



# **IP Office 3.2**

## **4602 and 5602 User Guide**

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# The Telephone

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## About this Guide

This guide describes how to use all the features on your Avaya IP Office 4602/5602 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](http://www.avaya.com/support) and also from [www.avaya.com/ipoffice/knowledgebase](http://www.avaya.com/ipoffice/knowledgebase).

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## Overview

This guide covers the use of the 4602 and 5602 phones on the IP Office phone system. Both phones are similar, however the 5602 is only supported on the IP Office whereas the 4602 is supported on a range of Avaya phone systems.



1. **Display and Call Appearance Keys:** Two Call Appearance Keys allow you to handle multiple calls and the display shows call information. Details on system features (allocated by your system administrator) can also be displayed.
2. **Message Lamp:** This lamp is used as follows;  
  
**On (Continuous):** There are new messages in your voicemail mailbox, or in another mailbox for which you have been configured to receive "Message Waiting Indication".
3.  **Messages:** Access the mailbox.
4. **Call Handling Buttons:**
  -  **Hold:** Place call on hold. See Hold.
  -  **Transfer:** Transfer call. See Transfer.
  -  **Conference:** Conference held calls. See Conference.
  -  **Drop:** Drop call. See Clearing a Call.
  -  **Redial:** Redial last number dialed. See Redial.
5. **Dial Pad:** Standard 12-button pad for dialling telephone numbers.
6.  **Volume Controls:** Adjusts the speaker, handset or ringer volume depending on which is currently in use.
7.  **Mute:** Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.
8.  **Speaker:** Puts the call on the phone's speaker rather than the handset. The lamp next to the button is lit when this option is in use. The speaker only provides a speech monitor function, you can hear a call through the phone's speaker but you must lift the handset to speak.

**Note**

- The 4602 and 5602 phones do not support headsets.

## Call Appearance Keys

Normally, the call handling screen contains two keys set as 'call appearance' keys. Having more than one call appearance key is useful. When holding a call you can answer another call and then use the call appearance keys to switch between calls.



Having 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 call waiting indication, the waiting call is shown against the next call appearance key.

### Caution




- Although the system administrator can replace the Call Appearance Keys with Bridged, Line and Call Coverage Appearance Keys, this would severely restrict the use of features such as conference and transfer.

It is for this reason that it is **strongly recommended** that all Call Appearance keys **remain at their default settings**.


## Call Appearance Key Icons

The icons displayed against the Call Appearance Keys allow you to determine the status (for example, on Hold) of each call. Icons also indicate whether a feature has been activated for a particular button.





### Incoming Call:

A  symbol next to a call appearance key indicates an incoming call. To answer the call and put any other current call on hold, press /.


### Connected:

A  symbol next to a call appearance key indicates that it is the currently connected call. The caller's phone number (if available) is also shown.

### On Hold:

- To put the call on hold, press  **Hold** or the adjacent .  indicates a call on hold and an **H** is displayed.
- To take the call off hold, press  **Hold**.

## The Display

- B Phone Locked:**  
Internal calls only.
- D Call Forwarding On:**  
See Call Forwarding.
- G In Group:**  
You can enable/disable group membership.
- H Held Call:**  
Shows the number of held calls. See Hold.
- N Do Not Disturb On:**  
See Do Not Disturb.
- O Out of Hours:**  
This is displayed if one or more Hunt Groups is in "Out-of-Hours" mode.
- P Parked Calls:**  
Shows the number of parked calls.
- U Unavailable:**  
This is displayed on the calling station when the called station has Do Not Disturb activated, but is not being covered by voicemail.
- V Voicemail:**  
This is displayed on the calling station when the called station has Do Not Disturb activated, but is being covered by voicemail. See Voicemail.
- 01 Calls in Call History:**  
The phone can store and display recent calls.
- DISC Disconnected:**  
To end the call, press  **Speaker**.
- 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.
- ▼ Indicates that the displayed item is the currently selected item.

### Note

- The items displayed by your IP phone may differ slightly from the items listed above.



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# Basic Call Handling Features


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## Answering a Call


When a call arrives at your phone, you hear a ringing tone and a flashing bell icon (🔔) appears on the associated call appearance display. The following describes how to use your handset to answer calls.

### To answer an incoming call:

Do one of the following:

- If you are not active on another call, answer the call by lifting your handset. You can also press  **Speaker** to listen to the incoming call, but you **must use the handset** to speak to the caller.

or





- If you are active on a call already, place the active call on  **Hold** and then answer the incoming call (see Hold).

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## Making a Call

You can make calls from the phone using a variety of methods as follows:



### To manually make a call:

1. Dial the required number on the key pad (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.
2. Adjust the speaker volume as necessary. To change the volume, press  and . Eight volume levels are displayed.
3. If the call is not answered, press  **Speaker** or to clear the call, press  **Drop**.

or

When the call is answered, you **must pick up the handset** to speak to the called party.

