IP Office

T7208 Telephone User Guide

- Issue 04a - (Friday, April 20, 2018)

© 2018 AVAYA All Rights Reserved.

Notice
While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer
"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer
Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty
Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010 under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means a hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service
THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER, THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION, AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO, UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License type(s)
Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than one Instance of the same database.

CPU License (CP). End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software
"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at https://support.avaya.com/LicenseInfo under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright
Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization
The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components
"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: https://support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Service Provider
THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Compliance with Laws
Customer acknowledges and agrees that it is responsible for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud
“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention
If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: https://support.avaya.com or such successor site as designated by Avaya.

Security Vulnerabilities
Information about Avaya’s security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security. Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

Downloading Documentation
For the most current versions of Documentation, see the Avaya Support website: https://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support
See the Avaya Support website: https://support.avaya.com for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: https://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Contents

1. Telephone Overview
1.1 T7208 Telephone ... 9
1.2 Button Functions ... 10
1.3 Feature Codes ... 11
1.4 Short Codes ... 13
1.5 Status Letters ... 15
1.6 Tones ... 15
1.7 What's My Extension Number? ... 16
1.8 Notes ... 16

2. Making Calls
2.1 Busy Indication ... 18
2.2 Setting a Callback ... 18
2.3 Redial the Previous Number ... 18
2.4 Making a Page Call ... 19
2.5 Direct Voice Calls ... 19
2.6 Making a Priority Call ... 19
2.7 Using Speed Dials ... 20
2.8 Account Codes ... 21
2.9 Calling from the Contacts List ... 21
2.10 Calling from the Call Log ... 21

3. Answering Calls
3.1 Divert a Call to Voicemail ... 24
3.2 Answering a Page Call ... 24
3.3 Call Pickup ... 25

4. Call Controls
4.1 Adjust the Call Volume ... 28
4.2 Muting a Call ... 28
4.3 Switching Between Calls ... 28
4.4 Transferring Calls ... 29
4.5 Transferring a Held Call ... 29
4.6 Handsfree Speaker Operation ... 29
4.7 Headset Operation ... 29
4.8 Group Listen ... 30
4.9 Ending Calls ... 30
4.10 Groups ... 31

5. Holding and Parking Calls
5.1 Parking Calls ... 35
- 5.1.1 Traditional Park ... 35
- 5.1.2 Park & Page ... 35

5.2 Holding Calls ... 36
- 5.2.1 Holding a Call ... 36
- 5.2.2 Taking a Call Off Hold ... 36
- 5.2.3 Switching Between Calls ... 36
- 5.2.4 Transferring a Held Call ... 36

6. Conference Calls
6.1 Starting a Conference ... 38
6.2 Adding a Call to a Conference ... 38
6.3 Viewing Conference Details ... 39
6.4 Dropping Parties ... 39
6.5 Holding a Conference Call ... 39
6.6 Transferring Calls Using Conference ... 39

7. Call Log
7.1 Accessing the Call Log ... 42
7.2 Viewing Call Details ... 43
7.3 Making a Call ... 44
7.4 Deleting a Record ... 44
7.5 Adding a Record to Your Contacts ... 44

8. Voicemail
8.1 Message Waiting Indication ... 46
8.2 Checking Messages ... 46
8.3 Send a Call to Voicemail ... 46

9. Logging In/Out
9.1 Logging In on a Phone Already in Use ... 49
9.2 Logout ... 49

10. Redirecting Calls
10.1 Follow Me ... 53
10.2 Forwarding Calls ... 54
- 10.2.1 Forward Unconditional ... 55
- 10.2.2 Forward on Busy ... 56
- 10.2.3 Forward on No Answer ... 57

10.3 Do Not Disturb ... 58
10.4 Twinning ... 59

11. Phone Settings
11.1 Contrast ... 62
11.2 Ringer Sound ... 62
11.3 Ringer Volume ... 62

12. Button Programming
12.1 Button Inspection ... 64
12.2 Default Buttons ... 65
12.3 Erasing a Button ... 65
12.4 Auto Dial Button ... 66
12.5 Internal Auto Dial (User Button) ... 66
12.6 Function Button ... 67
12.7 Feature Button ... 67
12.8 Button Functions ... 68
- 12.8.1 Account Code ... 68
- 12.8.2 Automatic Intercom ... 68
- 12.8.3 Call Forwarding All ... 68
- 12.8.4 Call Log ... 68
- 12.8.5 Call Park/Park & Page ... 68
- 12.8.6 Conference ... 69
- 12.8.7 Contrast ... 69
- 12.8.8 Direct Pickup ... 69
- 12.8.9 Directory ... 69
- 12.8.10 Do Not Disturb ... 69
- 12.8.11 Flash Hook ... 69
- 12.8.12 Forward on Busy ... 69
- 12.8.13 Forward on No Answer ... 69
- 12.8.14 Group Listen ... 70
- 12.8.15 Group Pickup ... 70
- 12.8.16 Hunt Group Night Service ... 70
- 12.8.17 Internal Auto Answer ... 70
- 12.8.18 Last Number Redial ... 70
- 12.8.19 Page Group ... 70

12.8.20 Pickup 70
12.8.21 Priority Call 70
12.8.22 Ring Again 71
12.8.23 Ringer Off 71
12.8.24 Self-Admin 71
12.8.25 Speed Dial 71
12.8.26 Speed Dial [nnnn] 71
12.8.27 Timer 71
12.8.28 Time of Day 71
12.8.29 Transfer 71
12.8.30 Twinning 71
12.8.31 User BLF 71
12.8.32 Voicemail 72

13. Glossary

13.1 Abbreviated Ring 74
13.2 Appearance Button 74
13.3 Attention Ring 74
13.4 Auto Hold 74
13.5 Bridged Appearance Button 74
13.6 Call Appearance Button 74
13.7 Call Coverage Button 74
13.8 Do Not Disturb 74
13.9 Do Not Disturb Exceptions 75
13.10 Follow Me 75
13.11 Follow Me Here 75
13.12 Follow Me To 75
13.13 Forward on Busy 75
13.14 Forward on No Answer 75
13.15 Forward Unconditional 75
13.16 Group 76
13.17 Idle Line Preference 76
13.18 Internal Twinning 76
13.19 Line Appearance Button 76
13.20 Logged Out 76
13.21 Login Code 76
13.22 Missed Call 76
13.23 Missed Group Call 77
13.24 Mobile Twinning 77
13.25 Park Call 77
13.26 Park Slot Number 77
13.27 Ringing Line Preference 77
13.28 Short Codes 77
13.29 System Administrator 77
13.30 System Phone User 77
13.31 Twinning 77

14. Document History

Index 81

Chapter 1.
Telephone Overview

1. Telephone Overview

1.1 T7208 Telephone

On IP Office, the T7208 telephone is supported by IP500 V2 IP Office systems running IP Office Release 7.0 and higher software. This guide is for IP Office mode, separate user guides exist for other IP Office operation modes.

		Display			
		Feature			
Release		**Hold**		**07**	Group Pickup 70
				06	Transfer 71
1	**2**	**3**		**05**	Last Number Redial 70
4	**5**	**6**		**04**	Page Group 70
7	**8**	**9**		**03**	Conference 69
*****	**0**	**#**		**02**	Call 74
–	**Volume**	**+**		**01**	Call 74
Mute		**Headset**		**Spk**	

The bottom right button is fixed as a **Handsfree** speaker button. This can be used to answer calls handsfree on the phone's speaker.

1.2 Button Functions

In addition to the standard buttons 0 to 9, * and # buttons for dialing, the phone also has the following additional keys listed below. Some buttons may use either icons or words depending on your locale and the particular model of the phone that you have.

- **Hold**
  Put the current call on hold. The calls associated call appearance key flashes. Press that key to retrieve the call from hold.
- **Feature**
  This key is used to access a range of special functions by pressing the key and then dialing a feature code 11.
- **Release**
  End (drop) the current call.
- **Volume Controls**
  Increase or decrease the volume during a call.
- **Handsfree Speaker**
  The bottom right button is fixed as a handsfree speaker button. You can press this button to answer or make a call in handsfree speakerphone mode. You can also press it to switch from the handset to the speaker during a call. The button is lit when the phone is on the speaker.
- **Headset**
  Answer or make a call on the headset or switch to headset during a call. The button is lit when in use. Only supported when a headset is attached.

The button layout is indicated below. The double-digits are the button numbers for programmable buttons 64. The default function for those buttons is indicated. The function for each programmable button can be set by you or by your system administrator.

Display				
		Feature		
Release		**Hold**	**07**	Group Pickup 70
			06	Transfer 71
1	**2**	**3**	**05**	Last Number Redial 70
4	**5**	**6**	**04**	Page Group 70
7	**8**	**9**	**03**	Conference 69
*****	**0**	**#**	**02**	Call 74
–	**Volume**	**+**	**01**	Call 74
Mute		**Headset**	**Spk**	

1.3 Feature Codes

The phone can access a range of functions by pressing the phone's **Feature** key and dialing the required feature code.

- **Speed Dial:** *Feature 0 <index>*
  Dial a stored number. Follow it with a 3-dight number system speed dial (000 to 999) or ***** and a 2-digit number personal speed dial (00 to 99).
- **Ring Again:** *Feature 2 (Set)/Feature #2 (Clear)*
  Set a ringback on the extension being called. When the target extension ends its current call,you are rung and when you answer, a new call is made to the target.
- **Conference:** *Feature 3*
  Turn the current call and any held call or calls into a conference call. The held call can be an existing conference to which you want to add another call.
- **Forward Unconditional On:** *Feature 4 <number> (On)/Feature #4 (Off)*
  Switch on and off immediate forwarding of calls to the number entered.
- **Last Number Redial:** *Feature 5*
  Redial the last number dialed. This code can only be used when the phone is currently idle.
- **Page:** *Feature 60 <number>*
  Make a page call to an extension or group. The target extension or group members must be free and must support handsfree auto-answer in order to hear the page.
- **Retrieve Messages:** *Feature 65* or *Feature 981*
  Access your voicemail mailbox to collect messages.
- **Dial Voice Call:** *Feature 66 <number>*
  Have a call automatically answered on speaker phone after 3 beeps. If the extension is not free when called, the call is presented as a normal call.
- **Priority Call:** *Feature 69*
  Allows you to call another user even if they are set to 'do not disturb'. A priority call will follow forward and follow me settings but will not go to voicemail.
- **Transfer:** *Feature 70 <number>*
  Put your current call on hold and make an transfer enquiry call to another number. Pressing **Feature 70** again to completes the transfer.
- **Call Park/Park & Page:** *Feature 74*
  Park your current call. The additional functions and method for unparking calls depends on whether Park & Page is configured on your system or not. See Parking Calls 35.
- **Call Unpark:** *Feature #74 <park slot number>*
  Unpark a call. The code is followed by the park slot number used to park the call.
- **Call Pickup Group:** *Feature 75*
  Answer a call ringing a group of which you are a member. You can use this function even if you group membership is currently set to disabled.
- **Directed Call Pickup:** *Feature 76*
  Answer a call ringing the user or hunt group extension number specified.
- **Call Timer:** *Feature 77*
  Briefly display the current duration of the currently connected call. The final duration of a call is also automatically shown after a call is ended.
- **Time of Day:** *Feature 803*
  Briefly display the time and date during a connected call.
- **Do Not Disturb On:** *Feature 85 (On)/Feature #85 (Off)*
  Switch do not disturb on or off. Do not disturb overrides all forwarding and follow me functions. Calls go to voicemail if available, otherwise the caller receives busy.
- **Group Listen On:** *Feature 802 (on)/Feature #802 (Off)*
  Group listen allows you to hear the caller on the phone speaker while you speak through the handset microphone. The code must be dialed during the call. Group listen is automatically turned off at the end of a call.
- **Call Log:** *Feature 812*
  Displays your call log. Use the * key to switch between all calls, missed calls, outgoing calls and incoming calls. Use the volume keys to move through the calls in the currently displayed category. To make a return to the entry displayed press #, to delete the entry press **Hold**.

