



# **IP Office PARTNER Version**

## **PARTNER Version User Guide**

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#### Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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# Chapter 1.

# ETR Telephones

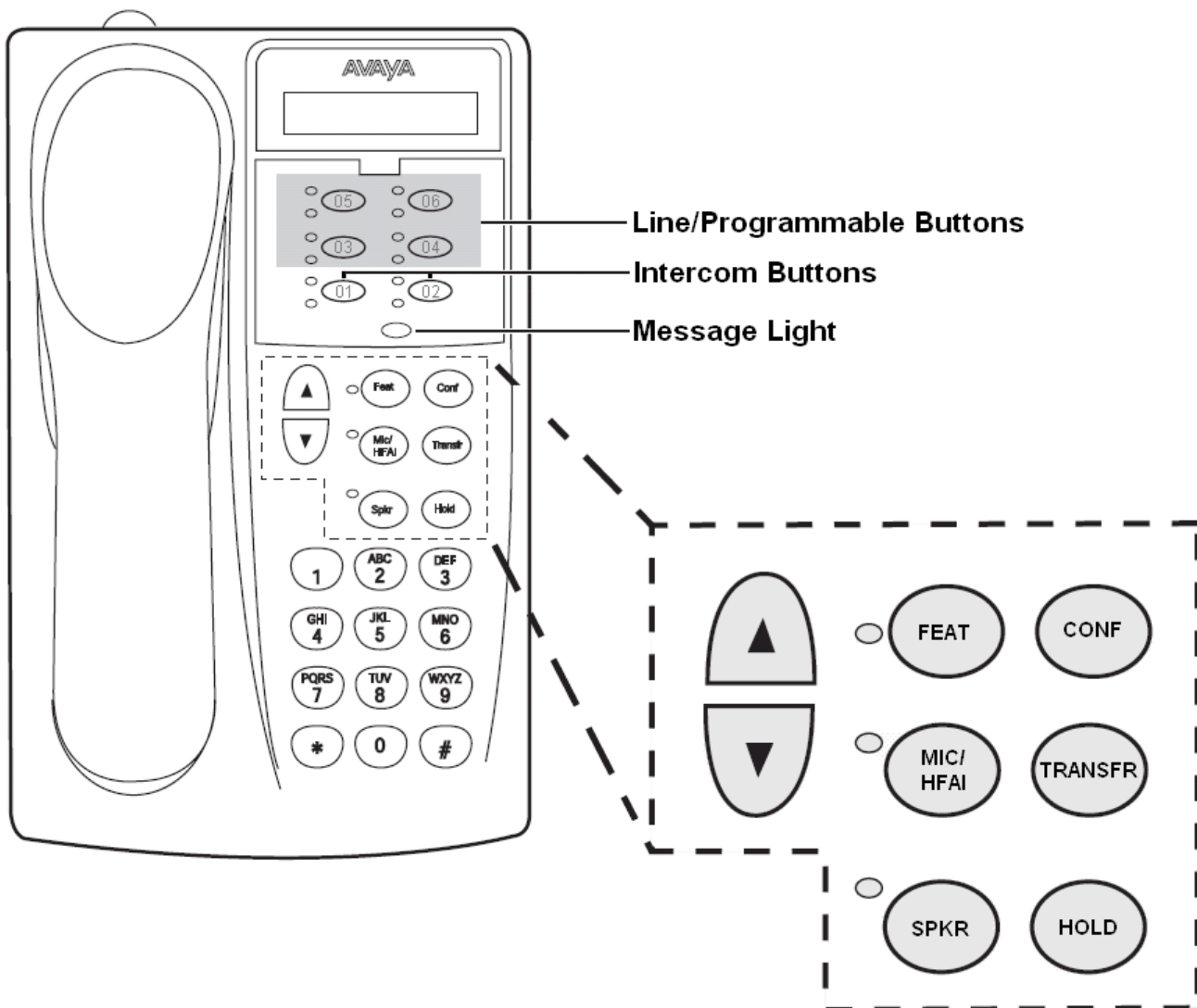


# 1. ETR Telephones

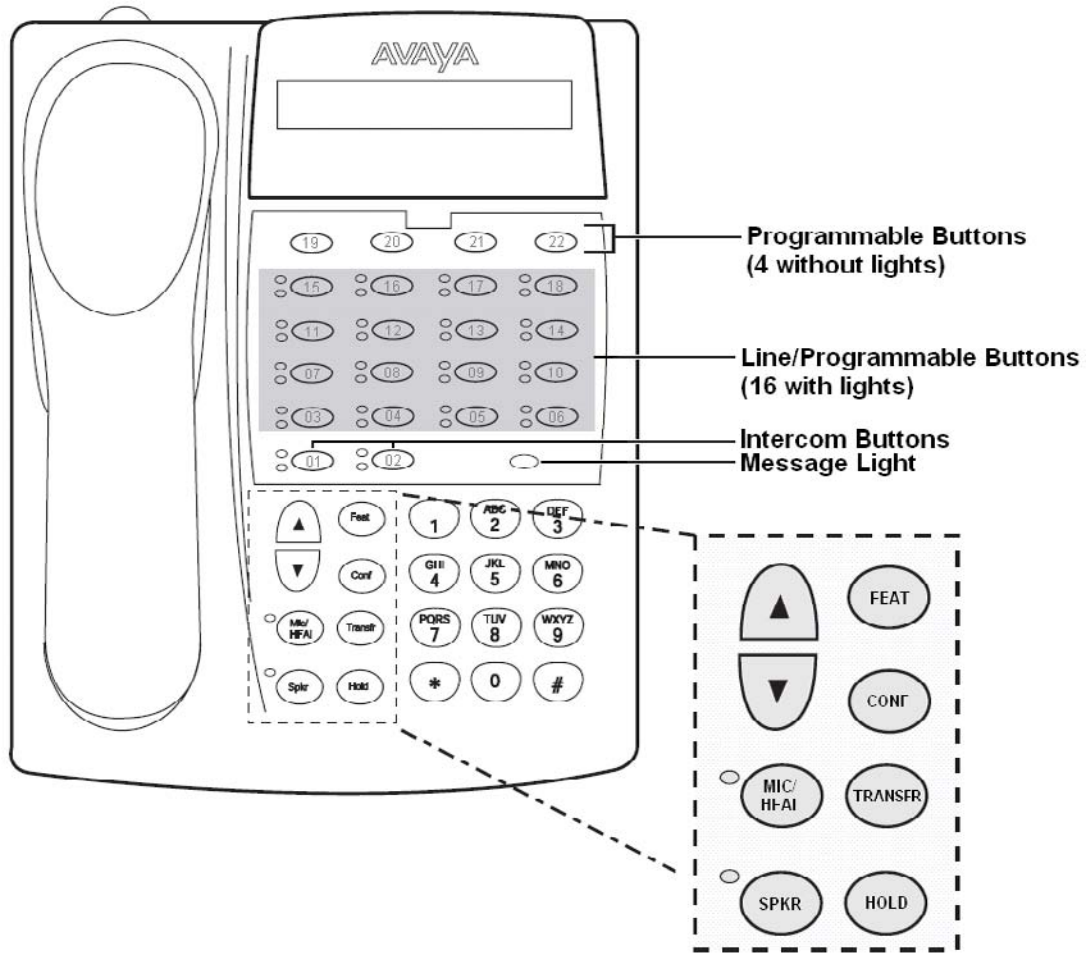
The IP Office PARTNER Version supports the ETR Series of Avaya phones. The models supported are the ETR 6D, ETR 18D and ETR 34D phones.

Feature	ETR 6	ETR 6D	ETR 18	ETR 18D	ETR 34D
Programmable buttons with lights	4	4	16	16	32
Programmable buttons without lights	0	0	4	4	4
Intercom Buttons with light	2	2	2	2	2
Display	No	Yes	No	Yes	Yes
Speakerphone	Yes	Yes	Yes	Yes	Yes

ETR 6/ETR 6D

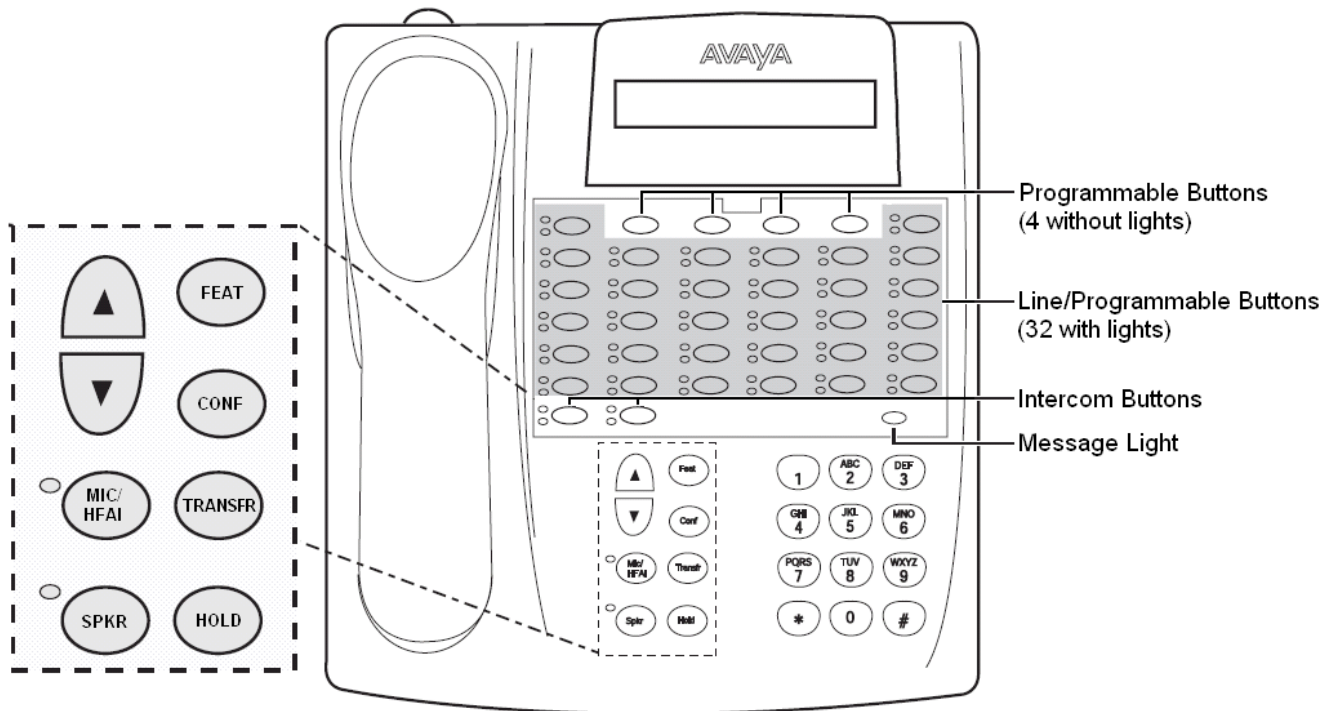


The ETR 6 does not include a display. The ETR 6D includes the display.



