AVAYA

IP Office
5402/2402 Phone User Guide

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The Telephone

Overview

This guide covers the use of the Avaya 5402 and 2402 phones on Avaya IP Office. Both phones are similar, however the 5402 is only supported on the IP Office whereas the 2402 is supported on a range of Avaya telephone systems.

- The 2402 display is not fully supported on the IP Office. For call appearance icons, caller display etc, the 5402 should be used.

1. **Display, Call Appearance and Feature Keys:** Two Call Appearance Keys allow the user to handle multiple calls and the display shows call information.

2. **Message lamp:** Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.

3. ✉ **Messages:** Access the user's mailbox.

4. **Call Handling Buttons:**

   - **Hold:** Place call on hold.

   - **Transfer:** Transfer call.

   - **Conference:** Conference held calls.

   - **Drop:** Drop call.

   - **Redial:** Redial last number dialed.

5. **Dial pad:** Standard 12-button pad for dialing telephone numbers.

6. ▲▼ **Volume Controls:** Adjusts the speaker, handset, headset, or ringer volume depending on which is currently in use.

7. **Handset Socket:** The socket for the handset cable can be found on the side of the telephone. The handset can be replaced by a headset.

8. ✆ **Mute**: Turns the microphone on/off in the headset/handset only. When in use, the associated light is on and the caller cannot hear you.

9. ⌗ **Feature**: The System Administrator can configure a number of special features which are then accessed by pressing this key followed by any of the keys 0 to 9, * or #.

10. ◁ **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.

Call Appearance Keys

The main call handling screen contains two buttons set as 'Call Appearance' keys.

Call Appearance Keys
* Extn227
227
The * indicates which Call Appearance key is active or available
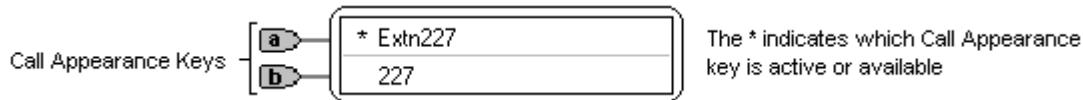
For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer the *IP Office Key and Lamp Operation* manual.

CAUTIONS:

1. 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.

2. Although your System Administrator can replace the Call Appearance Keys ⓐ/ⓑ with other functions, this would severely restrict the use of features such as conference and transfer. It is for these reasons 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. Pressing the adjacent ⓐ/ⓑ key answers the call and puts any other current call on hold.

Connected: ⌡

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

On Hold: ⏑

- Pressing ⏑ **Hold** or the adjacent ▭ key puts the call on hold, a ⏑ symbol next to a call appearance key indicate a call on hold and an H is also shown on the display.

- Pressing the adjacent ⏑ key takes the call off hold.

System Features

System Features can be set against dial pad digits by your System Administrator and are accessed by use of the ▦⚙**Feature** key.

For Key and Lamp mode of operation these System Features **must not** be set against the Call Appearance keys. See the **CAUTIONS** above.

Refer to Overview of the Feature Key for details of the System Feature that **can only be allocated to you** by your System Administrator and to System Features Introduction for details of System Features that **you can always access yourself** by dialing short codes, e.g. *17 to listen to your VoiceMail messages.

Basic Call Handling Features

Answer 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 calls using a headset, see Headset Working.

T**o 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/headset to speak to the caller. The phone does not have a built in microphone.

or

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

Make a Call

When making a call, the built-in speaker in your phone allows you to monitor the progress of calls without lifting your handset.

To manually make a call:

> Dial the number (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.

> Adjust speakerphone volume as necessary.

>> To change the volume use the ▼and ▲buttons. The display shows the volume level. (There are eight volume levels.)

> If the call is not answered, you can clear the call by pressing ◀**Speaker** or ☎ **Drop.**

or

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

To automatically make a call you can:

> Automatically dial the last number that you dialed by pressing ▦↵ **Redial**

or

> Automatically dial a frequently used number by pressing ▦⊙**Feature** and the relevant dial pad digit.
> These numbers are allocated to your dial pad by your System Administrator.
> See Overview of the Feature Key.

Clearing a Call

To clear an established call either:

> Replace the handset

or

> Press ☎ **Drop**. You will hear dial tone, unless you are in 'call center mode' of working when you will then hear silence.

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.**

Headset Working

If a headset is to be used on your phone, it must replace the handset. E.g. unplug the handset (from the socket on the side of the phone) and replace with the headset cable. Discard the handset.

To answer an incoming call:

> Press the call appearance key ▭▷ next to the flashing bell icon (▮) and speak.

To clear a headset call:

> Press ↵ **Drop**.

To manually make a call:

> Dial the number (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.