Each of these feature codes above can be assigned to a programmable button 67. The feature can then be invoked using a single button press.

Administration Feature Codes

The following feature codes are used to edit phone settings. Some functions may request a security code after the feature code is entered. When this occurs, enter your login code 48 and press #.

- **Button Inspect:** ***Feature *0***
  After selecting this function, pressing any programmable button will display the function 68 currently assigned to that button.
- **Auto Dial Button** 66**:** ***Feature *1***
  This feature allows you to store a number against a programmable button. After entering the code, press the button to be programmed and then enter the number that the button should dial.
- **Internal Autodial (User Button)** 66**:** ***Feature *2***
  This feature allow you to create a user button that matches another user's extension number. The button can then be used to call the other user. The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.
- **Ringer Sound** 62**:** ***Feature *6***
  Adjust the ringer sound type. When selected, the number keys 1 to 4 are used to select the required ringer. The volume can also be adjusted using the volume controls.
- **Ring Volume** 62**:** ***Feature *80***
  This feature code causes the phone's ringer to sound for a short period during which its volume can be adjusted using the phone's volume controls.

1.4 Short Codes

In addition to the Feature codes 11 supported by the phone, you can also dial short codes provided by the telephone system. These are useful as they can be dialed from any type of phone on the system.

Some short codes require you to enter additional information when you dial them, typically an extension number. That is indicated by **N** in the short codes shown below.

The short codes below are default short codes that may be supported by your telephone system. Your system administrator can add, remove or edit the short codes.

Park/Unpark

- **Park Call: *37*N#**
  Parks the held call using the park slot number dialed in place of ***N***. Works with both park methods but does not display page options if Park & Page 35 is configured.
- **Unpark Call: *38*N#**
  Unpark the call parked in park slot number ***N***.

Call Pickup

- **Pickup Any Call: *30**
  Answer a call ringing on the telephone system.
- **Pickup a Group Call: *31**
  Answer a call ringing a group of which you are a member. You can use this function even if your group membership is set to disabled.
- **Pickup a Users Call: *32*N#**
  Pickup a call ringing a user's extension number (***N***).
- **Pickup a Group Members Call: *53*N#**
  Pickup a call ringing the members of a group (***N***). This does not necessarily have to be a group call.

Conference

- **Conference Held Calls: *47**
  Start a conference between yourself and any calls that you have on hold.

Do Not Disturb

- **Switch Do Not Disturb On: *08**
  Set your phone to do not disturb.
- **Switch Do Not Disturb Off: *09**
  Switch off do not disturb.
- **Add a Do Not Disturb Exception Number: *10*N#**
  Add a number (**N**) to your list of do not disturb exceptions.
- **Delete a Do Not Disturb Exception Number: *11*N#**
  Remove a number (**N**) from your list of do not disturb exceptions.
- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.

Follow Me

- **Follow Me Here: *12*N#**
  Dialed at the extension to which you want you calls redirected. Use your own extension number (***N***) when dialing the short code.
- **Follow Me Here Cancel: *13*N#**
  Dialed at the extension to which you want your calls were redirected. Use your own extension number (***N***) when dialing the short code.
- **Follow Me To: *14*N#**
  Dialed at your phone. Dial the extension number (***N***) to which you want your calls redirected. You can dial just ***14#*** to cancel follow me.
- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.

Forwarding

- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- **Set the Forward Unconditional Destination: *07*N#**
  Set the destination number (***N***) for forward unconditional when it is switched on.
  - **Switch Forward Unconditional On: *01**
    Switch on forward unconditional. A destination must have been set.
  - **Switch Forward Unconditional Off: *02**
  - **Include Group Calls in Forward Unconditional: *50**
  - **Exclude Group Calls from Forward Unconditional: *51**
- **Set the Forward On Busy/No Answer Destination: *57*N#**
  Set the destination number (***N***) for forward on busy and forward on no answer. If no number has been set, those functions will use the forward unconditional number if set.
  - **Switch Forward On Busy On: *03**
  - **Switch Forward On Busy Off: *04**
  - **Switch Forward on No Answer On: *05**
  - **Switch Forward on No Answer Off: *06**

Group

- **Night Service Status On: *20*N#**
  Set a group into night service status by entering its extension number (***N***).
- **Night Service Status Off: *21*N#**
  Take a group out of night service status by entering its extension number (***N***).

Login

- **Login: *35*N*L#**
  Login to a phone using your extension number (***N***) and login code (***L***).
- **Log Out: *36**
  Log yourself out from the phone where you are currently logged in.

Voicemail

- **Check Messages: *17**
  Access mailboxes to check for messages.
- **Voicemail On: *18**
  Allow voicemail to be used to answer calls.
- **Voicemail Off: *19**
  Stop voicemail being used to answer calls.
- **Voicemail Ringback On: *48**
  Have voicemail ring your phone when you have any new messages. It will call when you use the phone.
- **Voicemail Ringback Off: *49**
  Switch off ringback.

1.5 Status Letters

When the phone is idle, it normally displays the date and time. It may also show any of the following status letters at the left of the display.

- **B = Barred**
  A **B** is shown on your phone's display when the system administrator has set you to outgoing call barred status. You will only be able to make internal calls while this is applied.
- **D = Diverting (Forwarding) Calls**
  A **D** is shown on your phone's idle display when you have forward unconditional 55 enabled.
- **G = Group Member (In Group)**
  A **G** is shown on your phone's idle display when have been configured as a member of a group and your membership is enabled. While this is the case, you may receive calls targeted to the group.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown on your phone's idle display when you have do not disturb 58 enabled.
- **O = Out of Service**
  An **O** is shown on your phone's display when any of the groups of which you are enabled as a member is set to night service mode. While in that mode, any calls to that group are diverted to its fallback if set or otherwise to voicemail if available.
- **T = Twinned**
  A **T** is shown on the phone's idle display if it is internally twinned with your other phone extension. Calls to you will alert on both phones and can be answered by you at either phone.
- **S = System Alarm**
  If you are configured as a system phone user, an **S** in the phone's display indicates a system alarm.

1.6 Tones

In addition to ringing, you may hear the following tones:

- **Page Call:** *Single Loud Beep*
  This tone indicates that your phone is receiving a page call 19. You do not need to take any action to hear the call and you cannot be heard by the person doing the page.
- **Short Code Confirmation:** *2 Loud Beeps*
  These tones are heard when using short codes 13. It is a confirmation that the short code function has been completed.
- **Direct Voice Call:** *3 Loud Beeps*
  These tones are heard when receive a direct call which has been automatically answered by the phone. You can hear the caller and then can hear you.
- **Waiting:** *4 Loud Beeps*
  These tones are heard if the phone has been waiting for you to complete dialing or the number you have dialed is invalid. The tones are repeated until you hang up.
- **Incompatible:** *Warble tone*
  This continuous high-low tone is heard if the number dialed is not valid for routing by the telephone system or any system function. .

You may hear the following tones during calls:

- **Conference Tones:** *Single Tone/Double Tone*
  During a call, a single tone indicates that someone else has joined the call. A double tone indicates that someone has left the conference. The system administrator can replace these with a repeating single tone every 10 seconds.
- **Held Tone:** *Double tone every 4 seconds.*
  If the system does not have music on hold configured, this repeated double tone is used to inform you that your call has been put on hold by the other system user.

1.7 What's My Extension Number?

The label under the handset is normally used to record the extension number of the phone. This is normally a fixed number. However, the telephone system supports users logging in 48 to an extension when they want to us it, changing its extension number to match their own when they do so.

Unfortunately for this type of phone there is no simple way to find out the phone's current extension number. Make a call to a colleague who has a phone with a display. They will see the extension number your phone.

1.8 Notes

This guide was written assuming that the telephone system and your phone are using their default settings. However, the system has a wide range of controls and features that can be used to customize its operation and that of your phone. Your system administrator will inform you if they change any settings that will affect you or the operation of your phone.

Other Phones

The T7208 is one of a range of similar phones that are supported by the telephone system. Most of the Feature codes supported by the T7208 can also be used on these other phones.

		M7100/ M7100N	M7208/ M7208N	M7310/ M7310N	M7324/ M7324N	T7000	T7100	T7208	T7316	T7316
Display		✓	✓	✓	✓	–	✓	✓	✓	✓
Display Soft Keys		–	–	✓	✓	–	–	–	✓	✓
Virtual Call Appearances		✓	–	–	–	✓	✓	–	–	–
Handsfree Operation	**Speaker**	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Microphone	–	✓	✓	✓	–	–	✓	✓	✓
Headset Operation	**Socket**	–	✓	✓	✓	–	–	✓	✓	✓
	Button	–	–	–	–	–	–	✓	✓	✓
Programmable Buttons...		**1**	**7**	**33**	**23**	**4**	**1**	**7**	**15**	**16**
... with icons		–	7	9	23	–	–	7	15	16
... without icons		1	–	24	–	4	1	–	–	–

Chapter 2.
Making Calls

2. Making Calls

If you are not already on a call, then you can just dial the number. The first available appearance button will be used for the call. Alternatively, you can press a specific appearance button in order to make a call using that button.

The number of call appearance buttons on your phone controls the number of calls you can make and receive at the same time. The normal number is 2 but this can be changed by your system administrator. They can also provide your phone with other types of appearance buttons (line, bridged and call coverage) for making and answering additional calls.

If the number you dial matches a user or group on the telephone system, the directory name of the user or group is shown and the call starts alerting the target.

2.1 Busy Indication

By default the telephone system does not provide any indication to you if the internal user you call is already on a call or set to do not disturb. Instead the call either just rings or goes to voicemail.

However, your system administrator can enable busy indication for selected users or for the whole system. When this is enabled, calling those users displays "***Do Not Disturb***" or "***On Another Call***" on your phone if not diverted to voicemail.

2.2 Setting a Callback

If you call another internal user and they do not answer, you can set a callback. When you have a callback set, the system will call you when the other user next uses ends a call. When you answer the callback, the system will automatically make another call to the user.

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

To Set a Callback

1. While the call is still ringing or if you hear busy, press **Feature 2**
2. End your call attempt.

To Clear a Callback

If you have a callback set, you can cancel it using the following process:

1. Press **Feature #2**.

2.3 Redial the Previous Number

You can redial the number of the last outgoing call that you made.

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. To redial the last number called, press **Feature 5**.

2.4 Making a Page Call

You can make a page call to another user or to the available members of a group. The users do not have to take any action to hear the page.

The phones called must support handsfree auto-answer in order to hear the page. If they do not, they do not receive any alerting call.

