



# **IP Office**

## 20CC Turret Phone

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# The 20CC Turret Phone

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## Introduction to the 20CC Turret Phones

The diagram below shows a 20CC turret phone.



This guide is for 20CC when used on an IP Office telephone system. The guide covers most of the features supported by the 20CC. However, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Administrator.

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## Using the SCROLL Key

Sometimes there are more options available than the phone can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display the other options.

Similarly, the phone display changes during calls and according to your own customisation. A ●-symbol next to a display key indicates an option you can use by pressing that key. Thus this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

## Headset Usage & Answer Release

The 20CC is designed for use with headsets. Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset. If the headset is connected via a Multi-Purpose Amplifier (MPA) box, the barrier box supplied with the turret must also be used with the barrier box connected directly to the socket marked **H/SET** under the turret. Use of the barrier box protects the turret in high static environments.

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## Tones & Ringing

The phone uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc. (see page 22).

### Incoming Calls:

- **Repeated Single Ring:** Internal call.
- **Repeated Double Ring:** External call.
- **Single Tone:** Page call (see page 11).

### Making Calls:

- **Dial Tone:** Dial number.
  - **Broken Dial Tone:** Phone on divert or no calls (see page 15).
  - **Repeated Tone:** Busy number (see page 9).
  - **Continuous Tone:** Number called unobtainable.
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## The Phone Lamp

The phone uses its lamp (above the **VIEW** key) to show calls and messages.



**Fast Flashing Lamp:** Call Waiting, see page 12.



**Lamp On:** Message, see page 11.



**Repeating Double Flash:** External call.



**Repeating Single Flash:** Internal call.

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# Making Calls

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## Notes on Making Calls

When making calls, the display shows details about call progress. It also shows messages if you cannot make the call.

- **Call barring:**  
The system can bar you from dialling particular numbers or types of number (e.g. national, international). As the call barring settings vary for each site, this guide cannot fully detail their effect.

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## Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the **●INDEX** Directory feature (*see Making Calls from the INDeX Directory below*) or DSS keys (*see page 17 & page 20*).

### **To dial an internal call:**

1. Dial the extension number. A broken dial tone indicates that the extension is on divert.
2. If unanswered, your phone provides options to wait or notify the extension (*see page 9*).

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## Making a Page Call

You can page other 20 series phones (2030, 2050, 20AT, 20CC and 20DT) or groups containing 20 series phones. They hear the call without doing anything though you cannot hear them. Some can also turn the page into a normal call (*see page 11*). If the phone paged is diverting calls, the page also diverts (except group pages).

### **To page an extension or group:**

1. Press **●PAGE**. Your phone displays **PAGING**.
2. Dial the number or press a DSS key (*see page 17*).
  - If busy or unavailable, the display shows options to wait or leave a message (*see page 9*).
3. Speak and then press **ANSWER RELEASE**.

## Making External Calls

The system may apply call barring to some or all external numbers. You can bar your phone by wrong passcode entry (*see page 26*).

### To dial an external call:

1. Dial the external number. There is no need to dial a Prefix for an external call unless your System Administrator has specified otherwise.
  - If the phone displays **ACCOUNT** then you need to enter an account code before dialling the external number, see page 8.
2. If **"NO ACCOUNT CODE"** appears, see page 8.

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## Redialling External Numbers

You can redial any of the last 10 external numbers dialled

### To redial the last external number used:

1. Press **REDIAL** until the number required appears and then press **CALL**.
  - To remove a number from the redial memory press **DELETE**.

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## Making Calls from the INDeX Directory

Your phone can display an index of telephone extension names from which you can select and make calls.

### To make a call using the INDeX:

1. Press **INDeX** for an internal call or **SPEED DIAL** and then **INDeX** for an external number.
2. Press the key matching the 1<sup>st</sup> letter of the name you want. For example, to display names beginning with **L**, press the **JKL** key 3 times.
  - To move through the names beginning with **L**, press the **←**-keys on the right and left of the current name.
  - To skip forward 10 names, press **SKIP**.
  - To select another letter, press a letter key.
3. To dial the name/number shown, press **CALL**, otherwise to exit the INDeX, press **ANSWER RELEASE**.

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# Speed Dials

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## Using Speed Dials

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Administrator for a list. Note that call barring may still apply.
- **Personal speed dials:** Your phone can also store up to 10 speed dials for your own use (*see below*).
- **Short Code Speed Dials:** Additional speed dials may be available as short codes, ask your System Administrator for a list.

