



# IP Office

## 5602/4602 Phone User Guide



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# The Telephone

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## Overview

This guide covers the use of the Avaya 5602 and 4602 telephones on the Avaya IP Office telephone 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 telephone systems.



1. **Display and Call Appearance Keys:** Two Call Appearance Keys allow the user 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:** 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. 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 dialing telephone numbers.
6. **Volume Controls:** Adjusts the speaker, handset, headset, 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:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active.

## 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.



### 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 **a/b** with:
  - A Bridged Appearance
  - A Line Appearance
  - Call Coverage Appearance
  - System Features

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.

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## 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.

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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 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.

### 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 use the ▼ and ▲ buttons. The display shows the volume level. (There are eight volume levels.)
  3. If the call is not answered, you can clear the call by pressing  **Speaker** or  **Drop**
- or
4. When the call is answered, you **must pick up the handset** to speak to the called party

### To automatically make a call:

Do either of the following:

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


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## Clearing a Call

To clear an established call either:

1. Replace the handset

or

2. Press  **Drop**. You will hear dial tone, unless you are in 'call centre 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


1. Press  Redial.

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## 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:

1. 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:

1. 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 you can:

1. Automatically dial the last number that you dialed by pressing  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.

The  **Speaker** button 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. This feature works for both handset or headset working.








### To switch off your handset/headset microphone:

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


## 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 the  or  Call Appearance button with the  symbol 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 the  symbol 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, simply press the Call Appearance button with the  against it.

### Notes:

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

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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. 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** again. The transfer is complete. If the transferred call is not answered within a preset time, it is returned to you.
  - 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**. You can return to the held call by pressing its call appearance button.
  - If the line is busy or if there is no answer, press **⏏ Drop**. 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.

## 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.
  - 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.
4. To add the person to the call, press **☎** again.
5. Repeat Steps 1 through 4 for additional conference connections.

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

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

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## Message

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

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

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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. It also assumes that you have full access to all features and the public telephone network.

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## Answering Calls

### Ringling 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.

### Ringling 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 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.

## 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.

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## 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 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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