The ETR 18 does not include a display. The ETR 18D includes the display.

ETR 34D



The number of ETR 34D phones supported is limited to a maximum of 4 (with a maximum of 2 per ETR6 base card).

## 1.1 Fixed Buttons

In addition to the line buttons, the telephones have some or all of the following fixed buttons, which are already imprinted:

- **INTERCOM**  
Press to make or answer a call to or from another extension. If you receive a call on a T1 line with Direct Inward Dialing (DID), and you cannot access that line from a line button, the call will appear on your Intercom button.
- **FEATURE**  
Press to change programmed settings or use system features.
- **CONF**  
Press to add other parties to your call.
- **TRANSFER**  
Press to pass a call to another extension.
- **HOLD**  
Press to put a call on hold.
- **SPKR**  
Press to turn on and off the speaker and microphone (if available), so you can dial and have a conversation without lifting the handset. The light next to this button shows when the speaker is turned on.
- **MIC/HFAI**  
Press to turn the microphone on and off. The light next to this button shows when the microphone is turned on. Leave on to use Hands-Free Answer on Intercom (HFAI) feature.
- **Volume Control Buttons**  
Press ▼ to decrease or ▲ to increase the volume as follows:
  - To adjust ringer volume, press while the telephone is idle and the handset is in the cradle.
  - To adjust speaker volume, press while listening to a call through the speaker.
  - To adjust handset volume, press while listening through the handset.

## 1.2 Ringing Patterns

ETR phones use the following ring patterns:

Call Type	Ring Pattern	
Outside Call	ring... ring... ring	
Intercom Call	ring BEEP... ring BEEP... ring BEEP	<ul style="list-style-type: none"> <li>• If you have a system display telephone, the caller's extension number (and name if programmed) appears on the display.</li> </ul>
Recalling Call	ring BEEP BEEP... ring BEEP BEEP... ring BEEP BEEP.	<ul style="list-style-type: none"> <li>• A transferred call, or an unanswered transferred or parked call that is ringing back at your extension</li> </ul>

## 1.3 Dial Tones

There are two different dial tones when you call with a system telephone:

- Outside dial tone is generated by your local telephone company to indicate that you are connected with an outside line.
- Intercom dial tone is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside or intercom call.

## 1.4 Light Patterns

Each line button has a green light and a red light. The meaning of these lights varies depending on whether the button is used to access an outside line or pool, is programmed with a system feature, or is programmed for Auto Dialing an extension number (Intercom Auto Dial button). Auto Dial buttons for fax extensions show additional information.

The meanings of the various light patterns for each possible button assignment are:

Light Pattern	Line Button	Programmable Button	Intercom / Auto Dial - Intercom Button
On	Green - You are using the line. Red - Line in use by another extension.	Green - Feature is on.	Red - Extension is busy.
Off	Line is idle	Feature is off.	Extension is idle.
Flash (long on, long off)	Green Flash - A call is ringing at your extension. Red Flash - A call is ringing on the line but not at your extension.	A user is entering a four-digit code to lock or unlock their extension.	–
Alternating Red/Green	Alternating green and red flash appears at both extensions in a joined call.	–	–
Wink (long on, short off)	Green Wink - The call is on hold or parked at your extension. Red Wink - Call is on hold or parked at another extension. Anyone who has the line can retrieve the call.	–	–
Green Flutter (short on, short off)	–	Caller ID Inspect is on.	–

## 1.5 Adjusting the Telephone Display

The phone must be idle and the handset must be in its cradle when you adjust the display contrast.

To adjust the display brightness

1. With the extension idle, press \*.
2. Use the ▲ up arrow and ▼ down arrow keys to change the display brightness.

# Chapter 2.

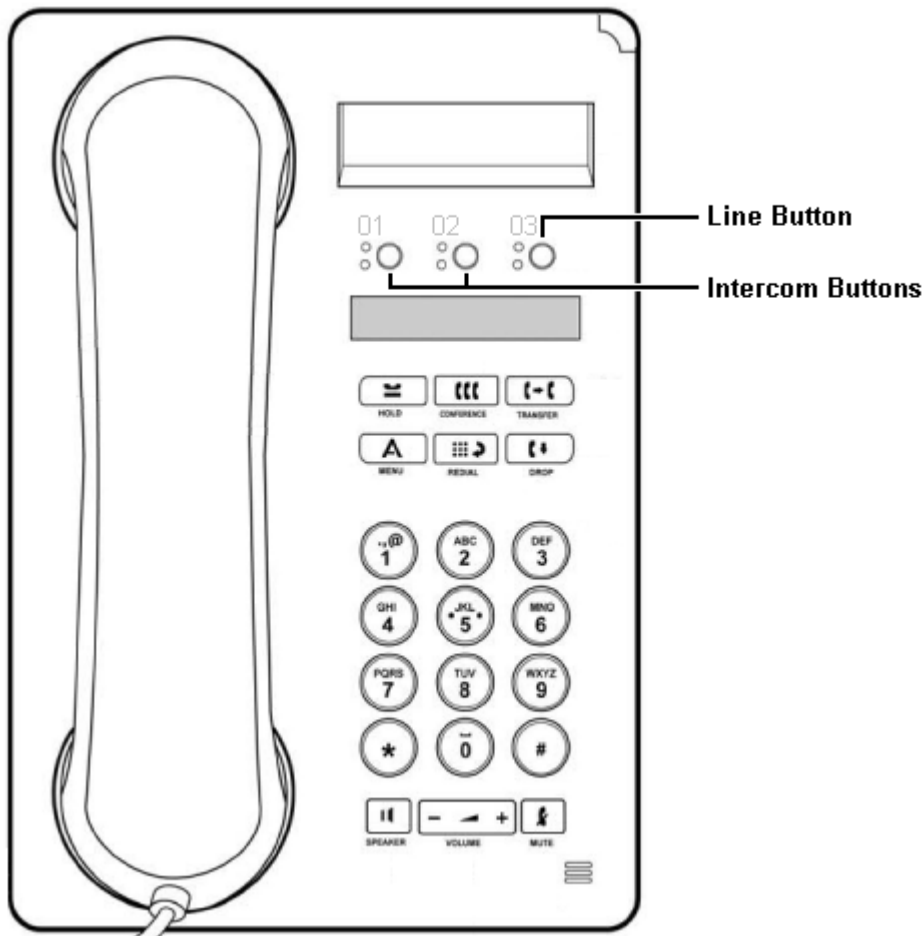
## 1400 Series Phones

## 2. 1400 Series Phones

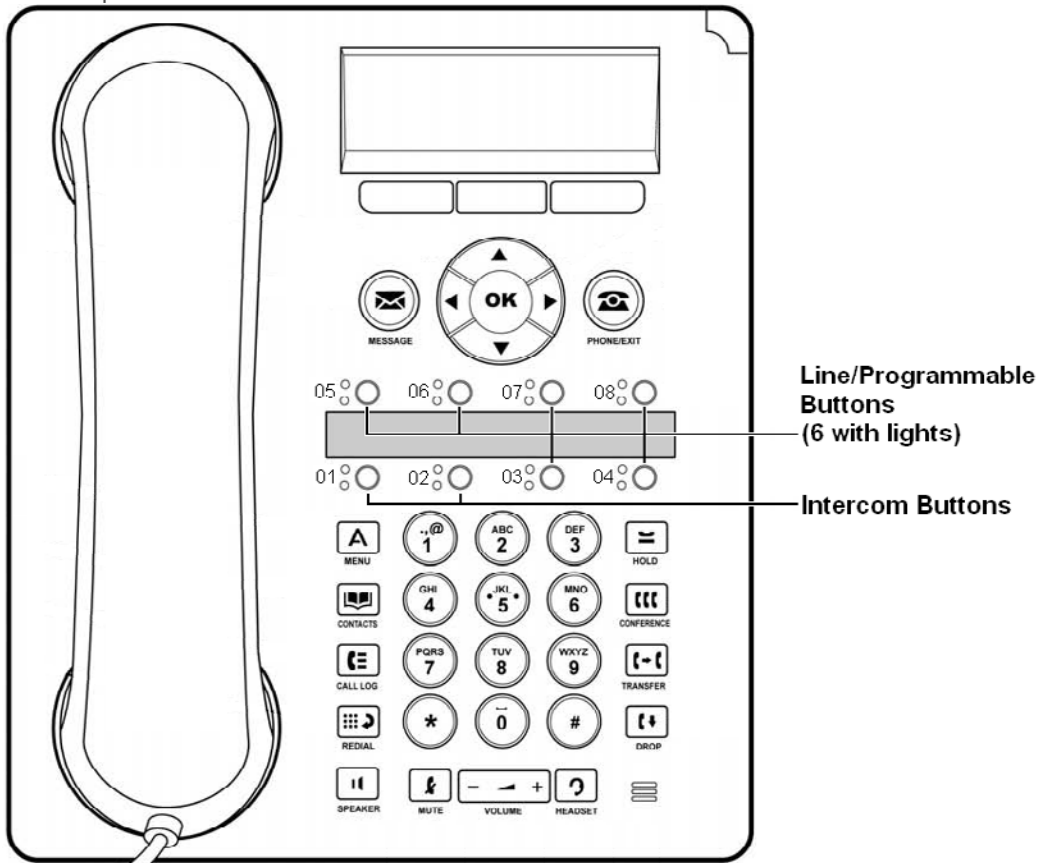
The IP Office PARTNER Version system supports the 1400 Series of Avaya digital telephones. Supported models are the 1403, 1408 and 1416.