### To dial a speed dial:

1. Press **SPEED DIAL**.
  - **To select a personal speed dial :** Press ●**OWN** and dial the personal speed dial store number (0 to 9) or press the matching DSS key (*the DSS keys match personal speed dials 1 to 8 (1 at the top)*).
  - **To select a system speed dial by number :** Press ●**SYSTEM** and dial the store number (100 to 999).
  - If "**ENTER ACCOUNT**" appears, see page 8.
2. Continue as for a normal call.

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## Storing Personal Speed Dials

### To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the phone's passcode (*see page 26*).
3. The display shows **0-9 OR DSS KEY**. Press the number (**0 to 9**) or DSS key under which you want to store the speed dial.
  - DSS key 1 matches personal speed dial number 1, DSS key 2 matches personal speed dial number 2, etc.
4. The display shows the current stored number (if set). Press ●**DELETE** and dial the number.
5. When finished, press ●**DONE**.
6. Select another store or press **PROGRAM** to finish.

# Account Codes

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## If ENTER ACCOUNT or NO ACCOUNT Appears

If **ENTER ACCOUNT** or **NO ACCOUNT** appears when making a call, then you must enter an account code to continue. The system checks this against its list of codes before allowing the call. You must also do this before making a call if your phone displays **ACCOUNT**.

To enter an account code at any time during a call, see page 8.

### To enter a forced account code:

1. Dial the account code. If you make a mistake, press **DELETE** to delete the last digit entered.
2. When you have entered the full code, press **DONE**.
3. If the system does not recognise the code it displays **REENTER ACCOUNT**. Repeat the entry or end the call.
4. If the code is recognised, your call can continue.

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## Adding Voluntary Account Codes

You can enter an account code during any external call. The system will record the call on its call log, including the account code. The system checks the code against its list of valid codes (*ask your System Administrator for a copy*).

### To enter a voluntary account code:

1. During the call, press **ACCOUNT**.
2. Enter an account code. If you make a mistake, press **DELETE** to delete the last digit entered.
3. When you have entered the full code, press **DONE**.
4. If the system does not recognise the code, the phone displays **RE-ENTER ACCOUNT**.



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# Busy or Unanswered

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## Options If Busy or Unanswered

If your phone displays **NUMBER BUSY** when you call another extension, pressing **SCROLL** reveals a number of options you can use. Note that the busy extension may have settings to forward your call to another extension or to voice mail. The default time before this happens is 15 seconds.

- **●CALLBACK**  
Arranges a callback that rings your phone when the extension called becomes free or is next used.
- **●VMAIL**  
If the system has voice mail installed, connects you to the extensions mailbox to leave a message.
- **●MESSAGE:**  
Lights the lamp of the extension called. It also stores your number as a message to reply.
- **●CAMP\_ON:**  
Though displayed this option is not currently supported.

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## Arrange a Callback

If the extension you call is busy or just rings, you can set a callback. When that extension becomes free or is next used, your phone rings. If you answer, the other extension rings.

After setting a callback you can make other calls, it will not take place while you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings your extension before it cancels (*see page 24*).

### To arrange a Callback:

1. When **NUMBER BUSY** appears, press **SCROLL** and then **●CALLBACK** (the option does not appear if you already have a callback set).
2. The system ends your call attempt and your phone shows **●CALLBACK**.

### To cancel the Callback:

1. Press **●CALLBACK**. You can do this even whilst the callback is taking place and your phone is ringing.

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## Leave a Message

You can leave your extension number as a message for someone to call you (*see page 11*). If their extension has a message lamp, it lights.

### To leave a message:

1. When **NUMBER BUSY** appears, press **SCROLL** and then press **●MESSAGE**.

# Actions During a Call

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## Changing the Call Volume

You can change the caller volume during a call. The phone has separate volume levels for both the speaker and the handset.

**To change the call volume:**


1. During a call, press **●VOLUME**. To change volume without making a call just press **ANSWER RELEASE** first.
2. A slider appears. Adjusts this using the **●**-keys on its left (softer) and right (louder).
3. When finished, press **●DONE**.

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## Muting Calls

Using mute you can stop the caller from hearing you though you can still hear them.

