



# IP Office

## 5601/4601 Phone User Guide





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# The Telephone

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## Overview

This guide covers the use of the Avaya 5601 and 4601 phones on Avaya IP Office. Both phones are similar, however the 5601 is only supported on the IP Office whereas the 4601 is supported on a range of Avaya telephone systems.



- 1. Message lamp:**  
Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.
- 2.  Call Appearance Buttons and LEDs:**  
Two Call Appearance Buttons provide call appearance for both incoming and outgoing calls.
- 3. Hold:**  
Places a call on hold; retrieves a held call.
- 4. Call Handling Buttons:**
  -  **Transfer:** See Transfer.
  -  **Conference:** See Conference.
  -  **Drop:** See Clearing a Call.
  -  **Redial:** See Redial.
- 5. Dial pad:**  
Standard 12-button pad for dialing telephone numbers.
- 6.  Volume Controls:**  
Adjusts the handset or ringer volume, depending on which item is in use.
- 7. Handset Socket:**  
Located on the side of the telephone
- 8.  Messages:**  
Access the user's mailbox.

## **Call Appearance Buttons**

Having two call appearance buttons is useful. When holding a call you can answer another call and then use the call appearance keys to switch between calls.

If you are set to receive call waiting indication, the waiting call is shown against the next call appearance key. Again you can switch between calls using the call appearance keys.

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# Basic Call Handling Features

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## Answer a Call

When a call arrives at your phone, you hear a ringing tone and the LED next to the call appearance button flashes. 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.

The default ringing cadences are:

- Internal calls have a single ring cadence
- External calls have a double ring cadence.

To answer an incoming call:

- If you are not active on another call, answer the call using your handset.
- If you are active on a call already, place the active call on hold (see Hold), and then answer the incoming call.

Calls 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.

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## Make a Call

You can make calls from the phone using one of two methods.

**To make a call manually:**

1. Lift the handset and when you hear dial tone, key the required number.

or

2. Select a free call appearance button (LED out) and key the required number. Lift the handset to listen to the progress of the call (answered, busy or no answer).

**Note:** If you are calling an external number, be sure to include the required code (for example, 9) to access an outside line.

**To make a call automatically:**

1. Press  **Redial** and a call appearance button  to have the phone dial the last number that you dialed.

## Clearing A Call

To clear an established call either:

1. Replace the handset

or


2. Press  **Drop**.

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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 a call on hold:

1. Press  **Hold** and answer the second call by pressing its Call Appearance key. The LED beside the first call appearance button flashes to show that it is on hold.

To return to the held call:

1. Clear or put on hold the second call and press the Call Appearance button of the held call.

Notes:

1. 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.
2. To transfer a held call see Transfer.

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## Redial

The **Redial** (or Last Number Dialed) 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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## Message

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

Lift the handset and press the  **Message** button to retrieve your messages, and follow the prompts.

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## 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. While on a call, 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 and hang up. 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, hang up to complete the transfer.
    - If the called party does not wish to accept the call, press **↔ Transfer** again to return to the original caller.
  - If the line is busy or if there is no answer, press **↓ Drop**. Then, you can return to the held call by pressing 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 **↓ Drop**. The transfer is complete.

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## 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 telephone 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.
4. To add the person to the call, press **☎** again. If the called party does not answer or does not want to join the conference, press **↓**. You can return to the held call by pressing its call appearance button.
5. Repeat Steps 1 through 4 for additional conference connections.

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

1. Press **☎ Conference**.
2. All calls that are on Hold are added to the conference.



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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 dialing short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes (see Default Feature Codes). It also assumes that you have full access to all features and the public telephone network. Consult your System Administrator for details of short codes that may have been changed.

Other System Features, that would normally be allocated to soft keys by your System Administrator, are not supported on these phones.

## 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.

\* To forward Hunt Group Calls On/Off, use **\*50** and **\*51** respectively.

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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 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.
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## 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.

## Voicemail

Note that not all systems support voicemail or have voicemail 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 Voicemail Pro).

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.

## 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

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- 0**
  - 07\*N 14
- 1**
  - 10\*N 12, 14
  - 11\*N 12, 14
  - 12\*N 12, 14
  - 13\*N 12, 14
  - 14\*N 12, 14
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  - 20\*N 14
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  - 21\*N 14
- 3**
  - 32\*N 14
  - 33\*N 14
  - 35\*N 14
  - 36\*N 14
  - 37\*N 14
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