To automatically make a call:

> Press ▦↵ Redial and a call appearance key ▭▷ to have the phone dial the last number that you dialed.

or

> Automatically dial a frequently used number by pressing ▦**Feature** and the relevant dial pad digit. These numbers are allocated to your dial pad by your System Administrator.
> See Overview of the Feature Keys

Speaker

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

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

Conference

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

Notes:

> The number of parties allowed in a conference is controlled by your telephone system.

> Two Call Appearance keys are required for the conference feature.

> Pressing **CCC Conference** put **all** held calls into conference.

To add another party to a call:

> Press **CCC Conference**. The existing call is put on hold.

> Dial the number of the person you want to add to the call.

> Wait for an answer.

>> If the called party does not answer or does not want to join the conference, press **C↓ Drop**. You can return to the held call by pressing its call appearance button.

4. To add the person to the call, press **CCC** again.

5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call(s) to an active call:

> Press **CCC Conference**.

> All calls that are on Hold are added to the conference.

Mute

With a call in progress and using either the handset or the headset, you can stop the other party from hearing you.

To switch off your handset/headset microphone:

> Press **✎ Mute**. The lamp beside **MUT**E comes on.

> To switch off, press **✎ Mute** again. The lamp beside **MUTE** goes off.

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:

Press ⬎**Hold** or the Call Appearance button with the ⌡ symbol against it. The symbol changes to ⬎ ; showing that the line is on hold.

Answer the second call by pressing the Call Appearance button with the ▲ symbol against it. The symbol changes to ⌡; showing that the line is connected.

To return to the held call:

If you have a call in progress, then first put that call on hold as above.

To retrieve a held call, simply press the Call Appearance button with the ⬎ against it.

Notes:

After a pre-set time (defined by your System Administrator), you are reminded that you have a call on hold by the ⬎ hold icon 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 Call Appearance button (▲). If *AutoHold* is off, then pressing the second call's Call Appearance button (▲) **will drop the first call.**

To transfer a held call see Transfer.

Transfer

The Transfer feature allows you to transfer a call from your telephone 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, either hang up or press ↱ **Transfer**.
     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** or hang up to complete the transfer.
     If the called party does not wish to accept the call, press ↓ **Drop**.
     To return to the original caller press it's call appearance button.

   - If the line is busy or if there is no answer, press ↓ **Drop**.
     To return to the original caller press it's 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 ↓ **Drop**. The transfer is complete.

Message

Your Message lamp turns on when a caller has left a message for you.

Press the ✉ **Message** button to retrieve your messages and follow the audible prompts.

System Features

System Features Introduction

As well as your phones specific features that only the System Administrator can allocate, you can access a number of system features by dialing 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 telephone network.

Answering Calls

Ringing at your own extension:

Simply pick up the handset. When in headset mode, press the button associated with the alerting call.

The default ringing cadences are:

> Internal calls have a single ring cadence

> External calls have a double ring cadence.

These can be changed by your System Administrator.

Ringing 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.

Call Forwarding

Your calls can be forwarded to another extension or an external number either when you are away from your desk (on no answer), when your extension is busy, and all calls (for example when you go on holiday).

> To switch forward direct station (i.e. not Hunt Group) 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**.

> To set the number to which your calls are forwarded dial ***07*201#**, forwarding to 201 in this example.

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 Unconditionally On	*33*N#	Call Queue
*02	Forward Unconditionally Off	*34	Hold Music
*03	Forward on Busy On	*35*N#	Extn Login
*04	Forward on Busy Off	*36*N#	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

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 that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

At another extension:

*12**N#* from the extension you are temporarily using.

*13**N#* to re-direct the calls back to your own extension, before you return to it.

At your own extension:

*14**N#* from your own extension.

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**, 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.

Note: Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Making Calls

Internal Calls:

If your System Administrator has allocated you the *Ring Back When Free* feature (see RBak+ - Ringback When Free) under a dial pad digit, you can:

When you call an extension that does not answer or is busy, press the ▭ **RBak** feature key to set a callback on that extension.

When the extension you called becomes free, your phone will ring (a burst of three rings).

Lift the handset and the extension is called automatically.

External calls:

To make an external call, either dial the number (prefixed by the access code if required) or use a speed dial code (contact your system manager for a list of your speed codes).

If you hear busy tone while dialing, then the call may be barred. Your system manager can bar certain calls, such as those to premium rate numbers and international calls.

Voicemail

Where your system has voicemail support and has been installed:

> To switch voicemail on dial ***18**, to switch it off dial ***19**.

> To retrieve your voicemail, use the code ***17**.

Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as *Voicemail Ringback*.

> To turn Voicemail Ringback on dial ***48**; to turn it off dial ***49**.

Dialing 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 dialing from a number that has been registered for the purpose or by dialing your extension number and PIN when prompted. If validation is successful, then dial **1** 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.

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