**To switch mute on/off:**

1. Press **MUTE**. The -symbol disappears from the display whilst a call is muted..

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## Software Release

Occasionally you may need to talk to someone for support about your phone or phone system. It may be useful to tell that person what software your phone system uses.

**To display the software release:**

1. During a call, press **PROGRAM**, the phone displays the software installed on your system. To do this without making a call, just press **ANSWER RELEASE** first.
2. Press **SCROLL** to return to the normal display.

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## Create a Conference Call

During a call, you can add callers to create a conference of up to 64 calls in total. This option is not supported on all systems.

**To start or add to a conference:**

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference; if "yes" press **●CONFER**, if "no" press **HOLD**.
4. If unanswered, press **HOLD** to retrieve to the first call.

**To exit the conference:**

1. Press **ANSWER RELEASE**.

**To park all the conference parties:**

1. Press **●PARK** (see page 14). This option is not available to the extension that created the conference.

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# Answering Calls

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## Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer also shows the call type by a repeated single or double ring if on (*see page 23*).

**To answer the call:**

1. Press **ANSWER RELEASE**.

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## Answering a Page Call

When someone pages your phone (*see page 5*) or a group to which it belongs (*your phone does not have to be in group*), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call.

**To answer a page:**

1. Press **ANSWER/RELEASE**.

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## Answering a Message

Other extensions can leave their number on your phone (*see page 9*). Your phone can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on. The exceptions are:

- If "**Message From Voice Mail**" appears, this indicates voice mail (*see page 27*).

**To answer or cancel a message:**

1. To view any other message, press ●**NEXT** if shown.
2. To call the extension, press ●**CALL**.
3. To clear the message, press ●**CANCEL**.
4. At the last message, press ●**AGAIN** to repeat the list.

## Answering Other Extensions - Call Pickup

Your extension can store a pickup group number. If an extension in your pickup group rings, then the **●PICKUP** option appears. You can also pickup calls using DSS (see page 17) or Soft DSS keys (see page 20).

### To pick up any ringing phone:

1. This option is available via a short code, contact your System Administrator.

### To pick up calls in your pickup group:

1. Press **●PICKUP** to show the longest ringing call.
2. To pick up the call shown, press **VIEW**.
3. To cancel the pickup display, press **ANSWER RELEASE**.

### To set the phone's pickup group:

1. Press **PROGRAM** and then **SCROLL**. Press **●PICKUP**.
2. Enter the phone's passcode (see page 26).
3. The display shows the current pickup group (if set).
4. Press **●CANCEL** and enter a new pickup group number.
5. Press **PROGRAM** to finish.

You can also use the system's short codes for call pick-up. These are :

- **\*30** to answer a call ringing anywhere.
- **\*31** to answer a call within your group.
- **\*32\*201#** to answer the call for ringing a particular extension, in this example 201.

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## Answering a Call Waiting

If your phone has call waiting in use, then when someone else calls you during a call, the display will flip between details of your current call and the waiting caller. Your phones lamp will also flash and you will hear a call waiting tone every six seconds.

To turn call waiting on use the code **\*15**; to turn it off use **\*16**.

### To answer a call waiting:

1. Either end your current call and press **ANSWER RELEASE** or press **●HOLD** to hold your current call.
2. The waiting call rings your phone.
3. Press **●HOLD** to switch between the current call and held call.

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## Answering Missed Calls

A digit on the display such as **●9** indicates the number of unanswered calls that have rung your phone. Pressing the display key next to the number allows you to see the caller's number and either **●CALL** or **●DELETE** the entry.

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# Transfer, Park & Hold Calls

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## Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

### To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
  - **Announced transfer:** Wait to be answered. If okay to transfer, press **ANSWER RELEASE**. If not okay to transfer or unanswered, press **HOLD**.
  - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

### To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows **FREE**, press **ANSWER RELEASE** to transfer, otherwise press **●CANCEL**.

### To transfer an external call using park:

1. Press **●PARK** to park the current call. The parked call is displayed as your extension number followed by a zero, eg. **●2200**. If you now parked another call it would display as your extension number followed by a one, eg. **●2201** and so on.
2. Note the number displayed and at another extension dial **\*38\*N#** when **N** is the number displayed for the parked call on your phone, eg. **\*38\*2200#**.