Feature	1403	1408	1416
Programmable buttons with lights	0	6	14
Programmable buttons without lights	0	0	0
Intercom Buttons with light	2	2	2
Display	Yes	Yes	Yes
Speakerphone	No	Yes	Yes

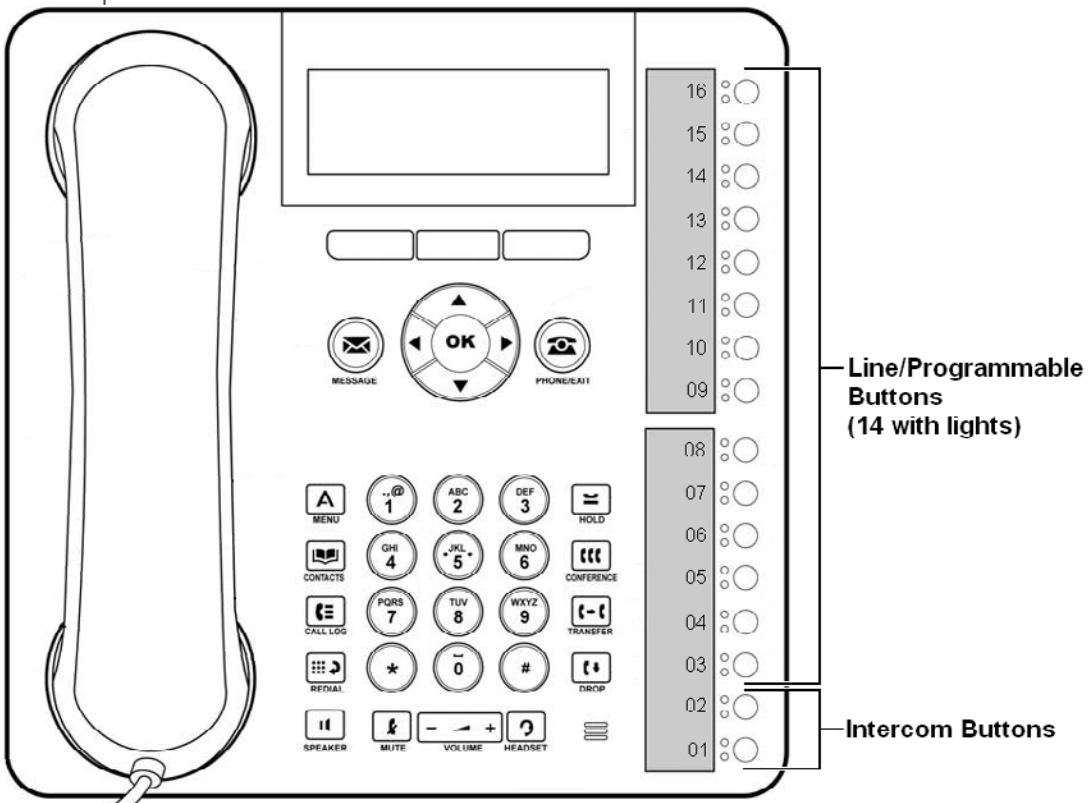
1403 Telephone



1408 Telephone



1416 Telephone





# **Chapter 3.**

## **Basic Call Handling**

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## 3. Basic Call Handling

### 3.1 Making Calls

You can make a call by dialing an outside telephone number or an extension number.

- If the telephone number is one that is used frequently called it can be stored and dialed as a personal speed dial or using an auto dial button.

To make a call to another extension

1. Pick up the handset and press an idle INTERCOM button. The green light next to the button is on steady and you will hear the dial tone.
2. Dial the extension number.
  - On 1400 Series phones, if the other extension doesn't answer press AutCB (automatic callback) to have that extension call you after it is next used and then hangup.

To make an external call

1. Pick up the handset and press an idle line button. The green light next to the button is on steady and you will hear the dial tone.
2. Enter the dial-out code which is usually 9, then dial the telephone number. The dialled number will appear on the display.

Using the last number redial

1400 Series phones users can use the fixed REDIAL button on their phone to view details of previous calls and redial those number.

1. Lift the handset.
2. Press FEATURE 05. The digits are displayed as they are dialed.

To create a last number redial button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial FEATURE 05.
  5. The current setting of the button will now be set to Last Number Redial.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

## 3.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a [call pickup](#) button for that specified extension.

To answer a call ringing at your own extension

1. Pick up the handset, you are connected to the incoming call. If more than one line is ringing, you are connected to the line that has been ringing for the longest time.
  - To answer a specific line press the button for that line.
  - On 1400 Series phones, the press >> to display additional options.
    - To VM can be used to send the ringing call to voicemail immediately.
    - Ignore can be used to quite the ringer.

To answer a call ringing at another extension (call pickup)

1. Pick up the handset.
2. Press an INTERCOM button and dial 6 followed by the two-digit number of the extension at which the call is ringing or parked.

---

## 3.3 Using Handsfree

The ETR 6D, ETR 18D, ETR 34D telephones each have a speaker and microphone which you can turn on by pressing SPKR. The 1408 and 1416 telephones also each have a speaker and microphone which you can turn on by pressing SPEAKER.

- In addition, on the ETR 6D, ETR 16D and ETR 34D telephones, you can turn just the microphone on and off by pressing MIC/HFAI. When the green light next to MIC/HFAI is on, the microphone is on.
- The 1403 telephones has a speaker but no microphone. This allows it to hear page calls and hear the progress of a call when making a call. However to handset must be used to speak on a call.

Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your telephone in areas with high background noise caused by sources such as motor vehicles, manufacturing equipment, loud voices, radios, printers, copiers, typewriters, other noisy office equipment or heater and air conditioning fans.
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person's voice comes through.
- Do not use your speaker to make announcements over a loudspeaker paging system connected to your telephone system.
- When talking, always face your telephone and stay within two feet of it.
- Place your telephone at least six inches (15 cm) away from the edge of your desk.
- If you have difficulty hearing the other party, try increasing the speaker volume. If you have background noise, try turning off the microphone when the party at the other end is speaking and turning it on when you speak. If the difficulty persists, lift your handset to continue the conversation.
- In conference rooms, a separate speakerphone is recommended, since the built-in speaker on a system telephone is designed for individual use.

### To make a call without lifting the handset

1. Press SPEAKER or SPKR to get a dial tone
2. Dial the number, you hear the call ringing. When the other party answers, you can talk without lifting the handset.

### To switch modes

- If you are already on a call, you can switch from the handset to the speakerphone by pressing SPEAKER or SPKR and then hanging up the handset.
- If you are using the speakerphone and want to switch to the handset, lift the handset. The speaker and microphone are turned off.
- On ETR phones, to turn off the microphone when you are using the speaker, press MIC/HFAI. This will mute your voice so the other party cannot hear you. On 1400 Series phones to do this press the MUTE button.

## 3.4 Hands-Free Answer on Intercom

When you receive a voice-signaled intercom call, your telephone beeps once to indicate that your speaker has been turned on automatically, and you hear the caller's voice over your telephone's speaker. If you leave your microphone on all the time, you can start talking when you hear the caller, without lifting the handset. This feature is called Hands-Free Answer on Intercom (HFAI).

Any user in the system can make a voice-signaled call to an idle system telephone by pressing an intercom button and \* and then either dialing an extension number.

You cannot make a voice-signaled call to an extension that has the Cell Phone Connect feature active. (The call will not appear at the extension.)

1. The HFAI feature can be turned on or off only when your telephone is idle. On ETR phones use the HFAI button, on 1400 Series phones use the MUTE button. Muting your voice while you are on a call only turns off the microphone for the duration of the call.
2. If you are already on a call, any additional voice-signaled call to your extension is turned into a normal ringing call instead.

## 3.5 Adjusting the Volume

While the phone is idle or ringing, you can adjust the ringer volume. When the phone is connected to a call you can adjust the speaker or handset volume.

To adjust the ringer volume

1. Use the ▲ up arrow and ▼ down arrow keys to change the ringer volume.

To adjust the caller volume

The volume that gets adjusted will depend on whether you are using the handset, speakerphone or headset (1408 and 1416 phones only) at the time you use this process.

1. Use the ▲ up arrow and ▼ down arrow keys to change the volume.

## 3.6 Holding Calls

When a call is on hold you can make and receive other calls on another line.

If a call is left on hold for longer than the specified interval it will recall to the extension that put it on hold.

To place a call on hold

1. During the call press the HOLD button or the button on which the call is taking place. The Green light next to the button will wink to show that the call is on hold.

To retrieve a call that you put on hold

1. Press the button next to the winking Green light. You are reconnected to the call. The green light changes to a steady green light.

## 3.7 Transferring Calls

Transferring a call lets users "pass" a call from one extension to another. Users can transfer both outside and internal calls to another extension.

To transfer a call

1. While the call is active press the TRANSFER button. The call is put on hold and the green light next to the line or intercom button will wink.
2. When you hear the dial tone, dial the number to which the call is to be transferred. Then do one of the following:
  - To transfer the call without announcing it (an unsupervised transfer) hang up or press the transfer button again as soon as you hear the extension ringing. The transfer is complete. If the extension is not answered the call will be returned to your extension. When your extension rings, left the handset to be reconnected to the caller.
  - To announce the call before announcing it (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or press the transfer button again to complete the transfer. If no one answers or the call is refused, press the button next to the winking green light to be reconnected to the caller.

---

## 3.8 Conferencing Calls

The Conference feature allows you to conference other parties (including yourself) into a call. A conference call can connect up to 5 calls, including up to 2 external callers.

### To create a conference call

1. While active on a call, press the CONF or CONFERENCE button. The first party is now on hold.
2. Dial the telephone number of the second party.
3. When the call is answered press the CONF or CONFERENCE button again to add the second party to the call.
4. You can now speak to the first and second parties. An alternating Red/Green Flash appears at any extension connected during a conference call.
5. Repeat step 2 to add more parties.

### To use hold during a conference call

If you need to answer or make another call during a conference call you can use the Hold feature. When you put a conference call on hold, the other parties can still talk to each other.

1. Press the HOLD button.
2. The Green light next to the intercom or line button will wink to show that the call is on hold.
3. To re-join the conference call press the button next to the Green light. You will rejoin the conference. An alternating Red/Green Flash appears next to your intercom or line button to indicate that you are in a conference call.