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 60**.
2. Dial the number of the user or group you want to page.
   - If the destination is a user and they already have a call connected, they cannot be paged. If the destination is a group which is not in service or has no available members, it cannot be paged.

2.5 Direct Voice Calls

This feature is also called dial voice call or direct voice call. It calls another extension and has the call automatically answered on handsfree speaker after playing 3 beeps. If the called extension does not have a handsfree microphone, the user must use the handset if they want to talk.

The called extension called must support a handsfree speaker. If the extension does not or if the extension is not free when called, the call is alerts as a normal call.

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 66**.
2. Dial the target user extension number.

2.6 Making a Priority Call

A priority call allows you to call another user even if they have 'do not disturb' set. The call will follow any forwarding and follow me settings they have in use but will not go to voicemail.

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

1. Press **Feature 69**.
2. Dial the target user extension number.

2.7 Using Speed Dials

Speed dials are telephone numbers that are stored by the telephone system. There are two types of speed dial: personal speed dials and system speed dials.

You or your system administrator can enter numbers that you want stored as personal speed dials. These are only useable by you. Your system administrator can also store numbers as system speed dials. Those are useable by all users on the system including you.

If you have any internal or external number that you dial frequently, you can store those as an auto dial button 66 rather than a speed dial.

Dialing a Speed Dial

This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press.

1. Press **Feature 0**.
   - **To dial a personal speed dial:**
     Dial ***** followed by the 2-digit personal speed dial number between ***00*** to ***99***. Alternatively you can dial the 2-digit personal speed dial number and then press **#**.
   - **To dial a system speed dial:**
     Dial the 3-digit system speed dial number between ***000*** to ***999***.

Entering a Personal Speed Dial

- **! WARNING**
  Note that no warning is given if the entry is already programmed. It is simply overwritten.

1. Press **Feature *4**.
2. Dial the two digit number, between ***00*** to ***99***, for the personal directory entry to be programmed.
3. Enter the number to be dialed by the speed dial. Use the ***** button to delete the last digit entered.
4. When the number is completed press **Hold**.
5. Enter a name to associate with the number.

1	1	**2**	ABC2abc	**3**	DEF3def
4	GHI4ghi	**5**	JKL5jkl	**6**	MNO6mno
7	PQRS7pqrs	**8**	TUV8tuv	**9**	WXYZ9wxyz
*****	*Backspace*	**0**	.–0()	**#**	*Space*

   - Use the # button button to advance the text entry cursor to enter the next character.
   - Use the * button button to delete the current character.
6. When complete, press **Hold** again.

2.8 Account Codes

The telephone system can store a set of account codes. Account codes can be used to keep track of calls in relation to particular work, activities or clients. They can also be used to keep track of calls by particular users.

- When an account code is entered while making a call or during a call, that account code is included in the call records output by the system.
- Accounts entered are checked against those stored by the telephone system. If an invalid code is entered, the account code is requested again.
- The system administrator can configure certain numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.
- The system administrator can also configure you to have to enter an account code before making any external call.

Forced Account Code Entry

If you are required to enter an account code, the phone will display **ACCOUNT:_**.

1. Enter an account code and press **#**.
2. If the account code is not valid, the phone will display **AGAIN:_**.

Voluntary Account Code Entry

You can choose to enter an account code before making a call or during a call. This is done using a programmable button assigned with the **Account Code** 67 function.

2.9 Calling from the Contacts List

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

1. Access the contacts directory:
   a. Press the programmable button to which the **Directory** function has been assigned.
   b. Dial the name or part of the name that you want to find. The list of contacts is filtered to show only matching names.
   c. Use the and buttons to scroll through the list of matching names (Note: If done during a call or while alerting, this will also adjust the call or ring volume).
2. When the required entry is shown, press #.

2.10 Calling from the Call Log

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required entry is shown, press #.

Chapter 3.
Answering Calls

3. Answering Calls

While you still have a call appearance button available you can receive incoming calls. The button icon on the call appearance button will show a slow flashing ▲ icon. In addition to any ringing the phone's message waiting lamp will flash to indicate an alerting call.

To Answer a Call when Idle

1. If your phone is idle or you only have parked or held calls, you can answer calls in a number of ways:
   - Pickup the handset.
   - To answer handsfree, press the call appearance button or the **Handsfree** button.
   - To answer the call on headset, press the 🎧 Headset button.
2. The button icon changes to a steady icon to show it is the call to which you are connected.

To Answer Another Call

If you already have a call in progress, you can still answer another call. Pressing the alerting call appearance button will automatically put the current call on hold and answer the waiting call.

Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button icons will show which call you are currently talking to.

- A slow flashing ▲ icon indicates a call waiting to be answered.
- A steady icon ▲ indicates the currently connected call.
- A fast flashing ▲ icon indicates a held call.

3.1 Divert a Call to Voicemail

You can redirect a call to voicemail without answering the call. This only applies for call to you, not calls to a group of which you are a member.

1. If your phone is idle, press the ☎ **Release** button. The call is redirected to voicemail.

3.2 Answering a Page Call

You can be paged if you have no call in progress or only held and or parked calls. After a single tone, the page is heard through the phone's speaker. If you are currently on a call or set to do not disturb your phone is not paged.

You cannot answer a page call.

3.3 Call Pickup

Pickup is used to answer a call ringing elsewhere on the phone system. There are a number of pickup options:

- Answer any ringing call on the telephone system.
- Answer a call ringing a particular user.
- Answer a call ringing a particular group.
- Answer a call, not necessarily a group call, ringing the members of a group.

Direct Call Pickup

Answer a call ringing the user or group extension number specified.

1. Press **Feature 76**.
2. Dial the extension or group number.

Group Call Pickup

You can answer a call ringing any group of which the you are a member even if the call is not currently alerting on your phone. You can use this function even when your group membership is set to disabled.

1. Press **Feature 75**.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Pickup Any Call: *30**
  Answer a call ringing on the telephone system.
- **Pickup a Group Call: *31**
  Answer a call ringing a group of which you are a member. You can use this function even if your group membership is set to disabled.
- **Pickup a Users Call: *32*N#**
  Pickup a call ringing a user's extension number (***N***).
- **Pickup a Group Members Call: *53*N#**
  Pickup a call ringing the members of a group (***N***). This does not necessarily have to be a group call.

Chapter 4.
Call Controls

4. Call Controls

4.1 Adjust the Call Volume

While talking, you can adjust the volume of the incoming call. The volume is separately adjusted for whichever device you are currently using (handset, headset or speaker).

1. With the call connected, press the and keys to adjust the volume.

4.2 Muting a Call

Muting a call stops the caller from hearing you. However, you can still hear them.

- The button flashes when in use.
- Changing a call between handset, headset or handsfree automatically re-enables the microphone.
- Switching between calls re-enables the microphone.

1. To activate mute, press the **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the key again.

4.3 Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button indicators will show which call you are currently talking to.

- A slow flashing icon indicates a call waiting to be answered.
- A steady icon indicates the currently connected call.
- A fast flashing icon indicates a held call.

Answering Another Call

If you have an idle call appearance, you can still receive and answer another call.

1. Press the call apperance button with a slow flashing icon. Your current call is automatically put on hold.

Making Another Call

If you have an idle call appearance, you can still make another call.

1. Press the idle call appearance. Your current call is automatically put on hold.
2. Make the call as normal.

4.4 Transferring Calls

To transfer a call, your phone must have an available call appearance button. If all your current call appearance buttons are in use, you must either end 30 or park 35 one of your existing calls.

- Your system administrator can configure the system so that it will attempt to return unanswered transfers to you.

1. Dial **Feature 70**. The current call is automatically put on hold.
2. Dial the number for the transfer destination.
   - To complete the transfer, press **Feature 70** again. You can do this while the call is still ringing or you can wait until it is answered.
     - Transferring a call while it is still ringing is called an unsupervised or blind transfer.
     - Transferring a call after ringing finishes is called a supervised or announced transfer.
   - If the transfer destination does not answer or, after answering the call, does not want to accept the call:
     - To try another number, replace the handset or press **Release**.
     - To cancel the transfer attempt, press the call appearance button of the original held call.

4.5 Transferring a Held Call

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 39 from the conference.

4.6 Handsfree Speaker Operation

Your phone has a handsfree speaker and microphone. These allow you to make and answer calls handsfree.

- You can make a handsfree call by simply dialing without lifting the handset. You can hear the call progress and when answered, either continue handsfree or lift the handset.
- The speaker allows the phone to receive page calls 19. You can hear the page without needing to take any action. However, you cannot answer the page.
- The speaker allows the phone to auto answer direct voice 19 calls. You can hear the caller and they can hear you without you needing to take any action. The same applies for call from other users if you have internal auto-answer 70 set on the phone.
  - Pressing the **Handsfree** button answers a call handsfree.
  - The key can also pressed to turn a call already answered using the handset or headset into a handsfree call.
  - If there are no currently connected call to which you are talking, a call answered by pressing its appearance button is connected as handsfree.
  - If you are not currently connected to a call:
    - If the handset is off-hook, answering a call by pressing the alerting appearance button answers the call using the handset.
    - If the handset is on-hook, answering a call by pressing the alerting appearance button answers the call using the speaker or headset if one is connected, depending on which of the two modes was last used on a call.
  - If there is already a connected call to which you are talking handsfree, answering another call by pressing the appearance button will answer that call handsfree.

Conference Phones

Your phone is not designed as a conference room speakerphone, it is a personal speakerphone. It is designed for use by a speaker who is located directly in front of the phone with no obstructions between them and the microphone. Phones designed to be used as conference speaker phones typically have multiple microphones and are able to handle sounds coming from multiple directions. For details of conference speaker phones supported by your phone system, contact your system administrator.

4.7 Headset Operation

Your phone has a headset socket located under the phone.

Note: Avaya does not support the connection of a headset to the T7208 telephone, unless **Disable Speakerphone** is unchecked within the system programming. If checked, certain call handling features will not work as intended.

- Pressing the **HEADSET** key answers a call using the headset.
- The key is lit when there is a call connected through the headset.
- The key can also pressed to turn a call already answered using the handset or handsfree into a headset call.
- If you are not currently connected to a call:
  - If the handset is off-hook, answering a call be pressing the alerting appearance button answers the call using the handset.
  - If the handset is on-hook, answering a call be pressing the alerting appearance button answers the call using the speaker or headset if one is connected, depending on which of the two modes was last used on a call.
- If there is already a connected call to which you are talking through the headset, answering another call by pressing the appearance button will answer that call using the headset.

4.8 Group Listen

Using group listen allows you to hear the caller through the phone's handsfree speaker but they only hear speech from your phone's handset microphone rather than the handsfree microphone. Group listen is automatically turned off at the end of a call.

- **To Turn Group Listen On:** Press **Feature 802**.
- **To Turn Group Listen Off:** Press **Feature #802**.

4.9 Ending Calls

The **Release** button ends the current call. If the call is connected on the phone's handset, replacing the handset will end the call. The duration of a call is briefly shown on the display after a call is ended.

4.10 Groups

Your system administrator can include you as a member of a group or groups along with other users. Each group has its own extension number which is used to call the group.

When a call is presented to a group, it is presented to the available group members, either one at a time or all at the same time, until answered by one of the members.

How long a group call will ring at each group member's phone before being presented to the next member is controlled by the group's own settings. Groups also use voicemail and have their own settings for when an unanswered call should go to the group's mailbox. For group calls, the group's own voicemail settings are used rather than your settings.