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## Holding Calls

You can put a call on hold during which the caller will hear music on hold is installed on your system. Note that a held call will re-ring at your extension after a short period (either the systems 15 second default or your phone's ringer timeout setting, see "Setting the Ringer Timeout" on page 24)

### To hold a call:

1. Press **HOLD**. Do not press **ANSWER RELEASE** now as that will end the call.
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then press **HOLD** to switch between the current and held call.

## Parking Calls (Park and Ride)

You can retrieve parked calls at any other extension on the system. Your phone displays calls you parked by a flashing ●-symbol next to the line number. You can park several calls simultaneously.

### To park an external call:

1. During the call, press ●**PARK**. The parked call is displayed as your extension number followed by a zero, eg. ●**2200**. If you now parked another call it would display as your extension number followed by a one, eg. ●**2201** and so on.

### To unpark calls parked at your extension:

1. Press the display key next to the flashing ●-symbol.

### To unpark a call at another extension:

1. Note the number displayed and at another extension dial **\*38\*N#** when **N** is the number displayed for the parked call on your phone, eg. **\*38\*2200#**.

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## Dialling Ahead

On incoming call you can display the status of another extension without interrupting your call.

### To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Press ●**CANCEL**.

### If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or press **HOLD** again to switch between calls.

You can set your phone to always automatically hold your current call and ring the dial ahead number if it is free rather than display **FREE**.

### To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter the phone's passcode (see page 26).
3. To change the current setting, press ●**CHANGE**.
4. Press ●**DONE** and then press **PROGRAM** to finish.

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# Diverting Calls

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## Setting the Divert Number

Note that whilst the phone appears to allow the storing of separate divert numbers for different situations, only two divert numbers are stored. A number can be set for diverting All and a separate number can be set for diverting On Busy and No Ans.

### To set a divert number:

1. Press **PROGRAM** and then **DIVERT**.
2. Enter your phone's passcode (see "The Phone Passcode" on page 26).
3. Select the type required, as described above.
4. The display shows the current diversion number (if set).
5. Press **●CANCEL** and then dial the new number.
6. Press **●DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

You can also use the system call forwarding short codes to set the divert number and the type of divert action in use.

- To switch forward all 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**. Note that forward on no answer does not work if you also have voicemail.
- To set the number to which your calls are forwarded dial **\*07\*201#**, forwarding to 201 in this example.

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## Switching Divert All On/Off

Pressing **LOG ON/OFF** switches Divert All on or off. When on, all your calls go to the Divert All number. That extension can call you and transfer calls back. Switching **LOG ON/OFF** on cancel group or no calls.

### To switch divert all on/off:

1. Press **LOG ON/OFF**. When on, a **●**-appears above the key. You also hear broken dial tone if you press **ANSWER RELEASE** but you can still make calls.

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## Switching No Calls On/Off

Pressing **WRAP-UP** switches it on or off. When on, if you press **ANSWER RELEASE** you will hear a broken dial, but you can still make calls.

## Displaying an Absence Message

You can select an absence message to display on your phone. The absence message then also displays on suitable display phones that call you even if they are then diverted to another extension or voicemail.

### To select an absence message:

1. Press **PROGRAM** and then **●ABSENT**.
2. Enter the phone's passcode (see page 26).
3. Press **●CHANGE** to select a message (or **●CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press **●DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press **●NONE**. To add some text press **●EDIT**.
  - To add personal text press the key with the letter or number you want to add and then press **●ROTATE** to go through the letters and numbers associated with that key.
  - Use the **●** and **●** keys at either end of the text you input to move left or right. When completed press **●DONE**.
5. When complete, press **●SET** then **PROGRAM** to finish.

### To clear an absence message:

1. Press **PROGRAM** and then **●ABSENT**.
2. Enter the phone's passcode (see page 26).
3. Press **●CLEAR** to cancel the existing message then **PROGRAM** to finish.

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## Follow Me

You can re-route your calls to another extension. Note that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

- to re-route your calls to the extension you are temporarily using:  
**\*12\*N#** (N being your own extension number)
- to re-direct the calls back to your own extension from the temporary extension:  
**\*13\*N#** (N being your own extension number).
- from your own extension re-route calls to a temporary extension:  
**\*14\*N#** (N being the temporary extension number)
- to cancel either feature from your own extension:  
**\*14\*#**

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## Remote Forwarding

Forward allows you to remotely set your phone to divert.