### To automatically make a call:

- To have the phone dial the last number that you dialed, press  **Redial** and .


## Clearing a Call

### To clear an established call:

Do one of the following:

- Replace the handset.

or

- Press  **Drop**. You will hear dial tone, unless you are in 'call centre mode' (where the line is silent).

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## Redial

The Redial feature automatically redials the last extension or outside number (up to 24 digits) you dialed.


### To redial the last number that you dialed:

- Press  **Redial**.

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## Speaker

The **Speaker** facility allows you to monitor incoming calls, but you must use the handset to speak to the caller. You can also use **Speaker** to terminate an existing call.

 **Speaker** switches the speaker on/off. The light associated with this button turns on when the speaker is active.

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## Mute

With a call in progress, you can stop the other party from hearing you.

### To switch off your handset microphone:








- Press  **Mute**. The lamp beside **MUTE** comes on.

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# Hold

If, with a call in progress, a second call arrives and is shown against a Call Appearance key, you can then Hold the first call and answer the second call.






## To put an existing call on hold:

1. Press  **Hold** or  or  with  against it. The symbol changes to ; showing that the line is on hold.
2. Answer the second call by pressing the Call Appearance button with  against it. The symbol changes to ; showing that the line is connected.

## To return to the held call:

1. If you have a call in progress, then first put that call on hold as above.
2. To retrieve a held call, press the Call Appearance button with  against it.

## Notes

- After a pre-set time (defined by your system administrator), you are reminded that you have a call on hold by  changing for a few moments to  and the phone ringing.
- If the system feature *AutoHold* is on (consult your system administrator) then you can hold an active call () by pressing the second call's (). If *AutoHold* is off, then pressing the second call's () will drop the first call.
- To transfer a held call, see Transfer.

# Transfer

The Transfer feature allows you to transfer a call from your phone to another extension or outside number.

## To transfer the current call to another extension:

1. With a call in progress, press **↔ Transfer**.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
  - To transfer the call without announcing it, press **↔ Transfer** again. The transfer is complete.
  - To announce the call before transferring it, wait for the called party to answer.
    - If the called party is willing to accept the call, press **↔ Transfer** again to complete the transfer.
    - If the called party does not wish to accept the call, press **↕ Drop**. To return to the held call, press its call appearance button.
  - If the line is busy or if there is no answer, press **↕ Drop**. To return to the held call, press its call appearance button.

## To transfer a new call to a held call using Conference:

1. With a call in progress and you wish to make an enquiry call or another call arrives, press **⏸ Hold**. Make or answer the second call.

The second call requires to be transferred to the first held call.

2. To transfer the new call to the held call, press **🗨 Conference** and then press **↕ Drop**. The transfer is complete.

## Conference

The Conference feature allows you to conference other parties (including yourself) into a call.

### Note

- The number of parties allowed in a conference is controlled by your phone system.

### To add another party to a call:

1. Press **☎ Conference**.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer.  
If the called party does not answer or does not want to join the conference, press **☎ Drop**. You can return to the held call by pressing its call appearance button.
4. To add the person to the call, press **☎ Conference** again.
5. Repeat steps 1 through 4 for additional conference connections.

### To add a held call to an active call:

- Press **☎ Conference**. All held calls are added to the conference.

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## Message

**✉ Message** is used to access the voicemail system if installed. Once pressed, the prompts given will depend on the type of voicemail system. For further details refer to the Mailbox User Guides provided for the different voicemail systems supported by IP Office.

The message lamp at the top of the phone stays lit when there are new messages in your voicemail mailbox, or in any other mailbox, for which you have been configured to receive "Message Waiting Indication".

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# System Features

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## Introduction

As well as your phones' 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.

---

## Answering Calls

### To answer a call at your own extension:

- Pick up the handset and begin speaking.

### The default ringing cadences are:

- **Internal calls** - single ring cadence.
- **External calls** - double ring cadence.

These can be changed by your system administrator.

### 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.

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## 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.

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## 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.

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## 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.



## Default Feature Codes

The following are the normal default feature codes available to all users. Your system administrator may add additional codes for other features and for speed dials.

The **N** where shown, should be replaced by the appropriate number. For example, with **\*07\*N#**, replace **N** with the extension to which you want your calls forwarded when you have forwarding switched on.

*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditional On	*33*N#	Call Queue
*02	Forward Unconditional Off	*34	Hold Music
*03	Forward On Busy On	*35*N#	Extn Login
*04	Forward On Busy Off	*36	Extn Logout
*05	Forward On No Answer On	*37*N#	Park Call
*06	Forward On No Answer Off	*38*N#	Ride Call
*07*N#	Forward to Number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steal
*14*N#	Follow Me To	*46	Call Steal
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*51	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward On Busy Number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID



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