- **G = Group Member (In Group)**
  A **G** is shown on your phone's idle display when have been configured as a member of a group and your membership is enabled. While this is the case, you may receive calls targeted to the group.
- **O = Out of Service**
  An **O** is shown on your phone's display when any of the groups of which you are enabled as a member is set to night service mode. While in that mode, any calls to that group are diverted to its fallback if set or otherwise to voicemail if available.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Night Service Status On: *20*N#**
  Set a group into night service status by entering its extension number (***N***).
- **Night Service Status Off: *21*N#**
  Take a group out of night service status by entering its extension number (***N***).

Chapter 5.
Holding and Parking Calls

5. Holding and Parking Calls

Holding a call and parking a call are two similar actions. The table below summarizes the main differences between parking a call or holding a call.

When a call is ...	Held	Parked
... the call occupies an appearance button.	Yes	No
... the caller hears music on hold or hold reminder tones.	Yes	Yes
... the call can be retrieved by other users.	No	Yes
... the call recalls to you automatically after a time.	Yes Default 15 seconds	Yes Default 5 minutes.
... the call can be used to start or add calls to a conference.	Yes	No
... the call is assigned a unique ID.	No	Yes

5.1 Parking Calls

Parking a call is similar to holding a call. However, parked calls can be unparked by other users on the phone system.

Calls that you park recall to your phone (when idle) if they have been parked for too long. The default timeout is 5 minutes but can be changed by the system administrator. Recall calls ignore any forwarding or do not disturb settings that you have set.

For IP Office Release 9.0 and higher, call park can operate in two different ways:

- **Traditional Park** 35
- **Park & Page** 35

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Park Call: *37*N#**
  Parks the held call using the park slot number dialed in place of ***N***. Works with both park methods but does not display page options if Park & Page 35 is configured.
- **Unpark Call: *38*N#**
  Unpark the call parked in park slot number ***N***.

5.1.1 Traditional Park

This method of parking calls is used if Park & Page 35 is not configured on the telephone system. Your system administration will confirm which way your system operates.

If you park a call without specifying a park slot number, the system automatically assigns a park number based on your extension number plus a single digit. For example, for extension 201, the first parked call uses park slot number 2010 if available. Otherwise, it uses park slot 2011 if available and so on up to 2019.

Call park buttons can be configured to match specific park slot numbers. A call parked using that button is given that park slot number. All users with a call park button set to the same number can see when there is a parked call there and can unpark that call using their button.

To Park a Call

1. Press **Feature 74**. The park slot number assigned to the parked call is briefly shown on the display. If there are not slots available the call is not parked and you will still be connected to the caller.

To Unpark a Call

1. Press **Feature #74**.
2. The park slot ID of the longest waiting call parked is shown.
   - Press # to unpark it.
   - Otherwise, enter the park slot number assigned to the call that you want to unpark and press #.

5.1.2 Park & Page

This method of parking calls is used if Park & Page is configured on the telephone system. Your system administration will confirm which way your system operates.

Park and page uses a set of pre-configured park slot numbers that act like extension numbers. When you parked a call in one of those park slots, you or any other user on the system can dial that park slot number to unpark the call.

Your system administrator can also configure up to 3 hunt groups for paging. When you park a call, after displaying the park slot number used, your phone displays options for paging.

To Park a Call

1. Press **Feature 74**. The call is parked and the parked slot number needed to unpark the call is displayed.
2. If you want to make a page announcement of the parked call, press **Page**. You can then select one of the displayed hunt groups for your page or you can dial any extension number that want to page.

To Unpark a Call

1. Dial the park slot number that was assigned to the parked call.

5.2 Holding Calls

You can hold as many calls as your phone can receive.

- The held call will still occupy the call appearance on which it was made or answered.
- While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
- If you have more than one call on your phone, either held or connected, you can start a conference 38 between yourself and the calls.

Calls that you have held will recall to your phone when it is idle if they have been on hold for too long. The default hold timeout for the telephone system is 15 seconds but it can be changed by the system administrator. Hold recall calls ignore any forwarding or do not disturb settings you have set.

Important - Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

- **! Warning**
  This only applies to conference calls hosted by your own telephone system. Holding your call to a conference hosted on another telephone system will cause that conference to hear your system's music on hold.

5.2.1 Holding a Call

1. To put your current call on hold, press the **Hold** button or the call's appearance button.
2. The held call will be indicated by its appearance key changing to a fast flashing icon.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will instead hear double beep tones every few seconds.

5.2.2 Taking a Call Off Hold

If you have a currently connected call, that call will be automatically put on hold.

1. Press the appearance button with the fast flashing icon.

5.2.3 Switching Between Calls

You can switch between calls by pressing the call appearance button of the call to which you want to talk. The button indicators will show which call you are currently talking to.

- A slow flashing icon indicates a call waiting to be answered.
- A steady icon indicates the currently connected call.
- A fast flashing icon indicates a held call.

5.2.4 Transferring a Held Call

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 39 from the conference.

Chapter 6.
Conference Calls

6. Conference Calls

Multiple conference calls are supported, with parties addable to each conference call until the system's total conference capacity (128) is reached. However, a maximum of 64 parties is supported in any particular conference call.

Conference resources are also used for call recording and other features, reducing the available conference capacity for ordinary conference calls.

Note that some conference controls, for example dropping other parties, only apply for conferences started on the same phone system as your extension.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Conference Held Calls: *47**
  Start a conference between yourself and any calls that you have on hold.

6.1 Starting a Conference

If you have a connected call and any held calls, pressing **Feature 3** will start a conference between you and those calls. If you do not already have a held call, you can use the process below to start a conference.

1. Make a call to the first party or answer a call.
2. Place the call on hold by pressing **Hold** or **Feature 3**.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Feature 3**.
5. If they do not want to join the call or do not answer, replace the handset or press **Release**. Return to the held call by pressing its call appearance (fast flashing icon).

6.2 Adding a Call to a Conference

You can add additional parties to an existing conference.

1. Press **HOLD** or **Feature 3** to put the conference on hold. The appearance key for the conference call will show a fast flashing icon.
2. This does not affect the other conference parties who can continue talking to each other.
3. Dial the party that you want to add to the conference.
4. If they answer and want to join the call, press **Feature 3**.
5. If they do not want to join the call or do not answer, replace the handset or press **Release**. Return to the held call by pressing its call appearance (fast flashing icon).

Important - Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

- **! Warning**
  This only applies to conference calls hosted by your own telephone system. Holding your call to a conference hosted on another telephone system will cause that conference to hear your system's music on hold.

6.3 Viewing Conference Details

You can display a list of the parties involved in a conference call.

1. Press **Release**.
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press * to cycle through the details of the conference parties.

6.4 Dropping Parties

You can drop parties from a conference call, including yourself.

To Drop Yourself

1. Press **Release**. Your own details are displayed.
2. Press **Release** again.

To Drop Other Parties

1. Press **Release**.
2. The details of the parties in the conference are displayed. Your own details are always displayed first.
3. Press * to cycle through the details of the conference parties.
4. When the party you want to drop is displayed **#** (or press **Release**). .

Note

1. If you are the only internal user in the conference, depending on your telephone systems configuration, dropping yourself from the conference may end the conference. Consult your system administrator for details.

6.5 Holding a Conference Call

Using the **Hold** key you can put a conference call on hold in the same way as you can for a normal call. The appearance key for the conference call will show a fast flashing icon.

To take the conference call off hold, press the appearance key.

Important - Holding Conference Calls

You can hold a conference call in the same way as holding a normal call. Holding the conference call does not affect the other conference parties who can continue talking. You will also still be listed as a member of the conference call in the conference details.

- **! Warning**
  This only applies to conference calls hosted by your own telephone system. Holding your call to a conference hosted on another telephone system will cause that conference to hear your system's music on hold.

6.6 Transferring Calls Using Conference

When you already have a call on hold and a call connected, you can connect them by starting a conference. Press **Feature 3**. Your current call and the held call will be connected. You can now drop yourself 39 from the conference.

Chapter 7.
Call Log

7. Call Log

You can access your call log by pressing **Feature 812**. The call log you see is a call log stored on the telephone system. If you login 48 at another 1400, 1600, 9400, 9500, 9600, J169, J179, M-Series, T-Series phone, your call log moves with you.

Your call log contains your 10 most recent answered calls, 10 most recent calls you made and 10 most recent missed calls. If configured by the system administrator, it can also include calls missed by groups of which you are a member.

Missed Calls

Missed calls are calls to you that you did not answer. Your system administrator can also configure if the log includes calls presented to you but answered by someone else or by voicemail.

Missed Group Calls

If you are a member of any groups, the system administrator can configure whether your missed calls log should also include missed group calls. The hunt group does not necessarily have to have rung your phone. It will be recorded as missed if it was presented to the group and not answered by any of the members including you.

Note

1. Your centralized call log can be turned off by the system administrator 77. If they do that, your phone will display **Call Log Disabled** when you try to access the call log.

7.1 Accessing the Call Log

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Pressing **#** or lifting the handset will make a call to the number stored with the currently displayed record.
3. To exit the call log, press the **Feature** button.

7.2 Viewing Call Details

You can view additional details about the currently shown call.

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press **0**. The individual details of the currently selected call record are displayed.
3. The call details are displayed. Use the and keys to cycle through the values:
   - **Time and Date** - The time of the call.
   - **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.
   - **Call Type** - The type of call record. The options are ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*. .
   - **Number** - The number of the caller if available.
   - **Name** - The name of the caller if known.
   - **Duration -** The length of the call.
4. While you are in the details of a call record, the following functions are available:
   - **Call the Number:** Press **#**.
   - **Add to Your Personal Directory:** Press **0**.
   - **Return to the Calls Display:** Press *****.

7.3 Making a Call

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

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required entry is shown, press #.

7.4 Deleting a Record

You can delete the currently displayed call record. If the record is a missed group call, the record is also deleted from the call log of other users configured to see the same group's missed calls.

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. When the required record is highlight, press **Hold**.

7.5 Adding a Record to Your Contacts

You can add a name and number shown in your call log to your personal contacts.

1. Press **Feature 812**. The display will change to show your call log records.
   - Use the * key to select which call log records you are viewing. The options are ***All***, ***Mis*** *(missed calls)*, ***Ans*** *(answered incoming calls)* and ***Out*** *(outgoing calls)*.
   - Use the up and down buttons to scroll through the records.
2. Press **0**. The individual details of the currently selected call record are displayed.
3. Press **0**.
   - If you are configured as a system phone user, you can add a contact to either your own personal directory (**Personal...**) or to the system's external directory (**External...**). Use the and key to select which.
4. Press **#**

Chapter 8.
Voicemail

8. Voicemail

If enabled, voicemail is used to answer calls to you that have rung unanswered for your "no answer time", the default is 15 seconds. It is also used to answer calls when you have do not disturb enabled. The message lamp on your phone is lit when you have new messages in your mailbox.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Check Messages: *17**
  Access mailboxes to check for messages.
- **Voicemail On: *18**
  Allow voicemail to be used to answer calls.
- **Voicemail Off: *19**
  Stop voicemail being used to answer calls.
- **Voicemail Ringback On: *48**
  Have voicemail ring your phone when you have any new messages. It will call when you use the phone.
- **Voicemail Ringback Off: *49**
  Switch off ringback.