### To set a forward:

1. Press **PROGRAM** and then **●FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the phone from which to forward calls and press **●DONE**.
3. Enter that phone's passcode (see page 26).
4. The display shows **FORWARD TO ?** and the phone's current Divert All number (if set).
5. To change the forward, press **●CANCEL** and enter the new number for diverting all calls.
6. Press **●DONE** and then press **PROGRAM** to finish.



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# DSS Keys

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## Setting Up a DSS Key

The 20CC has eight DSS keys along its right-hand edge. Each of these keys can store an extension number (or group number for paging). They then allow you to dial those numbers in a single key press.

You can also use DSS keys to dial your personal speed dial numbers (see page 7).

### To set a DSS/BLF key directory number:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone's passcode (see page 26).
3. The display shows the current stored number (if set).
4. Press **●CANCEL** and dial the number to store.
5. Select another DSS key and enter the required details.
6. Press **●DONE** then **PROGRAM** to finish.

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## Using DSS Keys

Once setup, you can use the DSS key for the following actions. You can also use DSS keys to dial personal speed dial numbers (see page 7).

### To make internal calls:

Press the DSS key storing the extension or group number.

### To pickup calls:

Press the DSS key storing the ringing number (*this will be giving a fast red flashing for an extension or fast green flash for a group*), the call details are shown. Press **ANSWER RELEASE** to answer the call.

### To make a page call:

Press **●PAGE** and then the DSS key storing the extension or group number.

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## BLF Status Lamps

The DSS keys on the 20CC incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

### Red BLF Lamp Signals: *Calls to/from other extensions.*

- **Fast Flash:** Extension ringing.
- **Solid:** Extension or line busy.

### Green BLF Lamp Signals:

- **Fast Flash:** Calls to a group.

## DSS Key Label

Next to the DSS keys is a label. You can remove the label cover to write on the card below. You can also remove the label cover under the handset using the same method (*it has a single pin hole on the bottom edge*).

### **To remove the label cover:**

1. Insert a fine but not sharp point (e.g. end of a paper-clip) into one pin hole. Squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

### **To replace the label cover:**

1. Replace the card insert.
2. Slide the tabs on the right-hand edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.

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# ACD Working

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## Introduction

As an ACD agent, you have a log on number. Once logged on to a 20CC you can receive call for your group.

The ACD records information about calls and agents. It displays this on Supervisor PC's, wallboards and reports.

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## Logging On

When logging on, you may be asked to enter your turret's passcode (see *page 26*).

To Log on:

1. Press ●**LOG ON/OFF**.
  2. Press ●**INDEX** and enter the first letter of your name.
  3. Press ●**SKIP** until you see you name.
  4. Press ●**SELECT**.
- 

## Logging Off

Logging off stops you receiving ACD calls. To log off press ●**LOG ON/OFF**.

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## Busy Not Available

This is used to temporarily stop receiving ACD group calls when you are away from your desk for breaks, lunch, etc. To enter this mode:

1. Press the **BUSY N/A** button.
2. The ●-symbol above the key flashes. Anyone who tries to call you will hear the busy tone.
3. To return to receiving ACD calls again press the key below the flashing ●-symbol.

# Manager-Secretary Working

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## Using Soft DSS Keys

The system supports a range of functions for users who work together, i.e. regularly call and transfer calls between each other. This is called "Manager-Secretary working".

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display key's ●-symbol acts as a busy lamp to show the extension's status.

Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

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## Soft DSS Key Display

In full-line mode, the display also shows when an extension is on **LOG ON/OFF** or **WRAP-UP**. Note however that this display is only updated when you call the extension.

- |Alan.R -|\*  \* Set to No Calls, no divert all set.
- |Alan.R -|\* 204 \* Set to No Calls, diverting to 204.
- |Alan.R -●-| 204 \* Set to Divert All, diverting to 204.

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## Making Calls

The ●-symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

**To make a call using a Soft DSS key:**

1. Press the display key next to the extension name. The Soft DSS usage setting of your phone and the phone called determine what type of call occurs (see page 22).
2. If the extension is busy, the phone displays the same options as for normal calls (see page 9).