## 3.9 Joining Calls

Joining is adding yourself to a call in progress, the same way you do on a home telephone by picking up an extension.

You cannot:	<ul style="list-style-type: none"><li>• Join an intercom call or a conference call at another extension.</li><li>• Join a call at any extension that has Privacy activated.</li><li>• Put a joined call on hold.</li></ul>
You can:	<ul style="list-style-type: none"><li>• Tell when someone has joined a call of yours when the lights next to the line button change to alternately flashing Red and Green.</li><li>• Program Privacy onto a system telephone button to allow or prevent others from joining your calls.</li><li>• Join a call that is being answered by the voice messaging system, but only if Automatic Extension Privacy is Not Assigned for the extensions associated with the voice messaging system hardware. If this is the case, when you join the call, the voice messaging system disconnects automatically so you can speak to the caller.</li><li>• Add other parties to a call by pressing pool buttons if you are a pooled extension user.</li><li>• Use Direct Line Pickup-Active Line to join a call on that line if a line is not assigned to your extension and access to that line is not restricted for that extension.</li></ul>

### To join a call

A steady red light next to a line button indicates that a call is in progress on that line.

1. Press the line button next to the steady red light and lift the handset. Alternatively press INTERCOM and dial 68 followed by the two-digit line number.
2. The red and green lights alternately flash. You are now joined with the call.

# Chapter 4.

## Advanced Features

## 4. Advanced Features

### 4.1 Feature and Intercom Codes

#### Using Feature Codes

There are a wide range of features that can be used with your extension. They are accessed by pressing FEATURE and dialing the required feature code. Depending on the feature to be used this is done either when the phone is idle or during a call.

- On ETR phones the FEATURE button is used to start dialing a feature code.
- On 1400 Series phones, select Feature on the display to start dialing a feature code. During a call you may need to select >> first to display the Feature option.
- On analog phones, at dial tone dial # followed by the feature code. To do this during a call you need to press recall first to get to dial tone.

The table below lists some of the features. Note that some features may have restrictions on which extensions and/or types of phone can use the feature.

Feature	Dial	Summary
<a href="#">Do Not Disturb On/Off</a> <sup>34</sup>	FEATURE 01	Switch your do not disturb on/off.
Recall	FEATURE 03	Send a recall or hook switch flash signal during a call.
Save Number Redial	FEATURE 04	Save the number dialed during a call. Then redial that number when idle.
Last Number Redial	FEATURE 05	Redial the last dialed number.
Conference Drop	FEATURE 06	Drop the last added party from a conference.
Privacy On/Off	FEATURE 07	Turn privacy on/off during a call.
<a href="#">Call Forwarding</a> <sup>26</sup>	FEATURE 11 <Extension Number>	Forward your calls to another extension.
<a href="#">Remote Call Forwarding</a> <sup>26</sup>	FEATURE 11 <Personal Speed Dial>	Forward your calls to an external number by selecting one of your personal speed dials as the destination.
<a href="#">Cell Phone Connect</a> <sup>26</sup>	FEATURE 11 * <Personal Speed Dial>	Similar to remote call forwarding but with your calls ringing at both your extension and the external number.
Account Code Entry	FEATURE 12	Enter and exit account code entry mode during a call.
<a href="#">Voice Mailbox Transfer</a> <sup>35</sup>	FEATURE 14 <Extension Number>	Transfer your current call to an extension's mailbox.
<a href="#">VMS Cover On/Off</a> <sup>44</sup>	FEATURE 15	Turn your voicemail cover on/off.
Caller ID Name Display	FEATURE 16	Toggle the display between name and number information.
Caller ID Inspect	FEATURE 17	See the call details of a call on another line button without interrupting your own current call.
<a href="#">Call Coverage</a> <sup>27</sup>	FEATURE 20 <Own Extension> <Covering Extension>	Enable call coverage from your extension to another extension. To disable call coverage, enter your own extension number twice.
<a href="#">Lock/Unlock</a> <sup>30</sup>	FEATURE 21	Lock or unlock your extension.
<a href="#">Absent Text Message</a> <sup>25</sup>	FEATURE 28	Set/clear an absent text message.
Contact Closure 1	FEATURE 41	Operate the system's first contact closure switch.
Contact Closure 2	FEATURE 42	Operate the system's second contact closure switch.
System Release	FEATURE 59	Display the software version of the system.

## Intercom Codes

The following features are accessed by pressing an idle intercom button.

Feature	Dial	Summary
Call Pickup	Intercom 6 <Extension Number>	Answer the longest waiting call ringing at an extension.
Group Pickup	Intercom 66 <Pickup Group>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Direct Line Pickup —Idle Line	Intercom 8 <Line Number>	Seize the specified line if it is idle and then make a call using that line.
Direct Line Pickup —Active Line	Intercom 68 <Line Number>	Answer or seize the call on the specified line.
Loudspeaker Paging	Intercom 70	Page the loudspeaker device attached to the system.
Simultaneous Paging	Intercom *70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling —Ring	Intercom 7 <Calling Group>	Call the available extensions in one of the calling groups (1 to 4).
Group Calling —Page	Intercom *7 <Calling Group>	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting —Ring	Intercom 77 <Hunt Group>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting —Voice Signal	Intercom *77 <Hunt Group>	Page the first available extension in one of the hunt groups (1 to 6).

## 4.2 Naming Your Extension

You can assign a name to your extension, up to 15 characters long. The name is then displayed on the phone and also on other extensions when you make or receive calls.

### To change your extension name (ETR 18D/34D)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press Intercom 1.
4. Enter the extension name.
  - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"\$%&'()+,.-./	2	2abcABC	3	3defDEF
4	4ghiGHI	5	5jkIJKL	6	6mnoMNO
7	7pqrsPQRS	8	8tuvTUV	9	9wxyzWXYZ
*	*.;<=>?@[\\]^_`	0	0	#	# Space

- Do not use punctuation characters such as #, ?, /, -, \_ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

### To change your extension name (1408/1416 Phone)

1. At the extension press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Telephone Programming. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Extension Name. When displayed, press Select.
4. The current setting is displayed.
5. To enter a new name dial the characters using the dial pad buttons. When finished press Enter.
  - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"\$%&'()+,.-./	2	2abcABC	3	3defDEF
4	4ghiGHI	5	5jkIJKL	6	6mnoMNO
7	7pqrsPQRS	8	8tuvTUV	9	9wxyzWXYZ
*	*.;<=>?@[\\]^_`	0	0	#	# Space

- Do not use punctuation characters such as #, ?, /, -, \_ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique.
- 3. To remove the current name press Clear.
  - Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

### 4.3 Absent Text Messages

The absent text message feature assists internal callers by displaying a message on their telephone. When another extension calls your extension, your active absent text message appears on the caller's display.

This feature is only supported on ETR 18D, ETR 34D, 1408 and 1416 telephones. It is not supported on ETR 6D and 1403 telephones.

To set and clear an absent text message you need to assign the feature to a programmable button with lights. The button can then be used to activate, select and deactivate the message.

#### To create an absent message button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
3. Dial FEATURE 28.
4. The current setting of the button will now be set to Absent Message.
  - Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

#### To create an absent message button (1408/1416 Phone)

1. At the extension press Admin.
2. Press the programmable button you want to change. Alternatively:
  - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
  - At the Button: prompt press the button to edit or enter from 03 to 80.
3. The current setting of that button is displayed.
4. Press Program and either dial #28 or use the ▲ up or down ▼ arrow buttons to scroll the display to Absent Message and press Select.
5. The current setting of the button will now be set to Absent Message.
  - Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

#### To activate an absent text message

1. Press the absent text message button. The first absent text message is displayed.
2. Scroll through the default messages by pressing the button beneath the word Next until the required message is displayed.

<ul style="list-style-type: none"> <li>• Back soon</li> <li>• Do not disturb</li> <li>• Out to lunch</li> <li>• Away from desk</li> </ul>	<ul style="list-style-type: none"> <li>• Please call</li> <li>• At lunch until</li> <li>• Don't disturb until</li> <li>• With Cust. until</li> </ul>	<ul style="list-style-type: none"> <li>• Back tomorrow</li> <li>• On vacation</li> <li>• At home</li> <li>• Be right back</li> </ul>	<ul style="list-style-type: none"> <li>• On holiday until</li> <li>• Meeting until</li> <li>• With visitors until</li> </ul>
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3. Press the button beneath the word Activ to select the message shown on the display.
4. To add addition text or edit the existing text press More and then Edit.
5. To complete the process press the absent text message button again.

#### To deactivate the absent text message

1. Press the absent text message button. The green light flutters and the active absent text message is displayed.
2. Press the button beneath the word Dactiv.
3. To complete the process press the absent text message button again.

---

## 4.4 Forwarding Calls

All external, internal and transferred calls direct to your extension can be diverted to a different telephone internal extension number. You can enter the destination extension telephone number and select when calls are redirected using a programmed button.

Before you can automatically forward calls you need to assign the feature to a button with lights. The button can then be used to turn call forwarding on and off as required.

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your [personal speed dials](#) <sup>[31]</sup> as the forwarding destination.
- Some users may also be able to use cell phone connect, again consult your system administrator. With cell phone connect the call will ring at both your extension and at the remote call forwarding destination. This is sometimes called mobile twinning.

### To create a call forwarding button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
3. Dial FEATURE 11.
4. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
5. At the Call Coverage Dest: prompt enter the destination number for the call coverage calls.
  - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
  - To forward using cell phone connect/mobile twinning, enter \* followed by the personal speed dial (80 to 99) that contains the required external number.
6. The current setting of the button will now be set to Call Forward O *<covered extension>* D *<destination extension>*.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

### To create a call forwarding button (1408/1416 Phone)

1. At the extension press Admin.
2. Press the programmable button you want to change. Alternatively:
  - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
  - At the Button: prompt press the button to edit or enter from 03 to 80.
3. The current setting of that button is displayed.
4. Press Program and either dial #11 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Forwarding and press Select.
5. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
6. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
  - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
  - To forward using cell phone connect/mobile twinning, enter \* followed by the personal speed dial (80 to 99) that contains the required external number.
4. The current setting of the button will now be set to Call Forward O *<covered extension>* D *<destination extension>*.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

## 4.5 Call Coverage

Call coverage is used to redirect all intercom, transferred, DID and outside calls on lines assigned to another extension. When call coverage is in use, covered calls are routed to the covering extension after a specified number of rings set by the system administrator.