8.1 Message Waiting Indication

Most phones have a message waiting lamp. The message lamp is lit when you have new messages in your voicemail mailbox. It remains lit until you have played each of the new messages. The system administrator can also configure it so that you receive new message waiting indication for a group or groups.

The icon of a programmable button programmed 67 to **Feature 65** will act as a message waiting indicator for new messages. That button can then also be used to access the mailbox.

8.2 Checking Messages

1. Press **Feature 65** or **Feature 981**.
   - Depending on how your voicemail system is configured, you may be asked to entered your voicemail code.
2. Follow the voice prompts provided by the system. For help press either 8 or *4.

Notes

1. **Automatic Message Deletion**
   By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro). For voicemail messages on a Voicemail Pro system, the system administrator can customize the delay and can also apply automatic deletion times to new and saved messages.

8.3 Send a Call to Voicemail

You can redirect a call to voicemail without answering the call. This only applies for call to you, not calls to a group of which you are a member.

1. If your phone is idle, press the **Release** button. The call is redirected to voicemail.

Chapter 9.
Logging In/Out

9. Logging In/Out

You may always use the same phone in the same location. However, the telephone system provides features that allow you to use any phone on the system to make and receive your calls. To do this your system administrator need to assign you a login code.

- **Log In** 49
  You can login on any phone that you want to use. When you login to a phone, you take control of that phone. Incoming calls for you are redirected to that phone and your user information and settings are available[1]. Any existing user on the phone is logged off when you login. Your contacts and call log are displayed by the phone.
  - Any existing user of the phone is logged out while you are logged in.
  - If you were logged in on another phone, you are logged out from that phone.
  - If your phone system is in a Small Community Network of phone systems, it may be possible to login at extensions located on other phone systems in the network. Your system administrator will advise you if you can remote hot desk and what features will still be available to you when you do.
- **Log Out** 49
  When you log out from a phone (or are logged out by another user logging in), the telephone system may apply several actions:
  - If you have a normal default extension and no one else is logged in there, you return to being logged in on that phone.
  - If you remain logged out, you are treated the same as being on do not disturb except that all calls to you go to voicemail if available.
  - If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin while you are logged out.
- **Default Extension**
  Each extension can be configured with a default user. If you are logged off from an extension, if you have a default extension the system will automatically log you in at your default extension if it is not in use by another user.
- **Login Idle Period**
  Your system administrator can configure a timeout which will automatically log you out if you do not use the phone in that time to make or answer a call.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Login: *35*N*L#**
  Login to a phone using your extension number (***N***) and login code (***L***).
- **Log Out: *36**
  Log yourself out from the phone where you are currently logged in.

Note

1. User information stored by the telephone system, for example call log, contacts directory and speed dials, moves with you when you login on different phones. However this only applies when moving between 1400, 1600, 9400, 9500, 9600, J169, J179, M-Series, T-Series phones. Other phone types store the information on the phone and that information does not move with you when you login or out.

9.1 Logging In on a Phone Already in Use

If you have a login code, you can login at a phone that is already in use by another user. The existing user is logged out.

1. Dial the short code for logging in. The default is ***35*N*L#*** where ***N*** is replaced by your extension number and ***L*** by your login code.

9.2 Logout

You can only log yourself out if you have been given a login code by your system administrator. Otherwise, the only way to be logged out is if someone else logs in on your phone. When that happens, if you are not automatically logged back in when they log off or if you want to login over them, you can login again using the login process with a blank password .

If you have a login code, to logout dial ***36**.

Chapter 10.
Redirecting Calls

10. Redirecting Calls

This section looks at the different ways that you can redirect your calls to another phone.

- **Follow Me** 53
  Temporarily redirect all your calls to another phone that you will be sharing with that phone's normal user. This function can be used in two ways:
  - **Follow Me To**
    Set the follow me destination from your own phone.
  - **Follow Me Here**
    Set the follow me from the phone that you want to share.
- **Forward** 54
  Forward calls to an internal or external number.
  - **Forward on Busy**
    Forward calls when you have reached the limit of the number of calls that the phone can present to you.
  - **Forward on No Answer**
    Forward calls if they have rung unanswered at your phone.
  - **Forward Unconditional**
    Immediately forward calls. Forwarding to voicemail can be selected as an option.
- **Do Not Disturb** 69
  Redirect all calls to voicemail if available or otherwise to busy tone.
  - You can set do not disturb exception numbers for calls to which do not disturb if not applied.
  - Other users can make priority calls 19 to override your do not disturb.
- **Twinning** 59
  Twinning is a process whereby you can have your calls ring at two different phones. You can answer calls at either phone. There are two variants of twinning, internal twinning which uses two internal extensions and mobile twinning which twins your internal extension with an external number.

Method		Calls Redirected			Destination		
		Internal	External	Group	Internal	External	Voicemail
Follow Me	Follow Me To	✓	✓	✓	✓	✗	✗
	Follow Me Here	✓	✓	✓	✓	✗	✗
Forward	Forward on Busy	✓	✓	✗	✓	✓	✗
	Forward on No Answer	✓	✓	✗	✓	✓	✗
	Forward Unconditional	✓	✓	✓	✓	✓	✓
Do Not Disturb		✓	✓	✗	✗	✗	✓
Twinning		✓	✓	✓	✓	✓	✓

10.1 Follow Me

Follow me to is used to redirect your calls to another extension where you will be working. The calls are presented with your user name so that they can be distinguished from calls for the extensions normal user. This allows you to share another person's phone without logging them off their phone.

The calls are still subject to all your user settings as if they were ringing at your phone. All calls are redirected.

Follow Me To

Follow me to is the function used to enable follow me from your own phone.

Follow Me Here

Follow here is used to enable follow me at the extension to which you want your calls redirected.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Follow Me Here: *12*N#**
  Dialed at the extension to which you want you calls redirected. Use your own extension number (***N***) when dialing the short code.
- **Follow Me Here Cancel: *13*N#**
  Dialed at the extension to which you want your calls were redirected. Use your own extension number (***N***) when dialing the short code.
- **Follow Me To: *14*N#**
  Dialed at your phone. Dial the extension number (***N***) to which you want your calls redirected. You can dial just ****14#*** to cancel follow me.
- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.

10.2 Forwarding Calls

Forwarding is used to redirect calls to another extension or an external number. The system supports 3 different types of forward.

- **Forward Unconditional** 55
  This forward is used immediately when it is switched on.
- **Forward on No Answer** 57
  This forward is used when a call alerts at your extension for too long without being answered. The normal default is 15 seconds.
- **Forward on Busy** 56
  This forward is used when you have no call appearances buttons available to on which to receive calls.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- **Set the Forward Unconditional Destination: *07*N#**
  Set the destination number (***N***) for forward unconditional when it is switched on.
  - **Switch Forward Unconditional On: *01**
    Switch on forward unconditional. A destination must have been set.
  - **Switch Forward Unconditional Off: *02**
  - **Include Group Calls in Forward Unconditional: *50**
  - **Exclude Group Calls from Forward Unconditional: *51**
- **Set the Forward On Busy/No Answer Destination: *57*N#**
  Set the destination number (***N***) for forward on busy and forward on no answer. If no number has been set, those functions will use the forward unconditional number if set.
  - **Switch Forward On Busy On: *03**
  - **Switch Forward On Busy Off: *04**
  - **Switch Forward on No Answer On: *05**
  - **Switch Forward on No Answer Off: *06**

10.2.1 Forward Unconditional

Forward unconditional is used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.
- **D = Diverting (Forwarding) Calls**
  A **D** is shown on your phone's idle display when you have forward unconditional 55 enabled.

To Turn Forward Unconditional On

1. Press **Feature 4**.
2. The phone prompts you for the number to which you want calls forwarded. If you already had a number set previously, that number is displayed.
3. Enter the number to which you want to forward the call. Press * to delete the previous digit.
4. If the number matches an internal extension, it is saved automatically. For other numbers, press **Hold** to save the number when set as required.

To Change the Forwarding Number

Use the same process as above. You do not need to switch off forwarding in order to change the forwarding number.

To Turn Forward Unconditional Off

1. Press **Feature #4**.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- **Set the Forward Unconditional Destination: *07*N#**
  Set the destination number (***N***) for forward unconditional when it is switched on.
  - **Switch Forward Unconditional On: *01**
    Switch on forward unconditional. A destination must have been set.
  - **Switch Forward Unconditional Off: *02**
  - **Include Group Calls in Forward Unconditional: *50**
  - **Exclude Group Calls from Forward Unconditional: *51**

10.2.2 Forward on Busy

Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- Busy is defined has having no available call appearance buttons on which further calls can be presented.
- Group calls are not presented when you are busy and so are not forwarded by this setting.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

Using a Programmable Button

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- **Set the Forward On Busy/No Answer Destination: *57*N#**
  Set the destination number (***N***) for forward on busy and forward on no answer. If no number has been set, those functions will use the forward unconditional number if set.
  - **Switch Forward On Busy On: *03**
  - **Switch Forward On Busy Off: *04**
  - **Switch Forward on No Answer On: *05**
  - **Switch Forward on No Answer Off: *06**

10.2.3 Forward on No Answer

Forward on no answer redirects calls that have alerted your phone but have not been answered for some reason.

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

Using a Programmable Button

- This function can be assigned to a programmable button 67. This allows it to be accessed in a single key press. If the button includes an indicator, it will indicate the status of the function (on or off).

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.
- **Set the Forward On Busy/No Answer Destination: *57*N#**
  Set the destination number (***N***) for forward on busy and forward on no answer. If no number has been set, those functions will use the forward unconditional number if set.
  - **Switch Forward On Busy On: *03**
  - **Switch Forward On Busy Off: *04**
  - **Switch Forward on No Answer On: *05**
  - **Switch Forward on No Answer Off: *06**

10.3 Do Not Disturb

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling do not disturb will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown on your phone's idle display when you have do not disturb 58 enabled.

To Turn On Do Not Disturb

1. Press **Feature 85**. The phone briefly displays **Do Not Distrb**.

To Turn Off Do Not Disturb

1. Press **Feature #85**. The phone briefly displays **Allow Calls**.

Default Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

- **Switch Do Not Disturb On: *08**
  Set your phone to do not disturb.
- **Switch Do Not Disturb Off: *09**
  Switch off do not disturb.
- **Add a Do Not Disturb Exception Number: *10*N#**
  Add a number (**N**) to your list of do not disturb exceptions.
- **Delete a Do Not Disturb Exception Number: *11*N#**
  Remove a number (**N**) from your list of do not disturb exceptions.
- **Cancel All Forwarding: *00**
  Switch off any forwarding. Includes forward unconditional, forward on busy, forward on no answer, follow me and do not disturb.

10.4 Twinning

Twinning allow calls to you to ring at both your phone and at another number. The telephone system supports two types of twinning; internal twinning and mobile twinning.

Internal Twinning

This method of twinning twins your phone (your primary phone) with another internal extension (your secondary phone). Both phones are yours and share the same extension number. Your incoming calls will ring on both phones. You can make your calls from either extension.

A typical example for internal twinning would be a user who uses both a normal desk phone and also needs a mobile phone while moving around the building.