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# Manager-Secretary Setup

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## Planning Soft DSS Keys

When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**  
Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.
- **What Soft DSS key features do you want to have?**  
You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.
- **What type of calls do you want to make/receive?**  
When using Soft DSS keys to make a call, the usage setting of your phone and the phone called determines the type of call. The possibilities are:
  - **Standard Call:** The same as a normally dialled call.
  - **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).
  - **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). See "Changing the Soft DSS Usage" on page 22 for how the different usage settings interact.

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## Setting Up Soft DSS Keys

To clear the Soft DSS keys after setup, cancel all the set extensions (see "*Changing the Soft DSS Extensions*").

### **To setup Soft DSS keys:**

1. Press **PROGRAM**, **SCROLL** and then **●SOFT DSS**.
2. Enter the phone's passcode (see page 26).
3. The phone shows **NO SOFT DSS KEYS**. Press **●CHANGE** until the display mode required appears, then press **●DONE**.
4. Enter the first extension number and then press **●NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extensions, press **●DONE**.
5. Press **●USAGE**. Press **●CHANGE** until the setting required appears and then press **●DONE**.
6. Press **●DONE** and then **PROGRAM** to finish.

## Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

### To set the Soft DSS key display mode:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see page 26).
3. Press **MODE**. The display shows the current mode.
4. To change mode, press **CHANGE**.
5. Press **DONE**. The display goes to extension entry.
6. Press **PROGRAM** twice to finish.

## Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

### To set a Soft DSS key extension:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see page 26).
3. Press **EXTNS.** to display the first number set.
  - To cancel the number, press **CANCEL**.
  - To display the next number, press **NEXT**.
  - To enter a new number, press **NEXT** until the top-right display goes blank, then enter the number.
4. Press **DONE** and then **PROGRAM** to finish

## Changing the Soft DSS Usage

When using Soft DSS Keys to make a call, the usage setting of the two phones determines the type of call that occurs. The phone's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **NORMAL CALL**.

Extension A Usage Setting	Call Type (< B calls A/A calls B>)	Extension B Usage Setting
Normal or Auto Answer	< Standard / Standard >	Normal or Auto Answer
Normal	< Page / Standard >	Voice or Intercom
Auto Answer	< Direct / Standard >	Voice or Intercom
Voice	< Page / Page >	Voice
Voice	< Direct / Page >	Intercom
Intercom	< Direct / Direct >	Intercom

### To set the Soft DSS key usage:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see page 26).
3. Press **USAGE**. The display shows the current setting.
4. To change the current usage, press **CHANGE**.
5. Press **PROGRAM** to finish.

---

# Ringer Controls

---

## Changing the Ringer Volume

While altering the volume, the phone rings.

**To change the ringer volume:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 26*).
3. Press **●VOLUME**. The display shows a slider. Adjust this using the **●**-keys on its left (softer) or right (louder).
4. Press **PROGRAM** to finish.

---

## Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the phone rings.

**To change the ringer sound:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 26*).
3. Press **●SOUND**. The display shows a slider. Adjust this using the **●**-keys on its left and right.
4. To select another part of the sound to adjust, press **●TONE**. This changes the slider to a different tone.
5. Press **PROGRAM** to finish.

---

## Switching the Ringer On/Off

You can switch the ringer on or off for internal and/or external calls. This does not affect the information displayed.

For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single ring.

**To switch the internal or external ring on/off:**

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (*see page 26*).
3. Press **●SCROLL** and then press **●EXTERNAL** or **●INTERNAL**. The display shows the current setting.
4. To change the ringer mode, press **●CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** (*internal only*).
5. Press **PROGRAM** to finish.

## Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step.

### To set the ringer volume step size:

1. Press **PROGRAM** and then **●RINGER**.
  2. Enter the phone's passcode (see page 26).
  3. Press **●STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).
  4. To select another step size, press **●CHANGE**.
  5. Press **●DONE** and then **PROGRAM** to finish.
- 

## Setting the Ringer Timeout

The ringer timeout control several actions at your phone though chiefly how long a callback rings before cancelling.

### To set the ringer timeout:

1. Press **PROGRAM** and then **●RINGER**.
2. Enter the phone's passcode (see page 26).
3. Press **●TIMEOUT**. The display shows the current setting. Note that **0** indicates that it is using the systems setting (which in default is 15 seconds).
4. Press **●CANCEL** and enter the new timeout in seconds.
5. Press **●DONE** and then **PROGRAM** twice to finish



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# Other Features

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## Group

Your phone can be included in a group of phones. When 'in group', you receive calls made to the group number.

