

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

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

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

Reference: 15-601129

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IP Office 5402 Quick Reference Guide

This guide covers the basic functionality of your IP Office 5402 phone.

For more information on your phone settings and features, see the "IP Office 2402 and 5402 User Guide".

The diagram below shows the main phone features:

1	a b	Display/Call Appearance	8		Redial
2		Message Waiting Lamp	9		Dialling Pad
3		Messages	10		Volume
4		Hold	11		Handset/Headset Socket
5		Transfer	12		Mute
6		Conference	13		Feature
7		Drop	14		Speaker

Answering Incoming Calls

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

Making a Call

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

Accessing Voicemail

- To retrieve your voicemail, press **MESSAGES**.

Hold

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

Transferring a Call

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

   OR

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

Conference

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

To drop yourself from the conference, hang up.

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

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Speakerphone

- The Speaker facility allows you to monitor incoming calls only. You must use the handset to speak to the caller. SPEAKER switches the speaker on/off.

Do Not Disturb

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

Mute

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

Redial

- To redial the last dialed number, press **REDIAL**.

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**.

System Features

System Features can be set against dial pad digits by your system administrator and are accessed by pressing **Feature**, followed by any of the keys **0** to **9**, * or #.