

## AVAYA IP OFFICE

### USER GUIDE FOR 5402 & 5602 DISPLAY HANDSETS

#### Call Appearance Keys:

The main call handling screen contains two buttons set as 'Call Appearance' keys.



#### 1. TO MAKE AN EXTERNAL CALL

Dial the required number (you do not need to dial 9 first) either by picking up the handset or leaving the handset down and dialling handsfree. You will need to pick up the handset after dialling handsfree as the 5402 telephone does not have a built in microphone.

If the call is not answered, you can clear the call by pressing **Speaker** or **Drop**

#### 2. TO ANSWER A CALL

If you are not active on another call, answer the call by lifting your handset.

You can also press **Speaker** to listen to the incoming call, but you must use the handset/headset to speak to the caller. The 5402 telephone does not have a built in microphone.

If you are active on a call already, place the active call on **Hold** and then answer the incoming call

#### 3. TO HOLD A CALL

Press **Hold** or the Call Appearance button with the symbol against it. The symbol changes to showing that the line is on hold

To retrieve a held call, simply press the Call Appearance button with the against it.

The default HOLD timer is 15 seconds

#### 4. TO TRANSFER A CALL

With a call in progress, press **Transfer**.

When you hear dial tone, dial the number to which the call is to be transferred.

Do one of the following:

- To transfer the call without announcing it, either hang up or press **Transfer**. The transfer is complete.
- To announce the call before transferring it, wait for the called party to answer. If the called party is willing to accept the call, press **Transfer** or hang up to complete the transfer. If the called party does not wish to accept the call, press **Drop**. To return to the original caller press it's call appearance button.
- If the line is busy or if there is no answer, press **Drop**. To return to the original caller press it's call appearance button.


## 5. PARK

To Park an active call, press Transfer then dial \* 37 \* N# - N being the Park location on the system. Park locations are from 1 onwards, generally only 1-4 is used. If you try to Park a call and it says CALL REJECTED in the display this means a call is already parked in that location.

To retrieve a parked call, dial \* 38 \*N# - N being the Park location.


## 6. REDIAL

The Redial (or Last Number Dialed) feature automatically redials the last extension or outside number (up to 24 digits) you dialed.



Automatically dial the last number that you dialed by pressing  Redial

## 7. MESSAGE

Your Message lamp turns on at the top of the phone when a caller has left a message for you.

Press the  Messages button to retrieve your messages and follow the audible prompts.

## 8. MUTE

1. Press  Mute. The lamp beside MUTE comes on.
2. To switch off, press  Mute again. The lamp beside MUTE goes off.

## 9. FORWARD

- To set the number to which your calls are forwarded dial \*07\*xxx#, xxx being the number either internal or external you forward to
- To switch forward all calls (excluding Hunt Group calls) on dial \*01, to switch it off dial \*02.
- To switch forward on busy on dial \*03, to switch it off dial \*04.
- To switch forward on no answer on dial \*05, to switch it off dial \*06.
- To Cancel all call forwarding dial \*00

## 10. VOLUME CONTROLS

To change the volume use the  and  buttons. The display shows the volume level. (There are eight volume levels.)

## 11. DND

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

To switch Do Not Disturb on (with or without exceptions) dial \*08, to switch it off dial \*09.

- \*10\*N# to add a number to the exception list.
- \*11\*N# to delete a number from the exception list.

## 12. CALL PICK-UP

To pickup a call from a particular extension dial \* 32 \* N# - N being the extension you want to pickup the call from.

To pickup a ringing call on the system dial \* 30

## 13. CONFERENCING

**To add another party to a call:**

1. Press **[[[Conference**. The existing call is put on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer.

If the called party does not answer or does not want to join the conference, press **[[[Drop**. You can return to the held call by pressing its call appearance button.

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