- Intercom, transferred, DID, and outside calls on lines assigned ownership can be covered.
- Group calls, forwarded calls, transfer-return calls, voice-signaled calls, Voice Interrupt On Busy calls, Wake-Up Service calls, and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions; however, an extension programmed for call coverage can have only one covering extension. Only one call coverage button can be programmed per extension.
- If you activate call coverage at your extension, you still can intercept an outside call rerouted by coverage by pressing the outside line button that has the call appearance.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the green light is on, your calls are being covered; when the green light is off, call coverage is not active.
- If call coverage and do not disturb are already on, covered calls are routed immediately to the covering extension without ringing the covered extension. Similarly, if Call Coverage is on and a call begins to ring, you can turn on [Do Not Disturb](#)<sup>[34]</sup> to send that call immediately for coverage.
- If an extension has Call Coverage and [VMS Cover](#)<sup>[44]</sup> active, covered calls ring at the covering extension for the specified number of Call Coverage Rings.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. If the covering extension has [Do Not Disturb](#)<sup>[34]</sup> active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- If an extension has Call Coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of Call Coverage Rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings.
- If an extension has Call Coverage and Call Forwarding active, calls are routed to the Call Forwarding destination extension (Call Forwarding takes precedence).

### To send calls for coverage manually

1. Press FEATURE 20.
2. Dial the extension number of the covering extension.

### To remove call coverage manually

1. Press FEATURE 20.
2. Dial your extension number again.

### To use a call coverage button

1. Press the programmed button. When on, if programmed on a button with a light, the button's green light will be on.

---

### To create a call coverage button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial FEATURE 20.
  5. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
  6. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
  7. The current setting of the button will now be set to Call Coverage O *<covered extension>* D *<destination extension>*.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

### To create a call coverage button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  4. Press Program and either dial #20 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Coverage and press Select.
  5. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
  6. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
  7. The current setting of the button will now be set to Call Coverage O *<covered extension>* D *<destination extension>*.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

## 4.6 Auto Dialing

Auto dialing uses numbers stored under one of the phone's programmable buttons. Whenever a number need to be dialed, pressing the button will dial the stored number.

To use an auto dial button

1. At dial tone or whenever you want to dial a number, press the programmed auto dial button.
2. The stored number is dialed.

To create an auto dial button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
4. To create an auto dial button to store an extension number press Intercom 1. For a button to store any other type of number press Intercom 2.
5. Enter the number for calls made using the button. The number can include \* and # and the following special characters:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

6. The current setting of the button will now be AD-I (auto dial intercom) or AD-O (auto dial other) followed by the stored number.
  - Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an auto dial - other button (1408/1416 Phone)

1. At the extension press Admin.
2. Press the programmable button you want to change. Alternatively:
  - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
  - At the Button: prompt press the button to edit or enter from 03 to 80.
3. The current setting of that button is displayed.
3. Press Program and either press Intercom 2 or use the ▲ up or down ▼ arrow buttons to scroll the display to Auto Dial - Other and press Select.
4. At the AD-O: prompt enter the number for calls made using the button. The number can include \* and # and the following special characters:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

5. The current setting of the button will now be AD-O followed by the stored number.
  - Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

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## 4.7 Locking Your Extension

You can use the lock feature to prevent unauthorized people from making outside calls from your extension while you are away from the extension.

To lock your extension

1. Press FEATURE 21.
2. Dial a four digit code using the 0 to 9 numbers .
3. Redial the four digit code.

To unlock your extension

1. Press FEATURE 21.
2. Dial the four digit code you used to lock the extension.

## 4.8 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dial numbers 600 to 699. Any user in the system can use a system speed dial by pressing FEATURE and dialing the three digit code of the system speed dial required.

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.
- 1408 and 1416 phone users can view and use system speed dials through the phone's [CONTACTS](#) <sup>50</sup> menu. Extensions 10 and 11 can also edit the system speed dials through the menu.

To use a system speed dial

1. At dial tone or whenever you want to dial a number, press FEATURE and dial the three digit system speed dial code between 600 and 699.
2. The stored number is dialed.

## 4.9 Personal Speed Dials

You can create up to 20 personal speed dial codes, 80 to 99, to store frequently dialed numbers. The numbers can be quickly dialed by pressing FEATURE and the two-digit code for that personal speed dial.

The personal speed dial numbers programmed for a particular extension can only be used at that extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- You can store an account code as a personal speed dial for use during account code entry.
- Personal speed dials do not override any dialing restrictions that apply to an extension.
- 1408 and 1416 phone users can view, use and edit their personal speed dials through the phone's [CONTACTS](#) <sup>50</sup> menu.

### To use a personal speed dial

1. At dial tone or whenever you want to dial a number, press FEATURE and dial the two digit personal speed dial code between 80 and 99.
2. The stored number is dialed.

### To edit personal speed dials (ETR 18D/34D)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press Feature and the speed dial number to be programmed which must be between 80 and 99.
4. The current setting of the speed dial entry is displayed.
5. Enter the external number. The number can be up to 28 characters in length. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

6. To remove the existing number press MIC/HFAL .
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

### To edit personal speed dials (1408/1416 Phone)

1. At the extension, press Admin.
2. Use the ▲ up or down ▼ arrow buttons to scroll the display to Telephone Programming. When displayed, press Select.
3. Use the ▲ up or down ▼ arrow buttons to scroll the display to Personal Speed Dial. When displayed, press Select.
4. At the Code: prompt enter between 80 and 99 to select the speed dial entry that you want to edit.
5. The current setting of the speed dial entry is displayed.
6. Enter the external number and press Enter. The number can be up to 28 characters in length. Press Clear to remove any existing number. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	HOLD	P	Inserts a 1.5 second pause.
Transfer	SPEAKER	R	Send a hook-switch flash signal.
Stop	CONFERENCE	S	Stop dialing.

- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

---

## 4.10 Account Codes

The Account Code Entry feature is used to enter an account code up to 6 digit for any outside call, incoming or outgoing. An account code is typically used to identify a department, project, or client for charge-back or tracking purposes. An account code can be either forced or optional. When an extension is set up with the forced account code feature, the user must enter an account code before they can dial outside calls

To create an account code entry button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  3. Dial FEATURE 12.
  4. The current setting of the button will now be set to Account Code Entry.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To enter an account code using an account code entry button

1. After lifting the handset or while already active on an outside call, press the programmed Account Code Entry button. If the button has lights, the green light turns on.
2. Enter an account code by dialing the account code using the telephone's dial pad. You can also use a system or person speed dial number programmed with the account code or press an Auto Dial button programmed with the account code.
3. Continue with the call.
4. At the end of the call press the programmed Account Code Entry button again.

To enter an account code without using a preprogrammed button

1. After lifting the handset (or while already active on an outside call), press FEATURE and dial 12.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Continue with the call.
4. After the call, press FEATURE and dial 12 to end account code entry.

To create an account code entry button (ETR 18D/ETR 34D Phone)

4. At the phone press Feature 00.
  5. Program Extension: is shown on the display.
  6. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial FEATURE 12.
  5. The current setting of the button will now be set to Account Code Entry.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an account code entry button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  4. Press Program and either dial #12 or use the ▲ up or down ▼ arrow buttons to scroll the display to Account Code Entry and press Select.
  5. The current setting of the button will now be set to Account Code Entry.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

## 4.11 Parking Calls

Use this feature to place a call on a special type of hold where it can be retrieved from any extension in the system.

- You should park only one call at a time to ensure that you know which caller you are talking to when you retrieve the parked call.
- If you frequently park calls and you have a system telephone, program your extension number on an Auto Dial button, so you can park a call simply by pressing that button during the park process. See the section on [Auto Dialing](#)<sup>29</sup>.

To park a call

1. While on a call, press TRANSFER and dial your own two-digit extension number.
2. Hang up. If the call is not picked up within three minutes, it rings back at your extension.

To retrieve a parked call

1. Press an intercom button and 6 followed by the extension number of the extension that parked the call.

## 4.12 Call Pickup

You can use this feature to answer any intercom, outside, or transferred call ringing at another specified extension. This feature is useful for office colleagues who agree to answer each other's calls.

To create an call pickup button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial 6 followed by the target extension number.
  5. The current setting of the button will now be Call Pickup followed by the target extension number.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create an call pickup button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  4. Press Program and either press Intercom 1 or use the ▲ up or down ▼ arrow buttons to scroll the display to Call Pickup and press Select.
  5. At the Endpoint: prompt enter 6 followed by the target extension.
  6. The current setting of the button will now be Call Pickup followed by the target extension number.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

To use a call pickup button

1. Lift your handset.
2. Press the Call Pickup programmed button for the specified extension number. You are connected to the call that was ringing the specified extension.

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## 4.13 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls.

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with [VMS Cover](#)<sup>[44]</sup> turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with [Call Coverage](#)<sup>[27]</sup> turned on can activate Do Not Disturb to send all calls immediately to the covering extension.

To manually switch do not disturb on/off

1. Dial FEATURE 01.

To create a do not disturb button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial Feature 01.
  5. The current setting of the button will now be set to Do Not Disturb.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a do not disturb button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  4. Press Program and either dial #01 or use the ▲ up or down ▼ arrow buttons to scroll the display to Do Not Disturb and press Select.
  5. The current setting of the button will now be set to Do Not Disturb.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

## 4.14 Voice Mailbox Transfer

You can transfer a caller to directly to an extension's voice mailbox for the caller to leave a message without first ringing the extension. This feature is useful when you know that the extension user is not present and has not set do not disturb.

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number. If you are using call Screening you cannot use Voice Mailbox Transfer.

To transfer a caller to an extensions mailbox

1. During the call press FEATURE 14 or press a Voice Mailbox Transfer button if the extension has one programmed.
2. Dial the two digit extension number of the extension for which the caller wants to leave a message. The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.

To create a voice mailbox transfer button (ETR 18D/ETR 34D Phone)

1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial FEATURE 14.
  5. The current setting of the button will now be set to Voice Mailbox Transfer.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a voice mailbox transfer button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  3. Press Program and either dial #14 or use the ▲ up or down ▼ arrow buttons to scroll the display to Voice Mailbox Transfer and press Select.
  4. The current setting of the button will now be set to Voice Mailbox Transfer.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.