Your settings are applied to both phones. If the secondary is a 1400, 1600, 9400, 9500, 9600, J169, J179, M-Series, T-Series phone, it will share the same call log and personal directory contacts as available on your primary. Similarly, message waiting indication for your mailbox is show on both phones.

- **T = Twinned**
  A **T** is shown on the phone's idle display if it is internally twinned with your other phone extension. Calls to you will alert on both phones and can be answered by you at either phone.

Mobile Twinning

Mobile twinning is twinning 71 where your calls ring at both your phone and at another number which can be an external number.

You can assign a programmable button 67 to turn twinning on or off and to set the number to which you are twinned.

Chapter 11.
Phone Settings

11. Phone Settings

11.1 Contrast

You can change the contrast on the phone display.

1. Press **Feature *7**.
2. Use the number keys to select the required contrast. Alternatively, use the and buttons to change the contrast.
3. The function will automatically cancel after a 3 seconds.

11.2 Ringer Sound

You can change the ringer sound. This does not change the ring pattern which is controlled by the telephone system.

1. Press **Feature *6**.
2. Press **1** to **4** to select the required ringer sound.
   - Whilst the function is active, you can also use the and buttons to change the ringer volume.
3. The function will automatically cancel after a 5 seconds.

11.3 Ringer Volume

You can change the ringer volume using the following process. You can also adjust the volume while a call is ringing your phone.

1. Press **Feature *80**. The phone will start a continuous ring.
2. Use the soft and loud volume buttons to change the volume to the level required.
3. The function will automatically cancel after a 5 seconds.

Chapter 12.
Button Programming

12. Button Programming

The programmable buttons on your phone can be assigned a range of functions. You cannot override the function of buttons configured as appearance buttons for calls by your system administrator. Also your administrator can apply templates to your phone which set the function of specific buttons.

There are a number of methods that you can use for button programming:

- **Button Inspect** 64**:** *Feature *0*
  See the function currently set on a button.
- **Auto Dial Button** 66**:** *Feature *1*
  Store a number to be dialed by the button when it is pressed.
- **User Button (Internal Auto Dial)** 66**:** *Feature *2*
  Store another user's extension number to be dialed when the button is pressed. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.
- **Feature Button** 67**:** *Feature *3*
  Set a button to invoke a Feature code.
- **Function Button** 67**:** *Feature *3**
  Set a button to invoke a selected telephone system function.
- **Default Buttons** 65**:** *Feature *3***
  You can return the function of certain buttons back to their default for this type of phone.
- **Erase a Button** 65**:** *Feature *1 Hold*
  You can use the auto dial programming process but with a number to erase the current programming of a button.

You system administrator can see and edit your button settings. They can also apply functions that you cannot program. Note that button user templates can be applied which will lock the function of certain button even if you try to change them.

12.1 Button Inspection

You can check the current function set on a programmable button.

1. Press **Feature *0**.
2. Press a button. The button's function 68, if any, is displayed.

12.2 Default Buttons

You can use the following process to return those programmable buttons that have default functions back to those functions. It does not affect the functions assigned to any buttons that do not have a default function.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press * twice.
3. Press #.

The following are the default buttons for a T7208 telephone.

Display				
		Feature		
Release		**Hold**	**07**	Group Pickup 70
			06	Transfer 71
1	**2**	**3**	**05**	Last Number Redial 70
4	**5**	**6**	**04**	Page Group 70
7	**8**	**9**	**03**	Conference 69
*****	**0**	**#**	**02**	Call 74
–	**Volume**	**+**	**01**	Call 74
Mute		**Headset**	**Spk**	

12.3 Erasing a Button

The process for setting an auto dial button 66 can also be used to erase any programming on a programmable button.

1. Press **Feature *1**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button you want to erase. You cannot override any button configured to a appearance function 74 by your system administrator.
3. Press **Hold**.

12.4 Auto Dial Button

A button set to this function dials a stored number. That number can be any number composed of the digits 0 to 9 plus * and #. It can be an internal or an external number. It can be a partial number that you complete dialing after pressing the button. It can also be a system short code 13 for a telephone system feature. This button function is also known as Auto Dial and External Auto Dial.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *1**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the number you want stored by the button. This can be a partial number which you will complete after pressing the button.
   - The button deletes the last digit entered.
4. When the number is complete, press **Hold**.

12.5 Internal Auto Dial (User Button)

A button set to this function calls another user. The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *2**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the extension number of the user for who you want a button.
   - The button deletes the last digit entered.
4. As soon as a valid number is entered, the value is saved and the button set.

12.6 Function Button

This process allows you to assign a selected telephone system function 68 to a programmable button. This is not the full set of button functions available from the telephone system. The system administrator can assign other button functions and will inform you what those functions are if they do that.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press * (or **More** if displayed).
3. Enter the number for the feature required as listed below. Alternately use the and buttons to move through the list of functions.

   01. **Speed dial** 71
   02. **Ring Again** 71
   03. **Conference** 69
   04. **Call Forward All** 68
   05. **Last Number Redial** 70
   06. **Page Group** 70
   07. **Voicemail** 72
   08. **Automatic Intercom** 68
   09. **Priority Call** 70
   10. **Transfer** 71
   11. **Call Park/Park & Page** 68
   12. **Group Pickup** 70
   13. **Direct Pickup** 69
   14. **Timer** 71
   15. **Do Not Disturb** 69
   16. **Contrast** 69
   17. **Group Listen** 70
   18. **Time of Day** 71
   19. **Call Log** 68
   20. **Self-Administer** 71
   21. **Account Code** 68
   22. **Forward on Busy** 69
   23. **Forward on No Answer** 69
   24. **Pickup** 70
   25. **Directory** 69
   26. **Flash Hook** 69
   27. **Internal Auto Answer** 70
   28. **Hunt Group Night Service** 70
   29. **Twinning** 71
   30. **Ringer Off** 71
4. Press **Hold** to select a currently displayed function.
5. If the button has an existing function it is displayed.
6. Press **Hold** to assign the function. Otherwise, press **Feature** to return to function selection.
7. Press **Release** to exit programming.

12.7 Feature Button

This process allows you to store some of the Feature codes 11 that you can dial. You can then activate the feature using a single button press.

- **! Warning**
  This process will overwrite the existing function of a programmable button without any warning.

1. Press **Feature *3**.
   - If a security code is requested, enter your phone login code and press **#**.
2. Press the button to program.
   - You cannot override the programming of any button configured to a call appearance function by your system administrator.
   - On buttons that you can program, any existing function is overwritten without warning. If in doubt, use **Feature *0** to inspect the button first.
3. Enter the feature code of the function required.

   - **Speed Dial** 71: *0*
   - **Ring Again** 71: *2*
   - **Conference** 69: *3*
   - **Forward Unconditional On** 68: *4*
   - **Last Number Redial** 70: *5*
   - **Page** 70: *60*
   - **Retrieve Messages** 72: *65*
   - **Dial Voice Call** 68: *66*
   - **Priority Call** 70: *69*
   - **Time of Day** 71: *803*
   - **Timer** 71: *77*
   - **Transfer** 71: *70*
   - **Call Park/Park & Page** 68: *74*
   - **Call Pickup Group** 70: *75*
   - **Directed Call Pickup** 69: *76*
   - **Do Not Disturb** 69: *85*
   - **Group Listen On** 70: *802*
   - **Call Log** 68: *812*
   - **Retrieve Messages** 72: *981*
   - **Contrast** 69: **7*

12.8 Button Functions

The following is a quick summary of the various telephone system functions that you can set 67 on a programmable button. This is not a comprehensive list of all button functions available, it only covers those that can be set by telephone users. The system administrator can assign other button functions and will inform you what those functions are if they do that.

Each function is listed by the name shown when you use button inspection.

You can check the current function set on a programmable button.

1. Press **Feature *0**.
2. Press a button. The button's function 68, if any, is displayed.

Some button function use the directory to allow number selection. When this is the case, the and volume buttons are used to scroll through the list of matching names. If this is done during a call or while a call is alerting, this will also adjust the call or ring volume.

12.8.1 Account Code

A button set to this function is used to enter an account code 21 before making a call or during a call. The account code entered is validated against those stored by the phone system and must be re-entered if not valid.

12.8.2 Automatic Intercom

A button set to this function makes an auto answered call to another extension.

This feature is also called dial voice call or direct voice call. It calls another extension and has the call automatically answered on handsfree speaker after playing 3 beeps. If the called extension does not have a handsfree microphone, the user must use the handset if they want to talk.

The called extension called must support a handsfree speaker. If the extension does not or if the extension is not free when called, the call is alerts as a normal call.

12.8.3 Call Forwarding All

A button set to this function switches your forwarding unconditional setting on/off. The button's indicator is shown when forwarding is enabled.

When pressed, your current forwarding number is displayed. You can change the number if required and then enable forwarding.

12.8.4 Call Log

A button set to this function accesses your call log 42.

12.8.5 Call Park/Park & Page

A button set to this function parks and unpark calls. The button can be setup with or without a specific park slot number.

- When associated with a specific park slot number, the button will park and unpark calls from that park slot. If Park & Page is configured on the system, calls are parked without displaying the additional page options.
- When not associated with a specific park slot number, the button's operation depends on whether Park & Page is configured on the system:
  - If Park & Page is configured:
    - If pressed while you have a call connected, that call is parked into an available system park slot. See Park & Page 35.
    - If pressed while you have no call connected, the button performs no action.
  - If Park & Page is not configured:
    - If pressed while you have a call connected, that call is parked using a personal park slot number based on your extension number.
    - If pressed while you have no call connected, your phone displays details of your parked calls which you can use to select a call to unpark. See Traditional Park 35.

12.8.6 Conference

A button set to this function starts a conference between your current call and any calls you already have on hold.

12.8.7 Contrast

A button set to this function adjusts the phone's display contrast.

12.8.8 Direct Pickup

A button set to this function answers a call ringing the user or group extension number specified.

12.8.9 Directory

A button set to this function allows you to access the contacts directory.

12.8.10 Do Not Disturb

A button set to this function turns your do not disturb setting on or off.

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling do not disturb will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown on your phone's idle display when you have do not disturb 58 enabled.

12.8.11 Flash Hook

A button set to this function will send a hook flash signal to a currently connected analog line.

12.8.12 Forward on Busy

A button set to this function turns your forward on busy setting on or off.

Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- Busy is defined has having no available call appearance buttons on which further calls can be presented.
- Group calls are not presented when you are busy and so are not forwarded by this setting.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

12.8.13 Forward on No Answer

A button set to this function turns your forward on no answer setting on or off.

Forward on no answer redirects calls that have alerted your phone but have not been answered for some reason.

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.

- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

12.8.14 Group Listen

A button set to this function turns your group listen setting on or off. The button's icon is shown while the function is switched on.

Using group listen allows you to hear the caller through the phone's handsfree speaker but they only hear speech from your phone's handset microphone rather than the handsfree microphone. Group listen is automatically turned off at the end of a call.

12.8.15 Group Pickup

A button set to this function answers the longest waiting call ringing any group of which the you are a member even if the call is not currently alerting on your phone. You can use this function even when your group membership is set to disabled.

12.8.16 Hunt Group Night Service

A button set to this function turns the night service status of all the groups of which you are a member on or off. The button cannot be used to override a group automatically put into night service by a time profile on the telephone system.