The group's type sets the order in which members ring. The types are:

- **Group**  
All free members of the group ring at the same time
- **Hunt**  
Calls go to the first free member of the group starting from the first member.
- **Rotary**  
Calls go to the next free member of the group in sequence from the previous member rung.
- **Idle**  
New calls go to the member who has been free longest.

When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout (*see page 24*). Going into group switches divert all or no calls off.

### To join/leave group:

1. Pressing the **BUSY N/A** key takes your phone in or out of group.
2. When 'in group' (shown by a ●-symbol above the **BUSY N/A** key) you can receive calls made to the group.
3. Your System Administrator can stop use of the **BUSY N/A** key.

---

## Hot Desking

In some situations a phone may be shared by more than one person, with each person having a different extension number. This is called "hot desking".

**Warning:**

Phones being used for ACD also have log on and log off controls and should not be confused with phones being used for hot desking.

### To log on:

1. If the phone is displaying **NOT LOGGED ON**, press either ●**LOG ON** and enter your number or ●**INDeX** and select your name.
  - If the phone is displaying **LOG OFF**, press that key first and then perform step 1 as above.
2. Enter your passcode.

# Phone Settings

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## The Phone Passcode

If the phone displays **ENTER PASSCODE**, it expects you to dial its four-digit passcode. The default passcode is 0000.

Wrong passcode entry can result in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can still make internal and emergency calls.

### To enter the phone's passcode:

1. Dial the 4-digit passcode. If you make a mistake, press **●CANCEL** and restart entry.
2. If you enter the wrong number, the phone displays **REENTER**. Enter the passcode again or press **PROGRAM** to end programming.
3. If you enter the wrong passcode 5 times, the phone displays **THIS TERMINAL IS BARRED**. To unbar your phone use the change passcode process below to set a new passcode.

### To change the phone's passcode:

1. Press **PROGRAM** and then **SCROLL** twice. Press **●PASS**.
2. Enter the current passcode.
3. The display shows **ENTER NEW CODE**. Enter the new passcode (all passcodes must be four digits).
  - To restart after a mistake, press **●CANCEL**.

---

## Displaying Phone Details

You can view the details of the phone's type, number and directory name on the display.

### To display the phone's details:

1. Press **ANSWER RELEASE** and then press **PROGRAM**.
2. The display shows the phone's type, number and on the bottom line the phone's directory name.
3. Press **ANSWER RELEASE** to return to normal use.

---

## Language Controls

The system allows you to select which language to use for the phone's display.

### To change the phone's display language:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **●LANGUAGE**.
3. Press **●CHANGE** to select the language required or your system's **DEFAULT** language.
4. Then press **●DONE** and then press **PROGRAM** to finish.

---

## Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list. Callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

- 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.

---

# Voicemail

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## Voicemail & Visual Voice

The 2050 and 2030 telephones display a **●VOICE** option if your system has an IP Office voicemail installed

- **Voicemail Pro or Voicemail Lite:**  
IP Office supports two voicemail systems. If, when you press **●VOICE**, you see **●LISTEN** and **●MESSAGE** only, you are on Voicemail Lite.
- **Note:**  
The **●VOICE** option is not displayed when off-hook. To use **●VOICE**, press, **●VOICE** and select the required option before picking up the handset.

---

## Listening to Messages

This section describes accessing your voicemail from your own extension. Contact your System Administrator for details if you want to access your mailbox from other locations.

- **Automatic Message Deletion**  
Each message is automatically deleted 24 hours after being played unless you set it to as 'saved' via your mailbox.
1. Press **●VOICE** and then **●LISTEN**.
    - **Voicemail Lite:**  
You will hear a prompt about the messages in your mailbox and if you have any new messages they will start playing. Press **8** for help about the controls you can use, see "Voicemail Lite Controls" on page 29.
    - **Voicemail Pro:**  
You will see a display of the new, old and saved messages in your mailbox. Press the display key adjacent to a category to play messages in that category. Whilst playing messages you can access a number of displayed options (you will need to press **SCROLL** to see some options):
      - **●PREVIOUS/●NEXT** – Select the message that plays.
      - **●REWIND/●FFWD** – Move within a message.
      - **●DELETE** – Delete the current message.
      - **●SAVE** – Change the current message's category to 'saved'.
      - **●COPY** – Copy the message to another mailbox or mailboxes. You can pre-record an introduction to add to the message. If selecting more than one target mailbox, separate the entries with a **#**.
      - **●WHEN?/●FROM?** – Display when the message when recorded and (if available) who it was from. These two controls toggle.