# Chapter 5.

## Using Voicemail

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## 5. Using Voicemail

Each extension on the system has a voicemail mailbox by default. Except for special cases, for example the extensions connected to the fax machine and loudspeaker, the mailboxes are used when the extension has calls it does not answer within a set time (by default 15 seconds though this can be adjusted for each extension by the system administrator).

In addition to [accessing your mailbox](#)<sup>[39]</sup> and [listening to your messages](#)<sup>[40]</sup>, you can perform a range of other actions:

- [Record Your Name](#)<sup>[41]</sup>  
You can replace the extension number played to callers with a recording of your name.
- [Set an Access Code](#)<sup>[42]</sup>  
You can set an access code that must be entered whenever you try to access your mailbox.
- [Record a Greeting](#)<sup>[43]</sup>  
You can replace the default greeting asking a caller to your mailbox to leave a message with your own recorded greeting.
- [Switch Voicemail Cover On/Off](#)<sup>[44]</sup>  
You can select whether voicemail should be used to cover call ringing at your extension.
- [Forward a Message](#)<sup>[45]</sup>  
You can forward a message to another extension or extensions. You can also add your own comments to the message.
- [Call a Message Sender](#)<sup>[45]</sup>  
If the message includes the caller ID, you can initiate a call back to the message sender.
- [Voicemail Email](#)<sup>[46]</sup>  
You can use email to receive notification of a new voicemail message.
- [Visual Voice](#)<sup>[47]</sup>  
1408 and 1416 phone users can access their mailbox using a series of menus on the phone's display.

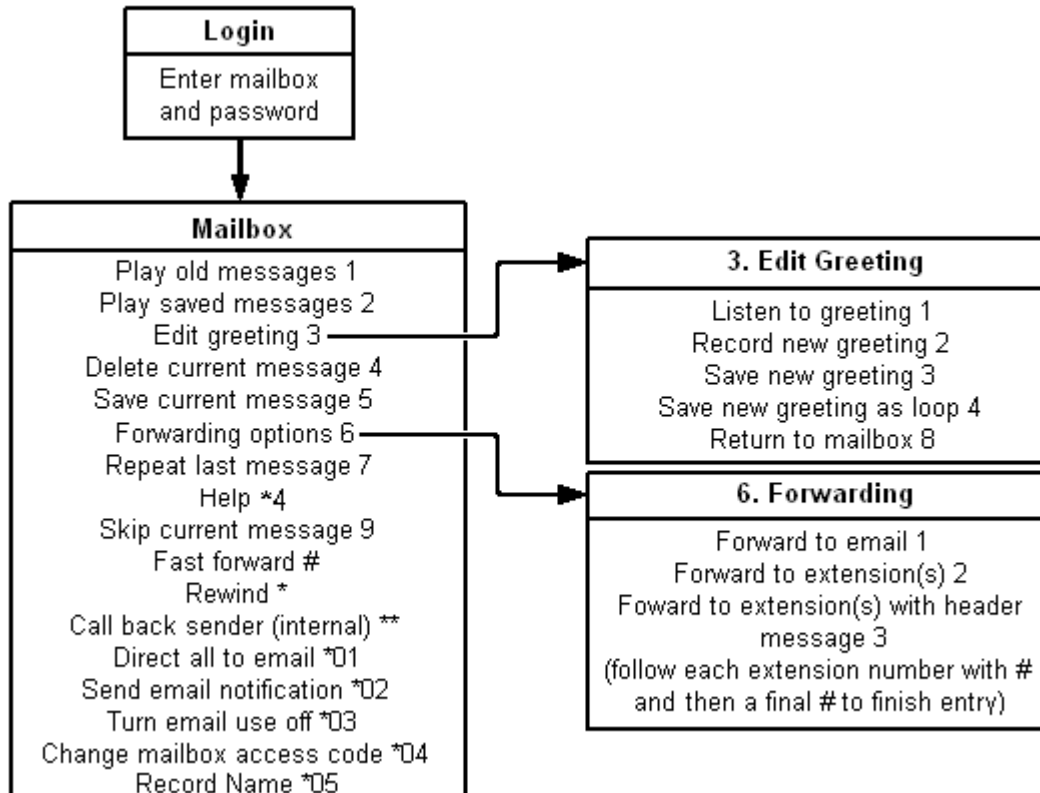
## 5.1 Accessing Your Mailbox

Your system administrator can also configure other methods of access including access to your mailbox from other phones and access to hunt group mailboxes.

- On 1408 and 1416 phones, you can access your mailbox using [Visual Voice](#)<sup>[47]</sup>.

### Accessing Your Mailbox

- Press the Intercom 1 or Intercom 2 button and dial 777.
- If your mailbox has an [access code](#)<sup>[42]</sup> set, you will be prompted to enter it. Enter your access code.
- You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.
- You can use the controls indicated below to manage your mailbox and messages.

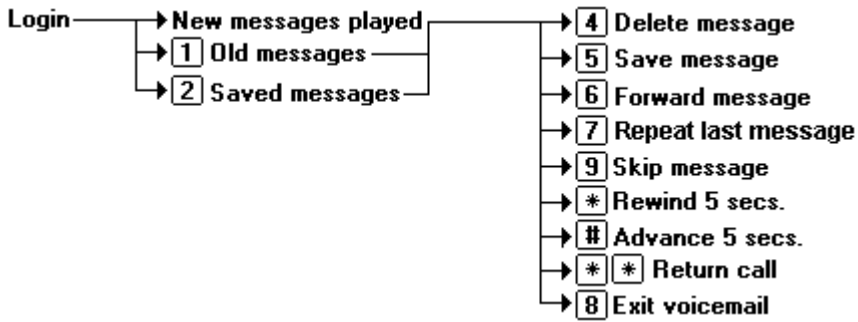


### IMPORTANT

Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing 5 while listening to the message.

## 5.2 Listening to Your Messages

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours unless you mark the message as saved.



When you listen to any of your messages you have the following options:

- Press 4 to delete the message.
- Press 5 to save the message.
- Press 6 to forward the message. See [Forwarding a Message](#) <sup>[45]</sup>.
- Press 7 to repeat the last message.
- Press 8 to exit voicemail.
- Press 9 to skip to the next message.
- Press \* to rewind the message a few seconds.
- Press # to advance the message a few seconds.
- Press \*\* to return the call. See [Replying to Messages](#) <sup>[45]</sup>.

To listen to an old message

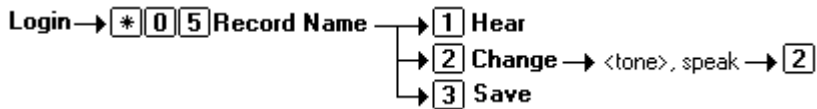
1. [Login](#) <sup>[39]</sup> to your mailbox.
2. Press 1 to listen to your old messages.

To save a message

1. Press 5 when listening to a new or old message.

## 5.3 Record Your Name

You can record your name if required. Your name recording is then used for various features such as telling callers which mailbox they have reached rather than just stating the extension number.



To record or change your greeting

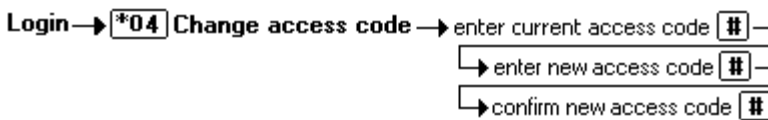
1. [Login](#) to your mailbox.
2. Press \*05 to select the option to record your name.
3. Press 1 to hear your current name recording.
4. Press 2 to record your name. .
5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6. Press 2 when you have finished recording your name.
7. Press 1 to listen to your new name recording. After you have listened you can:
  - Press 3 to save the new recording.
  - Press 2 to record the new name again.

---

## 5.4 Changing Your Access Code

You can set an access code for your mailbox. If you set an access code, it will be requested whenever you access the mailbox to collect messages. When changing your access code:

- Enter least four digits. If you enter less than four numbers you will be prompted to enter a longer code.
- Do not set an obvious code, for example:
  - Do not match your extension number.
  - Do not use a sequence of digits, for example 1234.
  - Do not use the same repeated digit, for example 1111.
- If you forget your access code, your system administrator can clear it.



To change your access code

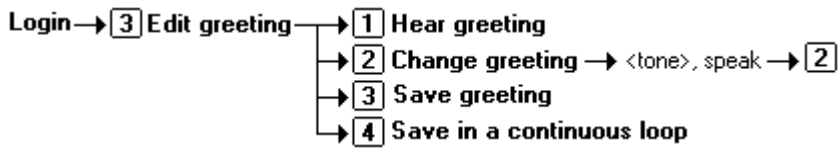
1. [Login](#) <sup>(40)</sup> to your mailbox.
2. Press \*04 to change your access code.
3. Enter your current access code and press #. If you have no current access code just press #.
4. Enter your new access code followed by #. The access code must be between 4 and 15 digits in length.
5. Re-enter your new access code followed by #. The access code will now be changed.
  - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

To remove your access code

1. Log in to your mailbox.
2. Press \*04 to change your access code.
3. Enter your current access code and press #.
4. When you are asked to enter your new access code, press #.
5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

## 5.5 Changing Your Greeting

By default the system will play a general greeting to callers who are directed to your mailbox, stating your extension number, or name if you have recorded on, and askign them to leave a message after the tone. You can override the default greeting with your own personal greeting.



To listen to your greeting

1. [Login](#) <sup>[39]</sup> to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 1 to hear your greeting. If no greeting has been recorded your will hear *"The message has not yet been recorded"*. You need to record a message.

To record or change your greeting

1. [Login](#) <sup>[39]</sup> to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 2 to change your greeting.
4. When you are prompted speak your new greeting.
  - The greeting must be longer than 3 seconds.
  - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press 2 when you have finished recording your greeting.
6. Press 1 to listen to your new greeting. After you have listened to your greeting you can:
  - Press 3 to save the new greeting. Your new greeting will be used.
  - Press 2 to re-record the new greeting.
  - Press 4 to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting to a caller; the caller will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

---

## 5.6 Voicemail Coverage On/Off

You can choose to have calls to your extension be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMC Cover. The number of rings used for your extension is set by your system administrator.