12.8.17 Internal Auto Answer

A button set to this function switches your internal auto-answer setting on or off. When on, if the phone is idle, any internal call is automatically answered after three beeps. If the phone is in use, internal calls alert normally. The button's icon is shown when internal auto answer is on.

12.8.18 Last Number Redial

A button set to this function can be press to redial the number of the last outgoing call that you made.

You can redial the number of the last outgoing call that you made.

12.8.19 Page Group

A button set to this function starts the process of making a page call. After pressing the button, enter the extension number of the user or group that you want to page.

You can make a page call to another user or to the available members of a group. The users do not have to take any action to hear the page.

The phones called must support handsfree auto-answer in order to hear the page. If they do not, they do not receive any alerting call.

12.8.20 Pickup

A button set to this function will pickup the longest waiting ringing call on the system. This function is not recommended for large systems where it will be difficult to predict which call will be answered.

12.8.21 Priority Call

A button set to this function starts the process of making a priority call. After pressing the button, enter the user extension number that you want to call.

A priority call allows you to call another user even if they have 'do not disturb' set. The call will follow any forwarding and follow me settings they have in use but will not go to voicemail.

12.8.22 Ring Again

A button set to this function sets or clears a callback. The button's icon is shown when you have a callback set.

If you call another internal user and they do not answer, you can set a callback. When you have a callback set, the system will call you when the other user next uses ends a call. When you answer the callback, the system will automatically make another call to the user.

12.8.23 Ringer Off

A button set to this function turns your phone's ringer on or off. While the ringer is off, the button's icon is shown. The phone's message lamp is still flashed to indicate when you have an alerting call.

12.8.24 Self-Admin

A button set to this function starts button programming 67. It operates the same as dialing **Feature *3**.

12.8.25 Speed Dial

A button set to this function allows you to dial any of your personal speed dials 20 or a system speed dial 20.

- To dial a system speed dial, press the button and then dial a 3-digit system speed dial number in the range 000 to 999.
- To dial a personal speed dial, press the button and then dial ***** followed by a 2-digit personal speed dial number in the range 00 to 99.

12.8.26 Speed Dial [nnnn]

A button set to this function 66 dials a stored number. That number can be any number composed of the digits 0 to 9 plus * and #. It can be an internal or an external number. It can be a partial number that you complete dialing after pressing the button. It can also be a system short code 13 for a telephone system feature. This button function is also known as Auto Dial and External Auto Dial.

12.8.27 Timer

A button set to this function briefly displays the duration of a call when the button is pressed. Even without this button, the duration of a call is briefly shown on the display after a call is ended.

12.8.28 Time of Day

A button set to this function briefly display the date and time during a call in place of the caller's name and number.

12.8.29 Transfer

A button set to this function operates the same as dialing ***Feature 70***.

12.8.30 Twinning

A button set to this function lets you control your mobile twinning 77. It only applies if you have been configured as a mobile twinning user by your system administrator.

- While your phone is idle, the button allows you to set and change the destination for your twinned calls and to switch mobile twinning on/off. The button icon is shown when mobile twinning is on.
- When a call has been routed by the system to your twinned destination, pressing the **Twinning** button will attempt to retrieve the call.
- When on a call on your primary extension, pressing the **Twinning** button will make an unassisted transfer to the twinning destination. You can use this feature even if when you do not have mobile twinning switched on. Pressing the **Twinning** button again will halt the transfer attempt and reconnect the call at your primary extension.

12.8.31 User BLF

A button set to this function calls another user. The button is set to match another user's extension number, see Internal Auto Dial 66.

The button can also be used to see the current state of the other user. The button's icon will flash when the other user has a call alerting them. When that is the case, pressing the button answers their call. When the icon is steady the user is busy.

12.8.32 Voicemail

A button set to this function accesses your voicemail mailbox. If the button has an icon, the icon is shown when you have new messages in your mailbox.

Chapter 13.
Glossary

13. Glossary

13.1 Abbreviated Ring

A single non-repeated ring. By default this is the type of ring used when another call alerts you when you already have a call in connected.

13.2 Appearance Button

Appearance buttons are used to represent calls made and received by you. They are configured by your system administrator. Normally your first 2 buttons are call appearance buttons but additional buttons can be configured as appearance buttons by the system administrator.

13.3 Attention Ring

Your system administrator can set what ringing should be used if another call alerts you when you already have a call connected. The options are a single non-repeated ring (abbreviated ring) or no ring.

13.4 Auto Hold

By default, when you have a connected call in progress, if you press another appearance button, the connected call is automatically put on hold. Without auto-hold, the connected call is ended when you press another appearance button.

13.5 Bridged Appearance Button

A bridged appearance button shows the state of one of another user's call appearance 74 buttons. It can be used to answer or join calls on that other user's call appearance button. It can also be used to make a call that the call appearance user can then join or retrieve from hold.

- When the user's call appearance button alerts, your matching bridged appearance button also alerts. The bridged appearance button can be used to answer the call on the call appearance button user's behalf.
- When the call appearance button user answers or makes a call using that call appearance, your matching bridged appearance button show the status of that call, for example connected, on hold, etc. The bridged appearance button can be used to retrieve the call if on hold or to join the call if active.
- Bridged appearance buttons are not supported between users on different systems in a Small Community Network.

13.6 Call Appearance Button

Call appearance buttons are used to represent calls to and from your phone. By having several call appearance buttons, you are able to answer and make several calls, switch between calls and perform other actions.

When all your call appearance buttons are in use, any further calls to your number follow your forward on busy setting if set or otherwise go to voicemail if available.

13.7 Call Coverage Button

Each call coverage button is associated with another user on your telephone system. The button allows you to be alerted when that user has an unanswered call still ringing. You can view the details of the call and answer it if required.

The settings of the user being covered control how long it rings at their phone before it also starts alerting on your call coverage button for that user. Call coverage appearance buttons are not supported between users on different systems in a Small Community Network.

13.8 Do Not Disturb

- When you are in 'do not disturb', your callers are redirected to voicemail if available or otherwise hear busy tone.
- People who call from numbers in your do not disturb exceptions list can still call you. Forwarding is set is applied to those calls.
- People who use a priority call function can also call you.
- Calls to any group of which you are a member are not presented to you (unless you are the last available member of the group).
- Enabling do not disturb will not affect any calls already being presented to your phone.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- **N = No Calls (Do Not Disturb)**
  An **N** is shown on your phone's idle display when you have do not disturb 58 enabled.

13.9 Do Not Disturb Exceptions

- These are numbers for caller's who can call you even when you are set to do not disturb. This only applies for calls to you. It does not apply for calls to a group of which you are a member.

13.10 Follow Me

Follow me to is used to redirect your calls to another extension where you will be working. The calls are presented with your user name so that they can be distinguished from calls for the extensions normal user. This allows you to share another person's phone without logging them off their phone.

The calls are still subject to all your user settings as if they were ringing at your phone. All calls are redirected.

13.11 Follow Me Here

Follow here is used to enable follow me at the extension to which you want your calls redirected.

13.12 Follow Me To

Follow me to is the function used to enable follow me from your own phone.

13.13 Forward on Busy

Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- Busy is defined has having no available call appearance buttons on which further calls can be presented.
- Group calls are not presented when you are busy and so are not forwarded by this setting.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

13.14 Forward on No Answer

Forward on no answer redirects calls that have alerted your phone but have not been answered for some reason.

- By default this function is only applied to incoming external calls to you. However if required internal calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Group calls are not forwarded.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.
- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.

13.15 Forward Unconditional

Forward unconditional is used to immediately redirect your calls.

- By default this function is only applied to incoming external calls to you. However, if required internal calls and or group calls can also be selected.
- When enabled, all calls matching the settings are forwarded to the number set as the forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.
- The forward on busy and forward on no answer options both use the same separate destination number. However if that number has not been set, they use the same destination as set for forward unconditional.

- If you have voicemail on, the telephone system will attempt to redirect forwarded calls to voicemail if they are still unanswered after having rung for your no answer time (default 15 seconds). This is not always possible for calls that have been forwarded to an external number.
- **D = Diverting (Forwarding) Calls**
  A **D** is shown on your phone's idle display when you have forward unconditional 55 enabled.

13.16 Group

Your system administrator can include you as a member of a group or groups along with other users. Each group has its own extension number which is used to call the group.

When a call is presented to a group, it is presented to the available group members, either one at a time or all at the same time, until answered by one of the members.

How long a group call will ring at each group member's phone before being presented to the next member is controlled by the group's own settings. Groups also use voicemail and have their own settings for when an unanswered call should go to the group's mailbox. For group calls, the group's own voicemail settings are used rather than your settings.

13.17 Idle Line Preference

Having one of your phone's call or line appearance button set as the currently selected appearance button, means it will be the appearance button used when you go off hook. If this was not the case, you would need to select an appearance button before going off hook. Idle line preference automatically selects the first available call appearance or line appearance as your currently selected button when you do not have a call connected.

13.18 Internal Twinning

This method of twinning twins your phone (your primary phone) with another internal extension (your secondary phone). Both phones are yours and share the same extension number. Your incoming calls will ring on both phones. You can make your calls from either extension.

A typical example for internal twinning would be a user who uses both a normal desk phone and also needs a mobile phone while moving around the building.

Your settings are applied to both phones. If the secondary is a 1400, 1600, 9400, 9500, 9600, J169, J179, M-Series, T-Series phone, it will share the same call log and personal directory contacts as available on your primary. Similarly, message waiting indication for your mailbox is show on both phones.

13.19 Line Appearance Button

Line appearance buttons allow you to make and receive calls on a specific telephone line connected to your telephone system. The button also allows you to see when the line is in use by other users.

For incoming calls, the telephone system still determines the destination for the call. That may be a user or group. However, if you have a line appearance button for the line, you will see that there is a call alerting and can answer it if required.

- **Private Lines**
  Special behaviour is applied to calls where the user has both a line appearance for the line involved and is also the Incoming Call Route destination of that call. Such calls will alert only on the Line Appearance button and not on any other buttons. These calls will also not follow any forwarding.

13.20 Logged Out

If you are logged out from any phone, you are treated as being busy to receiving any calls. Callers follow your forwarding settings if set or go to voicemail if available.

13.21 Login Code

You can use a login code to login at any phone on the telephone system and then use that phone as your own. It is also used to prevent access to some of your settings.

13.22 Missed Call

Missed calls are calls that ring at your phone but are not answered by you. Your 10 most recent missed calls are included in your call log.

The system administrator can configure whether missed calls should include calls that you did not answer but where answered for you by another user. For example by a user with a call coverage button set for your calls. If this mode is enabled, it will also include calls that were answered by your voicemail.

13.23 Missed Group Call

The system administrator can configure whether the telephone system should keep an internal log of missed group calls. They can then also set which groups of which you are a member, should have their missed calls shown as part of your missed calls call log. This does not require the group call to have been presented to you and missed.

13.24 Mobile Twinning

Mobile twinning is twinning 71 where your calls ring at both your phone and at another number which can be an external number.

13.25 Park Call

Parking a call is similar to holding a call. However parked calls can be retrieved by other users on the telephone system.

A call that you park and leave parked for too long will recall to your phone. The recall will ignore any do not disturb and forwarding settings, recalling to the phone from which it was parked.

