AVAYA

IP Office

2010 Telephone

Contents

The 2010 Phone

Introduction to the 2010

This guide is for the 2010 phone when used on the **IP Office** telephone system. To check what type of phone you have, look at the label on its base.

This guide covers most of the features supported by the 2010 phone, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Administrator.

The diagram shows the main features of a 2010 phone.

Handsfree (Speaker) & Answer Release

On the 2010 you can both dial and hear the call progress without using the handset, this is known as "on-hook dialling".

When answered, you can continue the call without using the handset, this is known as handsfree operation.

You can switch between handsfree and handset operation during a call. To change from using the handset to handsfree, press **HOLD**, replace the handset and then press **HOLD** again. To return to using the handset when on handsfree, simply pick up the handset.

Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset, that is it answers or ends the call.

Phone Tones & Ringing

The 2010 uses various tones and ringing to indicate calls and other events. A sample of these appears below.

<u>**Incoming Calls**</u>**:**

- **Repeated Single Ring :** Internal call.
- **Repeated Double Ring :** External call.
- **Single Tone:** Page call.

<u>**During Calls**</u>**:**

- **Repeated Single Pip :** There is a call waiting.

<u>**Outgoing Calls**</u>**:**

- **Dial Tone :** Dial number.
- **Broken Dial Tone:** Phone on divert or no calls.
- **Repeated Tone:** Busy number.
- **Continuous Tone:** Number called unobtainable.

Phone Lamp

The 2010 uses it's lamp (just above the **SPEAKER** key) to show calls and messages.

Fast Flashing Lamp: Call Waiting.

Repeating Double Flash: External call.

Repeating Single Flash: Internal call.

System Features

Introduction

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.

Making Calls

Internal Calls: To make a call to another extension, simply dial the number.

External calls: To make an external call, either dial the number (there is no need to an external call prefix to get an outside line) or use a *speed dial* code (contact your System Administrator for a list of your speed codes).

If you hear busy tone whilst dialling, then the call may be barred. Your System Administrator can bar certain calls, such as those to premium rate numbers and international calls

Answering Calls

Ringing at your own extension: Simply pick up the handset; internal calls have a single ring cadence, external calls have a double ring cadence.

Ringing at another extension: You can answer from your own phone by using *Call Pick-Up*; lift your handset and dial:

- ***30** to answer a call ringing anywhere.
- ***31** to answer a call within your group.
- ***32*201#** to answer the call for a particular extension, in this example 201.

Note that 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.

Transferring Calls

To transfer a call to another extension, press the **HOLD** button to get dial tone and put your current caller on hold. Dial the other extension number; you can either hang up when it rings or wait until the other extension answers.

You can use **HOLD** to return to the held caller if the call is not answered or the extension is busy. If the caller wishes to wait until the busy extension is free, the call can be *queued* to that extension as follow:

- Press **HOLD** to place the caller on hold and press **HOLD** again, to obtain dial tone.
- Dial ***33*201#** to queue the held caller against extension 201.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by making a beep at a six second interval. If you hear the Call Waiting signal, use **HOLD** to put the present caller on hold and connect you to the new call; use it again to return to the original caller.

- To turn call waiting on use the code ***15**;
- To turn it off use ***16**.

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 all 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 fowarded dial **07*201#*, forwarding to 201 in this example.

Note: Your System Administrator may have configured a forwarding number on your behalf; if so, by using the star code from your extension, you over-ride the configured number. *Forwarding on No Answer* is not effective if you are using voicemail.

Follow Me

You can re-route your calls to another extension. Note that, if you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

- to re-route your calls to the extension you are temporarily using:
  *12*N# (N being your own extension number)
- to re-direct the calls back to your own extension from the temporary extension:
  *13*N# (N being your own extension number).
- from your own extension re-route calls to a temporary extension:
  *14*N# (N being the temporary extension number)
- to cancel either feature from your own extension**:**
  14#

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list:

- To switch Do Not Disturb on (with or without exceptions) dial ***08**, to switch it off dial ***09**.
- ***10*N#** to add a number to the exception list.
- ***11*N#** to delete a number from the exception list.