- If an extension has Call Coverage and VMS Cover active, covered calls ring at the covering extension for the specified number of Call Coverage Rings.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. If the covering extension has [Do Not Disturb](#)<sup>[34]</sup> active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate [Do Not Disturb](#)<sup>[34]</sup> to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use [forwarding](#)<sup>[45]</sup> to send messages to your mailbox.

To manually switch VMS cover on/off

1. Dial FEATURE 15.

To create a VMS cover button (ETR 18D/ETR 34D Phone)

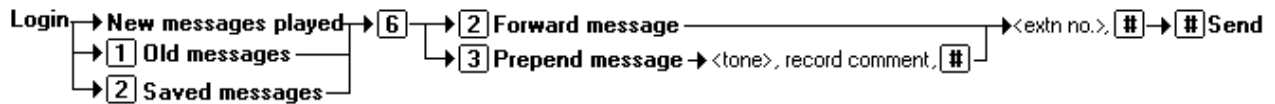
1. At the phone press Feature 00.
  2. Program Extension: is shown on the display.
  3. Press the button that you want to edit or enter between 03 to 80 to select the line button. The current setting of the button is displayed.
  4. Dial FEATURE 15.
  5. The current setting of the button will now be set to VMS Cover.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To create a VMS cover button (1408/1416 Phone)

1. At the extension press Admin.
  2. Press the programmable button you want to change. Alternatively:
    - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
    - At the Button: prompt press the button to edit or enter from 03 to 80.
  3. The current setting of that button is displayed.
  3. Press Program and either dial #15 or use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Cover and press Select.
  4. The current setting of the button will now be set to VMS Cover.
- Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

## 5.7 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you forward a message you can record your own comment to the start of the message.



To forward a message:

1. When you are listening to a message, press 6.
- To forward the message without adding a comment press 2.
- To forward the message after adding a comment at the start press 3. Record your comment after the tone. Record your comment and press # to finish recording.
2. Enter the extension number to which you want to forward the message and press #.
  - If you want to send the message to more than one mailbox enter each mailbox extension number separated by a #.
3. Press # to finish addressing and forward the message.

## 5.8 Calling a Message Sender

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. For external callers, you can only reply if their caller ID was available when the message was left.



To reply to a voice message

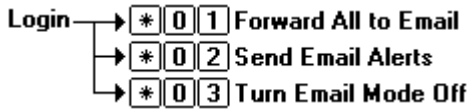
1. While you listen to a message, press \*\*. If a caller ID was received when the message was left, a call will be placed on that number.

---

## 5.9 Voicemail Email

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

In order to use this feature your system administrator must configure your phone system to use email and enter your email address into the system configuration. If this has not been done you will hear *'Email is not enabled on this mailbox'* whenever you try to use an email option.



To switch on email notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. [Login](#) <sup>39</sup> to your mailbox.
2. Select the required type of email notification.
  - For a email alert press \*02.
  - To have the message forwarded to your email, press \*01.

To forward a message to email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press 6.
2. Press 1. The message is forwarded to your email address.

To switch off email notification

If you have chosen any of the email notification options, you can switch them off from your telephone.

1. Log into your mailbox.
2. Press \*03. You hear a confirmation message to tell you that the option is now turned off.

## 5.10 Visual Voice

1408 and 1416 phones can access their mailbox messages and settings using a series of menus displayed on the phone. This is called Visual Voice.

To access visual voice press the MESSAGE button on the phone. The controls available are:

- Listen  
Access your own voicemail mailbox. When pressed the screen will show the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Use the ▲ up arrow and ▼ arrow keys to move through the message. Use the options below
  - Listen  
Play the message.
  - Pause  
Pause the message playback.
  - Delete  
Delete the message.
  - Save  
Mark the message as a saved message.
  - Call  
Call the message sender if a caller ID is available.
  - Copy  
Copy the message to another mailbox. When pressed as number of additional options are displayed.
- Message  
Record and send a voicemail message to another mailbox or mailboxes.
- Greeting  
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- Email  
This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use Change to change the selected mode. Press Done when the required mode is displayed. Possible modes are:
- Password  
Change the voicemail mailbox password. To do this requires entry of the existing password.
- Voicemail  
Switch voicemail coverage on/off.

### Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the MESSAGE button allows entry of an extension number for direct to voicemail transfer of the connected call.




# **Chapter 6.**

## **Contacts (1408/1416)**

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## 6. Contacts (1408/1416)

This menu is accessed by pressing the  key. It is used to display names and numbers that you can then use for making calls.

The directory includes names stored for use by all users, names stored for use by just you and the name and numbers of all the other users and groups on the phone system.

### 6.1 Viewing Contacts Details




1. Access the contacts directory:

- a. Press the  CONTACTS key. The directory menu is displayed.
- b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want displayed.
  - All  
All directory entries.
  - Personal  
Your personal speed dials.
  - External  
The system speed dials.
  - Users  
The names and numbers of other users on the telephone system.
  - Groups  
The names and numbers of hunt groups on the telephone system.
- c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
- d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.

2. When the required entry is displayed, press Details to display the name and number.

3. Use the ▲ up and down ▼ arrow key to switch between the name and the number.


4. The range of soft keys available will depend on the type of directory entry:

- [Call](#)   
Make a call to the stored number.
- Back  
Go back to the directory listing.
- More  
If the contact is one of your personal directory entries, the More soft key will be present to allow you to access the options below. It is also present for external directory entries if you have been setup as a system phone user by the system administrator.
- [Edit](#)   
Edit the name and number.
- [Delete](#)   
Delete the name and number.

## 6.2 Make a Call from the Directory

You can use any directory contacts to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during transfers.

1. Access the contacts directory:

- a. Press the  CONTACTS key. The directory menu is displayed.
- b. Use the ◀ left and right ▶ arrow keys to select which type of directory entries you want displayed.
  - All  
All directory entries.
  - Personal  
Your personal speed dials.
  - External  
The system speed dials.
  - Users  
The names and numbers of other users on the telephone system.
  - Groups  
The names and numbers of hunt groups on the telephone system.
- c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
- d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.


2. When the required entry is displayed, press Call.

3. Continue as for a normally dialed call.

## 6.3 Editing a Contact

You can edit the contacts in your own personal directory.

1. Access your personal directory contacts:

- a. Press the  CONTACTS key. The directory menu is displayed.
- b. Use the ◀ left and right ▶ arrow keys to select your *Personal* directory. Extensions 10 and 11 can also add, edit and delete entries from the External directory.
- c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
- d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.

2. Locate the required entry.

3. Press the Details soft key.

4. Press the More soft key and then the Edit soft key.


- The menu now allows editing of the name and number.
- Use the ▲ up and down ▼ arrow keys to switch between number and name entry.
- When the name has been entered as required, press the OK soft key.
- When the number has been entered as required, press the Save soft key.
- To exit without making any changes, press the Cancel soft key.

---

## 6.4 Adding a New Contact

So long as the telephone system capacity has not been reached, you can add up to 100 personal directory entries.

1. Access your personal directory contacts:

- a. Press the  CONTACTS key. The directory menu is displayed.
- b. Use the ◀ left and right ▶ arrow keys to select your *Personal* directory. Extensions 10 and 11 can also add, edit and delete entries from the External directory.


2. Press the New soft key.

- The menu now allows editing of the name and number.
- Use the ▲ up and down ▼ arrow keys to switch between number and name entry.
- When the name has been entered as required, press the OK soft key.
- When the number has been entered as required, press the Save soft key.
- To exit without making any changes, press the Cancel soft key.

### 6.4.1 Add a Contact from the Call Log

You can add a name and number shown in your call log to your personal speed dials. You can only do this if there is space in your allowed 20 personal speed dials.

1. Access the call log.

- a. Press the  CALL LOG button.
- b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
- c. Use the ▲ up and down ▼ arrow keys to scroll through the records.

2. Press the Details soft key. The individual details of the currently selected call record are displayed.

3. Press the +Contact soft key.

4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.


5. Using the telephone keypad and the Bksp soft key you can edit the name and the number. When editing the number, use the Pause soft key to enter a comma (,) for a 1 second pause in the number dialing.

6. When the name and number are set as required, press the Save soft key. To return without saving the name and number, press the Cancel soft key.

## 6.5 Deleting a Contact

You can delete a personal speed dial from your contacts.

1. Access your personal directory contacts:

- a. Press the  CONTACTS key. The directory menu is displayed.
- b. Use the ◀ left and right ▶ arrow keys to select your *Personal* directory. Extensions 10 and 11 can also add, edit and delete entries from the External directory.
- c. Either press the List soft key to display all the directory entries or start dialing the name to display only matching entries.
- d. Use the ▲ up and down ▼ arrow keys to scroll through the matching entries. To return to the start to match a different directory selection, press the Clear soft key.

2. Locate the required entry.

3. Press the Details soft key.


4. Press the More soft key and then the Delete soft key.

# **Chapter 7.**

## **Call Log (1408/1416)**


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## 7. Call Log (1408/1416)

This menu is accessed by pressing the  key.


- [Making a Call](#) <sup>[54]</sup>
- [Viewing Call Details](#) <sup>[55]</sup>
- [Deleting a Record](#) <sup>[56]</sup>
- [Deleting All Records](#) <sup>[56]</sup>
- [Add a Record to Your Contacts](#) <sup>[56]</sup>

### 7.1 Using the Call Log

1. Access the call log.
  - a. Press the  CALL LOG button.
  - b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - c. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Pressing OK will make a call to the number stored with the currently displayed record.
3. You can use the functions listed at the bottom of the display by pressing the soft key below the function name.
  - [Call](#) <sup>[54]</sup>  
Make a call to the number stored in the currently displayed call log record.
  - [Details](#) <sup>[55]</sup>  
Display more details about the current call log record. You can then also [add the caller details to your personal directory](#) <sup>[56]</sup> if required.
  - More  
Switch between the different sets of available soft key functions.
  - [Delete](#) <sup>[56]</sup>  
Deletes the current displayed record.
  - [Del All](#) <sup>[56]</sup>  
Delete all the call log records, not just the current types of records being shown.
4. To exit the call log, press the PHONE/EXIT button.

### 7.2 Making a Call from the Call Log

You can use the call log to make calls to the number included in the currently selected call record.