13.26 Park Slot Number

If you park a call without specifying a park slot number, the system automatically assigns a park number based on your extension number plus a single digit. For example, for extension 201, the first parked call uses park slot number 2010 if available. Otherwise, it uses park slot 2011 if available and so on up to 2019.

Call park buttons can be configured to match specific park slot numbers. A call parked using that button is given that park slot number. All users with a call park button set to the same number can see when there is a parked call there and can unpark that call using their button.

13.27 Ringing Line Preference

This setting is controlled by your system administrator and is normally on. When you are not connected to a call, if you receive an incoming call, ringing line preference will make the alerting appearance button your selected appearance button. You can answer the call by just lifting the handset without having to press the button to select it first.

Without ringing line preference, to answer the call on the alerting appearance button, you must press the appearance button to select it manually.

13.28 Short Codes

Short codes 13 are numbers that you can dial from any types of phone on the telephone system. The following are default short codes that may be available on your system.

13.29 System Administrator

The system administrator is able to make or arrange changes to the telephone system configuration. They are able to see and change most of your user settings.

13.30 System Phone User

Your system administrator can configure some user's as system phone users. They will be able to access a range of additional functions such as adding and deleting system directory entries.

13.31 Twinning

Twinning is a process whereby your calls ring on two phones. Twinning is only available if configured by the system administrator. There are two methods of twinning supported, internal twinning 76 and mobile twinning 77.

Chapter 14.
Document History

14. Document History

Date	Issue	Changes
5th April 2018	**03a**	• Add details of Park & Page 35 operation.

Index

A

Abbreviate Ring 74
Abbreviated Dial Button 71
Account Code
  Button 68
  Entry 21
Add
  Contact 44
  to conference call 38
Administrator 77
All
  Call Log 21, 42, 43, 44
  Contacts 21
Answered 21, 42, 43, 44
Answered Calls
  Log 42
Appearance Button
  Call Coverage 74
  Line Appearance 76
Appearance Buttons 74
Apperance Buttons
  Bridged Appearance 74
  Call Appearance 74
Auto Answer 19
  Button 70
Auto Dial
  Button program 66
Auto Dial Button 71
Auto Hold 74
Automatic Intercom 19
  Button 68

B

B 15
Barred 15
Blind Transfer 29
Bridged Appearance 74
Broadcast 19, 70
  Answer 24
broken dial tone 55, 58, 69, 74, 75
Button
  Abbreviate Dial 71
  Account Code 68
  Auto Answer 70
  Auto Dial 71
  Automatic Intercom 68
  Call Forwarding All 68
  Call Log 68
  Call Park 68
  Callback 71
  Conference 69
  Contacts 69
  Contrast 69
  Default 65
  Dial Voice 68
  Direct Pickup 69
  Directory 69
  Do Not Disturb 69
  Erase 65
  Feature Codes 67
  Flash Hook 69
  Forward All 68
  Forward on Busy 69
  Forward on No Answer 69
  Forward Unconditional 68
  Functions 68
  Group Listen 70
  Group Page 70
  Group Pickup 70
  Hook Flash 69
  Hunt Group Night Service 70
  Inspect 64
  Intercom 68
  Internal Auto Answer 70
  Last Number Redial 70
  Log 68
  Night Service 70
  No Calls 69
  Page 70
  Park 68
  Pickup 70
  Priority Call 70
  Program a feature 67
  Program a function 67
  Program Auto Dial 66
  Redial 70
  Ring Back 71
  Ringer Off 71
  Self-Administration 71
  Speed Dial 71
  Time of Day 71
  Timer 71
  Transfer 71
  Twinning 71
  User 71
  Voicemail 72

C

Call
  Account Code 21
  Answer a Page 24
  Auto Answer 19
  Automatic Intercom 19
  Broadcast 19, 70
  Dial Direct 19
  Direct Voice 19
  Divert to voicemail 24, 46
  Drop 30
  End 30
  from Call Log 21, 44
  From the Call Log 44
  From the Directory 21
  Handsfree 29
  Headset 29
  History 42
  Hold a Conference 39
  Intercom Dial 19
  Log 42
  Page 19, 70
  Page Direct 19
  Park 35
  Personal Speed Dial 20
  Pickup 25
  Pickup Button 70
  Priority Call 19, 70
  Release 30
  Ride 35
  Speed Dial 20

Call
System Speed Dial 20
Transfer 29
Unpark 35
Volume 28
Call Appearance Button 74
Call Coverage Button 74
Call Log 21, 42, 43, 44
Add to Directory 44
Button 68
Call from 21, 44
Delete 44
Details 43
Menu 42
Missed Calls 76
Missed Group Calls 77
Redial 44
Call Park
Button 68
Call Park ID 35, 77
Call Pickup
Direct 25
Group 25
Short Cde 13, 25
Callback 18, 71
Button 71
When Free 68
When Next User 68
Caller
Details 43
Calls
Switch 28
Code 25, 31, 35, 38, 46, 48, 53, 54, 55, 56, 57, 58, 77
Conference
Add call 38
Button 69
Details 39
Drop 39
End automatically 39
Hold 36, 38, 39
Last internal user 39
Maximum Parties 38
Music on hold 36, 38, 39
Parties 39
Short Code 13, 38
Transfer a Call 39
Contact
Add 44
Contacts 21
Button 69
Make a call 21
Contrast 62
Button 69
Count 43

D

D 15, 55, 75
Default 65
Delete
Call Log 44
Details
Call Log 43
Dial Direct 19
Dial tone
Broken 55, 58, 69, 74, 75
Dial Voice
Button 68
Dialing Code 25, 31, 35, 38, 46, 48, 53, 54, 55, 56, 57, 58, 77
Direct Call Pickup 25
Direct Pickup
Button 69
Direct Voice 19
Directory
Add 44
Add From Call Log 44
Button 69
Make a call 21
Display
B 15
Contrast 62
Contrast Button 69
D 15, 55, 75
G 15, 31
N 15, 58, 69, 74
O 15, 31
S 15
T 15, 59
Divert
All 55, 75
Busy 56, 69, 75
Divert All Button 69
Divert on Busy Button 69
No Answer 57, 69, 75
To voicemail 24, 46
Divert All
Button 68
Diverting 15, 55, 75
Do Not Disturb 15, 58, 69, 74
Button 69
Exceptions 75
Priority Call 19, 70
Short Code 13, 58
Drop
From Conference 39
Drop Call 30

E

End Call 30
Conference 39
Erase 65
External 21

F

Feature Codes
Button 67
Flash Hook
Button 69
Follow Me
Here 53, 75
Short Codes 13, 53
To 53, 75
Forced Account Code 21
Forward
All 55, 75
Busy 56, 69, 75
Busy Short Code 13, 54, 56, 57
No Answer 57, 69, 75
No Answer Short Code 13, 54, 56, 57
Unconditional 55, 75
Forward on Busy

Forward on Busy
Button 69
Forward on No Answer
Button 69
Forward Unconditional
Button 68
Short Codes 13, 54, 55
Forwarding 15, 55, 75

G

G 15, 31
Group 31, 76
Call log 42
Missed 42
Missed Calls 77
Night Service Button 70
Page Button 70
Pickup Button 70
Short Code 13, 31
Group Call Pickup 25
Group Listen 30, 70
Group Member 15, 31
Group Pickup
Short Code 13, 25
Groups 21

H

Handset
Mute 28
Volume 28
Handsfree 29
Hangup 30
Headset 29
Held call
Transfer 29, 36, 39
History
Call Log 42
Hold
Auto Hold 74
Conference 36, 38, 39
Transfer 29, 36, 39
Hook Flash
Button 69
Hunt Group 31, 76
Call log 42
Missed 42
See Group 70

I

Idle Line Preference 76
Inspect 64
Intercom
Button 68
Intercom Dial 19
Internal Auto Answer
Button 70
Internal twinning 77

L

Last Number Rdial 18, 70
Last Number Redial
Button 70
Letters
Status 15
Line Appearance 76
Line Preference
Idle Line Preference 76
Ringing 77
Listen
Group Listen 70
Log
Button 68
Login
Short Code 13, 48
Login Code 76
Logout
Short Code 13, 48

M

Mailbox 72
Short Codes 13, 46
Make a call
From the Directory 21
Make call
from Call Log 21, 44
Menu
Call log 42
Microphoe
Mute 28
Missed 21, 42, 43, 44
Missed Calls 76
Group 77
Hunt group calls 42
Log 42
Mobile twinning 59, 77
Button 71
Music on hold 36, 38, 39
Mute 28

N

N 15, 58, 69, 74
New
Contact 44
Night Service 70
No Answer
Forward 57, 69, 75
No Calls 15, 58, 69, 74
Button 69
Exceptions 75
Priority Call 19, 70

O

O 15, 31
Out of Service 15, 31
Outgoing 21, 42, 43, 44
Outgoing Calls
Log 42

P

Page 19, 70
Answer 24
Button 70
Direct 19
Park 35
Button 68
Short Code 13, 35
Park Slot ID 35, 77
Personal 21
Phone
Mute 28
Pickup
Button 70
Direct 25
Direct Pickup Button 69

Pickup
Group 25
Group Button 70
Short Code 13, 25
Priority Call 19, 70
Button 70
Program
Personal Speed Dial 20
Speed Dial 20

R

Reason 43
Redial 18, 70
Button 70
From the Call Log 44
Release 30
Ride 35
Ring
Abbreviated 74
Attention Ring 74
Ring Again 18, 68, 71
Ring Back 18, 68, 71
Button 71
Ring Time 43
Ringer
Off Button 71
Sound 62
Volume 62
Ringing Line Preference 77

S

S 15
Self-Administration
Button 71
Send All Calls 55, 75
Button 69
Settings
Default buttons 65
Display Contrast 62
Personal Speed Dial 20
Ringer Sound 62
Ringer Volume 62
Speed Dial 20
Short Code 25, 31, 35, 38, 46, 48, 53, 54, 55, 56, 57, 58, 77
Do Not Disturb 13, 58
Short Codes
Conference 13, 38
Follow Me 13, 53
Forward on Busy 13, 54, 56, 57
Forward on No Answer 13, 54, 56, 57
Forward Unconditional 13, 54, 55
Group 13, 31
Login 13, 48
Logout 13, 48
Mailbox 13, 46
Park 13, 35
Pickup 13, 25
Unpark 13, 35
Voicemail 13, 46
Slot Number 35, 77
Sound 62
Speaker 29
Group Listen 30, 70
Mute 28
Volume 28
Speech
Mute 28
Volume 28
Speed Dial
Personal 20
Program 20
System 20
Speed Dial Button 71
Status Letters 15
Supervised Transfer 29
Switch Calls 28
System
Administrator 77
System Phone 77
System Alarm 15
System Short Code 25, 31, 35, 38, 46, 48, 53, 54, 55, 56, 57, 58, 77

T

T 15, 59
Time of Day 71
Timer 71
Transfer 29, 71
Held call 29, 36, 39
To voicemail 24, 46
Using a Conference 39
Twinned 15, 59
Twinning 77
Button 71
Internal Twinning 59, 76
Mobile Twinning 59, 77

U

Unpark 35
Short Code 13, 35
Unsupervised Transfer 29
User Button 71
Users 21

V

View
Conference Parties 39
Voicemail 72
Short Codes 13, 46
Transfer 24, 46
Volume
Call 28
Ringer 62

© 2018 Avaya Inc. All rights reserved.