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

Voicemail

Note that not all systems support voicemail or have voicemail installed.

- To switch voicemail on dial ***18**, to switch it off dial ***19**.
- To retrieve your voicemail, use the code ***17**.

Note also that 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**.

Dialling a number whilst listening to your messages invokes further facilities:

- **1** - Listen to old messages.
- **2** - Listen to saved messages.
- **3** - Record your greeting.
- **4** - Delete the current message.
- **5** - Save the current message.
- **6** - Forward the current message to email (your System Administrator must setup your email address for this to work).
- **7** - Repeat the last message.
- **8** - Help.
- **9** - Skip the current message.

Once messages have been delivered, they are held on the system for 24 hours.

You can collect your voicemail from another extension by using the PIN your System Administrator has set up for you. You can collect your messages if you are out of the office, by either dialling from a number that has been registered for the purpose or by dialling your extension number and PIN when prompted. If validation is successful, then dial **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.

The System Administrator

The system enables you set up a wide range of advanced telephony features, with your own numbering plan, speed dialling and feature codes. It also allows you to restrict access, selectively, to certain numbers for external calls and to permit controlled access to your local network for staff working away from your premises.

Codes and phone numbers can be set up for the benefit of all users or can be assigned to individual extensions. Codes for speed dialling may be up to eight digits and may include the ***** and **#** symbols. The default feature codes can be deleted and replaced by alternatives if required.

In use, phone numbers programmed for individual extensions take precedence over general ones, and those entered at extensions take overall precedence; these remain in force until cancelled by the user or when the system is re-booted.

Default Speed Dial and Feature Codes

Your System Administrator can set up Speed Dial codes for frequently used numbers. These can be full numbers, area codes, or prefixes which give access to other telephone service providers. Add your speed dial codes to the table below.

*01	Forward Unconditionally On
*02	Forward Unconditionally Off
*03	Forward on Busy On
*04	Forward on Busy Off
*05	Forward on No Answer On
*06	Forward on No Answer Off
*07*N#	Forward to the specified number
*08	Do Not Disturb On
*09	Do Not Disturb Off
*10*N#	Do Not Disturb Exception Add
*11*N#	Do Not Disturb Exception Delete
*12*N#	Follow Me Here
*13*N#	Follow Me Here Cancel
*14*N#	Follow Me To
*15	Call Waiting On
*16	Call Waiting Off
*17	Voicemail Collect
*18	Voicemail On
*19	Voicemail Off
*26	Clear Call Waiting
*27*N#	Hold Call Waiting
*30	Call Pick Up Any
*31	Call Pick Up Group
*32*N#	Call Pick Up Extension
*33*N#	Call Queue
*48	Voicemail Ringback On
*49	Voicemail Ringback Off
*57*N#	Forward on Busy Number

Good Phone Usage

General Phone Usage

The phone provides a quick method of communication. However, think carefully about how you use the phone. Your manner is a key part of the company's and your image. Since the phone does not convey smiles, shrugs, nods, etc, how you speak is all important.

- Speak clearly and maintain a friendly manner.
- Be precise and avoid rambling.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy.
- If you have to talk to someone else in the office during a call, inform the caller and then use **HOLD**.
- Avoid giving your operator unnecessary work:
- Transfer callers yourself rather than via the operator.
- Keep your System Administrator informed of changes in your department, so that they can keep your pickup groups, phone directories, etc. up to date.

Answering Calls

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers, always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the caller's name, date, time and subject.
- If cut-off, wait for the original caller to call back.

Making Calls

- Know what you want to say, avoid rambling. If necessary prepare key point notes before the call.
- If you get a wrong number, always apologise, it is not the other person's fault.
- If cut-off, callback as soon as possible.
- If the extension diverts to Voice Mail, leave a message. Do not hold for the operator unless urgent.

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