1. Access the call log.
  - a. Press the  CALL LOG button.
  - b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - c. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Call soft key or OK to call the number displayed in the call record.

## 7.3 Viewing Call Details

You can view additional details about the currently shown call.

1. Access the call log.

a. Press the  CALL LOG button.

b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.

c. Use the ▲ up and down ▼ arrow keys to scroll through the records.

2. Press the Details soft key. The individual details of the currently selected call record are displayed.

3. Use the ▲ up and down ▼ arrow keys to scroll through the details. The possible values are:

- Time  
The time of the call.
- Duration  
The length of the call.
- Name  
The name of the caller if known.
- Number  
The number of the caller if available.
- Reason  
The type of call record, ie. *Answered, Outgoing or Missed*.
- Count  
How many time a call of the same type, name and number has occurred. Only the details of the most recent call are kept in your call log. However the count will indicate if the caller has rung or has been rung several times.


4. While you are in the details of a call record, the soft key functions available are:

- Call  
Call the number shown in the call record. You can also do this by pressing the OK button.
- +Contact  
Add the name and number to your personal directory. You can edit the details before they are added.
- Back  
Go back to the normal call screen to select another call record.

---


## 7.4 Deleting a Record

You can delete the currently displayed call record.

1. Access the call log.
  - a. Press the  CALL LOG button.
  - b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - c. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the More soft key.
3. Press the Delete soft key to delete the currently displayed call log record.


## 7.5 Deleting All Records

You can delete all call records from your call log.

1. Access the call log.
  - a. Press the  CALL LOG button.
  - b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - c. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the More soft key.
3. Press the Del All soft key to delete all your call log records.

## 7.6 Adding a Record to Your Contacts

You can add a name and number shown in your call log to your personal speed dials. You can only do this if there is space in your allowed 20 personal speed dials.

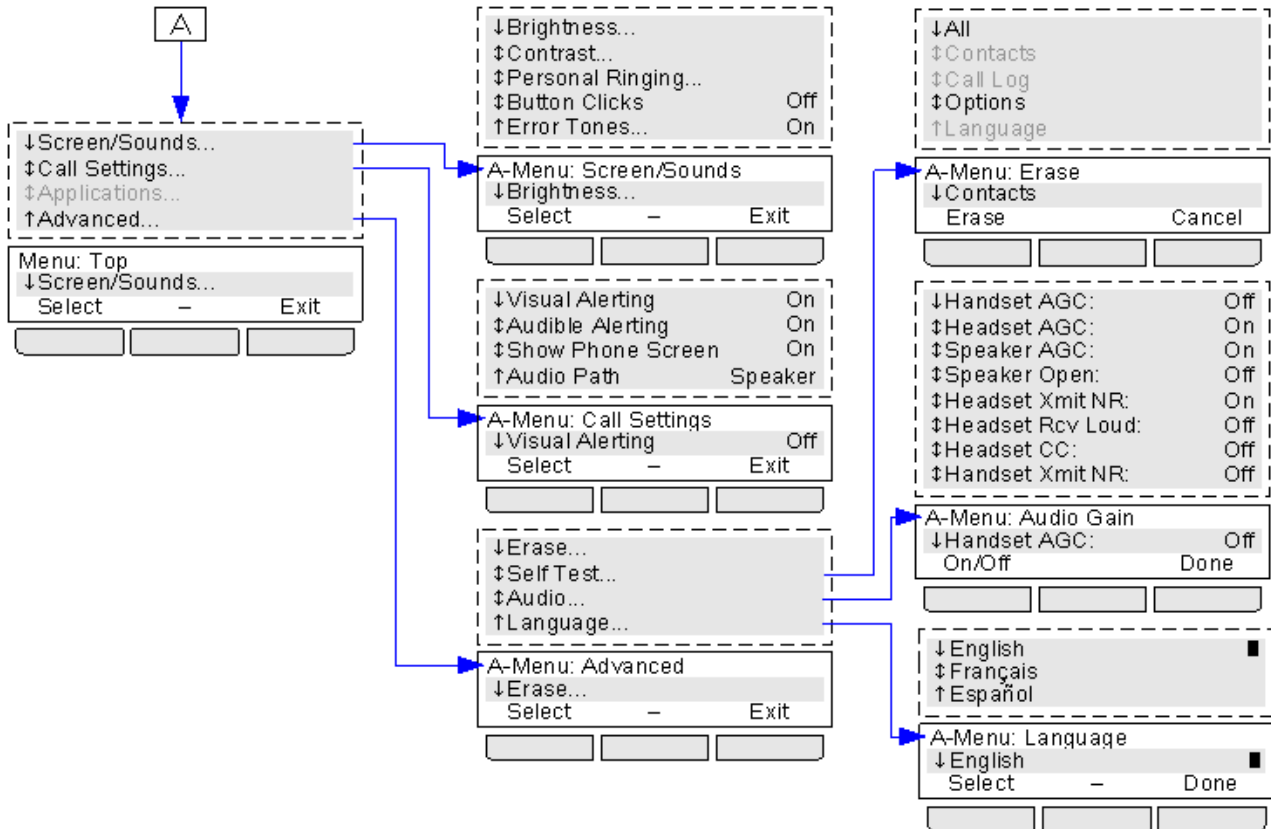
1. Access the call log.
  - a. Press the  CALL LOG button.
  - b. The display will change to show your call log records. The caller's name is shown if known, otherwise the number.
  - c. Use the ▲ up and down ▼ arrow keys to scroll through the records.
2. Press the Details soft key. The individual details of the currently selected call record are displayed.
3. Press the +Contact soft key.
4. Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.
5. Using the telephone keypad and the Bksp soft key you can edit the name and the number. When editing the number, use the Pause soft key to enter a comma (,) for a 1 second pause in the number dialing.
6. When the name and number are set as required, press the Save soft key. To return without saving the name and number, press the Cancel soft key.

# Chapter 8.

## Phone Settings (1408/1416)

## 8. Phone Settings (1408/1416)

The **A** MENU key is used to access a range of phone settings for your 1400 Series phone.



Options that are greyed out in the diagram above are not accessible or used.


### 8.1 A-Menu Auto Exit

The Show Phone Screen option only applies to the A-menu screens accessed when you press the **A** key. If the option is on, if you receive a call while in the A-menu, the phone will automatically exit the menus and display the call details.

1. Press the **A** MENU button.
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....
3. Press the Select soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option Show Phone Screen.
5. Use the ◀ left and right ▶ arrow keys or press the On/Off soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.


## 8.2 Visual Alerting

The message waiting lamp at the top-right corner of the phone can also be used to indicate when you have a call alerting your phone. The lamp is flashed to indicate a call waiting to be answered.

1. Press the  MENU button.
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....
3. Press the Select soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option Visual Alerting.
5. Use the ◀ left and right ▶ arrow keys or press the On/Off soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.


## 8.3 Audible Alerting

The phone's audible ringer can be switched off. This only affects the ring and does not affect the [visual alerting](#)<sup>59</sup>.

1. Press the  MENU button.
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....
3. Press the Select soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option Audible Alerting.
5. Use the ◀ left and right ▶ arrow keys or press the On/Off soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.




## 8.4 Ring Sound

You can adjust the sound of the ring used by the phone.






1. Press the  MENU button.
2. Press the Select soft key.
3. Use the ▲ up and down ▼ arrow keys to locate the option Personalized Ringing. Press the Select soft key.
  - Use the ▲ up and down ▼ arrow keys to scroll through the different available ring patterns.
  - Press the Play soft key to repeat the currently display ring pattern.
  - To make the currently displayed ring pattern the selected ring pattern for the phone press the Save soft key.
  - To leave the menu without making any changes press the Cancel soft key.
4. When completed, press the Done soft key.
5. Press the Exit soft key to exit the menus.

---

## 8.5 Display Brightness

1. Press the  MENU button.
2. Press the Select soft key.
3. Press the Select soft key.
4. Use the  up and down  arrow keys to adjust the brightness as required.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.








## 8.6 Display Contrast

1. Press the  MENU button.
2. Press the Select soft key.
3. Use the  up and down  arrow keys to locate the option Contrast.
4. Press the Select soft key.
5. Use the  left and right  arrow keys to adjust the brightness as required.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.


## 8.7 Display Language

The system administrator can configure which language your extension uses. Though the phone's menu you can change this settings.

IP Office PARTNER Version only supports English, French and Latin Spanish. The phone menu may display other languages supported by the phone. If one of these other languages is selected, the languages displayed on the phone menu may be a mix of that language and English.


1. Press the  MENU button.
2. Use the  up and down  arrow keys to locate the option Advanced.
3. Press the Select soft key.
4. Use the  up and down  arrow keys to locate the option Language.
5. Press the Select soft key.
6. Use the  up and down  arrow keys scroll through the different languages available.
7. To select the language currently displayed, press the Select soft key or OK.
8. When completed, press the Done soft key.
9. Press the Exit soft key to exit the menus.

## 8.8 Error Tones

1. Press the  MENU button.
2. Press the Select soft key.
3. Use the ▲ up and down ▼ arrow keys to locate the option Error Tone.
4. Use the ◀ left and right ▶ arrow keys or press the On/Off soft key to change the setting.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.

## 8.9 Button Clicks


While using the phone menus, the phone can provide a key press confirmation click sound. This can be turned off if it is annoying.

1. Press the  MENU button.
2. Press the Select soft key.
3. Use the ▲ up and down ▼ arrow keys to locate the option Button Clicks.
4. Use the ◀ left and right ▶ arrow keys or press the On/Off soft key to change the setting.
5. When completed, press the Done soft key.
6. Press the Exit soft key to exit the menus.

## 8.10 Default Handsfree Audio Path

By default, when you make a call or answer a call without lifting the handset, the audio is played through the phone's speaker while you speak via the phone's microphone.

If you have a headset attached, you can change the phone's behavior so the audio is played through the headset by default rather than the speaker.

1. Press the  MENU button.
2. Use the ▲ up and down ▼ arrow keys to locate the option Call Settings....
3. Press the Select soft key.
4. Use the ▲ up and down ▼ arrow keys to locate the option Audio Path.
5. Use the ◀ left and right ▶ arrow keys or press the Change soft key to change the setting.
6. When completed, press the Done soft key.
7. Press the Exit soft key to exit the menus.



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