## Leaving a Message

You can use voicemail to leave a message directly in a mailbox.

1. Press ●**VOICE** and then ●**MESSAGE**.
  2. Dial the extension or group required and press ●**MESSAGE** again.
- **Voicemail Lite:**  
You should hear ringing and then the greeting message of the extension or groups mailbox. When you hear the tone, start speaking and then either replace your handset or press **ANSWER RELEASE**.
  - **Voicemail Pro:**  
To start recording your message press ●**RECORD** and when finished press ●**STOP**. After recording your message you have several options:
    - ●**RECORD** – Re-record your message.
    - ●**LISTEN** – Listen to the message you just recorded.
    - ●**SUBMIT** – Submit (send) the message to the target mailbox(es).
    - ●**OTHERS** – Add other mailboxes to which you want the message copied when you press ●**SUBMIT**. Separate each entry with a #.

---

## Changing Your Greeting

You can record your own mailbox greeting to replace the default greeting. If the System Administrator has set up a voicemail reception number for you, remember to tell callers that they can press **0** to call that number if they don't want to leave a message.

### Voicemail Lite:

1. Press ●**VOICE** and then ●**LISTEN**.
2. Press **3** and follow the prompts for changing your greeting.

### Voicemail Pro:

1. Press ●**VOICE** and then ●**GREETING**.
2. Use ●**LISTEN** to hear your current greeting.
3. Press ●**RECORD** to start recording and ●**STOP** when finished.
4. When happy with the new greeting, press ●**SUBMIT**.

---

## Changing Your Mailbox PIN Code

When accessing voicemail from your own extension you do not normally need to enter your mailbox code. (Your System Administrator can arrange it if required, for example, if your extension is in a public area.)

If your System Administrator has setup methods for you to access your mailbox from other locations then you may need to enter your access code to access your mailbox.

### Voicemail Lite:

1. Press ●**VOICE** and then ●**LISTEN**.
2. Press **\*04** and follow the prompts for changing your greeting.

### Voicemail Pro:

1. Press ●**VOICE** and then ●**PASSWORD**.
2. Enter your current access code and press ●**NEXT**.
3. Enter the new code and press ●**DONE**. The display will confirm if the change was accepted.

---

## Voicemail Controls

As well as displayed controls, you can use a number of control available to all IP Office voicemail users. These are:

- To switch voicemail on, dial **\*18**. To switch it off, dial **\*19**.
- To switch voicemail ringback on, dial **\*48**. To switch it off, dial **\*49**.  
Voicemail ringback calls your extension after you use it if you have any new messages.
- To access your mailbox from your extension, dial **\*17**.

---

## Voicemail Lite Controls

Within Voicemail Lite you can press **8** at any time to listen to the Help Menu. Note: Email must be setup by your System Administrator for the functions to be accessible.

- **1** - Play old messages.
- **2** - Play saved messages.
- **3** - Edit your greeting.
- **4** - Delete the message you are currently listening to.
- **5** - Save the message you are currently listening to.
- **6** - Forwarding options.
- **7** - Repeat the last Message.
- **8** – Help.
- **9** - Skip the message.
- **\*\*** - Call back the sender (while listening to the message internally only).
- **\*01** - Direct all messages to email.
- **\*02** - Send email notification.
- **\*03** - Turn off email functions.
- **\*04** - Change your access code.

### **Additional features (not announced)**

- **#** - Rewind message.
- **\*** - Forward message.
- **0** - Pause message or call voicemail reception (if setup).

# System Features

## Short Codes

You can dial a number of short codes to access system features. The table below shows the list of default short codes normally available. Contact your System Administrator for details of the short codes available on your system.

In the examples below, **N** represents dialling a number such as an extension or group number.

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

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Avaya Global SME Solutions  
Sterling Court  
15 - 21 Mundells  
Welwyn Garden City  
Hertfordshire  
AL7 1LZ  
England

Tel: +44 (0) 1707 392200

Fax: +44 (0) 1707 376933

Email: [contact@avaya.com](mailto:contact@avaya.com)

Web: <http://www.avaya.com>