

**Programmable Buttons**

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

**Admin** and **Admin1** are two functions that enable you to program the most frequently used functions against other feature keys. The programmable features that are available via **Admin** and **Admin1** 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	Admin1 Name	Description
Dir	Directory	Park	Park
DPkUp	Directed Call Pickup	<User>	User
GrpPg	Group Paging	<Group>	Group
HfAns	Internal Auto-Answer	Flash	Hook Flash
HGNS+	Set Hunt Group Night Service	<Number>	Dial Preset Number

**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 5420 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

This guide covers the basic functionality of your IP Office 5420 phone.

For more information on your phone settings and features, see the IP Office 5420 User Guide.

The diagram below shows the main phone features:



- |   |  |                         |    |  |                 |
|---|--|-------------------------|----|--|-----------------|
| 1 |  | Feature Buttons/Display | 9  |  | Drop            |
| 2 |  | Message Waiting Lamp    | 10 |  | Redial          |
| 3 |  | Page Left/Right         | 11 |  | Dialling Pad    |
| 4 |  | Softkey                 | 12 |  | Volume Controls |
| 5 |  | Messages                | 13 |  | Mute            |
| 6 |  | Hold                    | 14 |  | Headset         |
| 7 |  | Transfer                | 15 |  | Speaker         |
| 8 |  | Conference              | 16 |  | Exit            |

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


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## Answering Incoming Calls

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



## Making a Call

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




## Accessing Voicemail


- To retrieve your voicemail, dial \*17.

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

### To add a held call to the current call:

1. Press  **Conference**. The icon on the current line changes to .
2. Press  corresponding to the held call.
3. Press  **Conference** again. All parties are now connected.

To drop yourself from the conference, hang up.

## Speakerphone



- To use the **speakerphone**, press . Make or answer the call. To adjust the volume, press  and . To end the call, press  again.
- To change from **speakerphone to handset**, pick up the handset and continue talking.
- To change from **handset to speakerphone**, press  and hang up the handset.

## Do Not Disturb

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

**Note:** The short codes displayed in the guide refer to the use of default short codes only.






## 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 a previously dialed number, press  **Redial**. Press  and , locate the required number and press the associated feature button.

### To change the Redial number selection:

1. Press  **Options** and then press  **Application Options**.
2. Press  **Redial** to toggle between **Last 6 Numbers** and **Last Number**.
3. Press  **Save**. To restore the previous setting without changing it, press  **Cancel**.

## Speed Dials

- To **Dial** a speed dial:
  1. Press  **SpDial** and, to display your speed dials, press  and .
  2. When the speed dial you require is shown, press  or  adjacent to the speed dial name. Your phone dials the number automatically.
- To **Add** a speed dial:
  1. Press  **SpDial** and then press  **Add**.
  2. The cursor, a | symbol, is displayed in the name field. Each key is marked with the letters it provides. Depending on the character you require, you may have to press the key more than once. For example: The **2** key is also marked as **A**, **B** and **C**. To enter a **C**, press the key until **C** is displayed. If the next character you want is on the same key, press  and then enter the next character.
  3. Press  **Save**.
- To **Add** a short code to a speed dial:
  1. To add a short code to a speed dial, press  **SpDial**.
  2. In the name field, enter the short code name. For example, **Voicemail**.
  3. In the number field, enter the prefix \* and the shortcode number. For example, \*17 (the shortcode for voicemail).

## 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.