Programmable Buttons

The programmable buttons enable you to access a range of IP Office system features. Some of these features are available by default, others can only be programmed by your system administrator. Contact your system administrator for more information.

Admin and Admin1 are two functions that enable you to program the most frequently used functions against other feature keys. The programmable features that are available via Admin and Admin1 are:

<table>
<thead>
<tr>
<th>Admin Name</th>
<th>Description</th>
<th>Admin Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acct</td>
<td>Account Code Entry</td>
<td>Prog</td>
<td>Abbreviated Dial Program</td>
</tr>
<tr>
<td>AD</td>
<td>Abbreviated Dial</td>
<td>SAC</td>
<td>Send All Calls</td>
</tr>
<tr>
<td>Admin</td>
<td>Self-Administer</td>
<td>TmDay</td>
<td>Time of Day</td>
</tr>
<tr>
<td>AutCB</td>
<td>Automatic Callback</td>
<td>&lt;Number&gt;</td>
<td>Dial Preset Number</td>
</tr>
<tr>
<td>CFrdw</td>
<td>Call Forwarding All</td>
<td>&lt;User&gt;</td>
<td>User</td>
</tr>
<tr>
<td>CPark</td>
<td>Call Park</td>
<td>&lt;Group&gt;</td>
<td>Group</td>
</tr>
<tr>
<td>CPickUp</td>
<td>Call Pickup</td>
<td>Flash</td>
<td>Hook Flash</td>
</tr>
<tr>
<td>Dir</td>
<td>Directory</td>
<td>HGNS+</td>
<td>Set Hunt Group Night Service</td>
</tr>
<tr>
<td>DPKUp</td>
<td>Directed Call Pickup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GrpPg</td>
<td>Group Paging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIAns</td>
<td>Internal Auto-Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HGNS</td>
<td>Set Hunt Group Night Service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Admin1 Name Description

<table>
<thead>
<tr>
<th>Admin1 Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dir</td>
<td>Directory</td>
</tr>
<tr>
<td>DPKUp</td>
<td>Directed Call Pickup</td>
</tr>
<tr>
<td>GrpPg</td>
<td>Group Paging</td>
</tr>
<tr>
<td>HIAns</td>
<td>Internal Auto-Answer</td>
</tr>
<tr>
<td>HGNS</td>
<td>Set Hunt Group Night Service</td>
</tr>
<tr>
<td>HfAns</td>
<td>Internal Auto-Answer</td>
</tr>
<tr>
<td>HGNS+</td>
<td>Set Hunt Group Night Service</td>
</tr>
</tbody>
</table>

Default Feature Codes

You can access a variety of system features by dialling short codes. The following table shows the default feature codes. For a full list of your phone’s default feature codes, see the IP Office 4620 User Guide.

Replace N, where shown, with an appropriate number. For example, *07*N#, where N is the extension to which you want your calls forwarded to, when you have forwarding switched on.

<table>
<thead>
<tr>
<th>Short Code</th>
<th>Description</th>
<th>Short Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*00</td>
<td>Cancel All Forwarding</td>
<td>*30</td>
<td>Call Pick Up Any</td>
</tr>
<tr>
<td>*01</td>
<td>Forward Unconditional On</td>
<td>*31</td>
<td>Call Pick Up Group</td>
</tr>
<tr>
<td>*02</td>
<td>Forward Unconditional Off</td>
<td><em>32</em>N#</td>
<td>Call Pick Up Extension</td>
</tr>
<tr>
<td>*03</td>
<td>Forward On Busy On</td>
<td><em>33</em>N#</td>
<td>Call Queue</td>
</tr>
<tr>
<td>*04</td>
<td>Forward On Busy Off</td>
<td>*34</td>
<td>Hold Music</td>
</tr>
<tr>
<td>*05</td>
<td>Forward On No Answer On</td>
<td><em>35</em>N#</td>
<td>Extra Login</td>
</tr>
<tr>
<td>*06</td>
<td>Forward On No Answer Off</td>
<td>*36</td>
<td>Extra Logout</td>
</tr>
<tr>
<td><em>07</em>N#</td>
<td>Forward to Number</td>
<td><em>37</em>N#</td>
<td>Park Call</td>
</tr>
<tr>
<td>*08</td>
<td>Do Not Disturb On</td>
<td><em>38</em>N#</td>
<td>Ride Call</td>
</tr>
<tr>
<td>*09</td>
<td>Do Not Disturb Off</td>
<td>*39</td>
<td>Relay On</td>
</tr>
<tr>
<td><em>10</em>N#</td>
<td>Do Not Disturb Exception Add</td>
<td>*40</td>
<td>Relay Off</td>
</tr>
<tr>
<td><em>11</em>N#</td>
<td>Do Not Disturb Exception Delete</td>
<td>*41</td>
<td>Relay Pulse</td>
</tr>
<tr>
<td><em>12</em>N#</td>
<td>Follow Me Here</td>
<td><em>45</em>N#</td>
<td>Call Steal</td>
</tr>
<tr>
<td><em>13</em>N#</td>
<td>Follow Me Here Cancel</td>
<td>*46</td>
<td>Call Steal</td>
</tr>
<tr>
<td><em>14</em>N#</td>
<td>Follow Me To</td>
<td>*47</td>
<td>Conference Add</td>
</tr>
<tr>
<td>*17</td>
<td>Voicemail Collect</td>
<td>*48</td>
<td>Voicemail Ringback On</td>
</tr>
<tr>
<td>*18</td>
<td>Voicemail On</td>
<td>*49</td>
<td>Voicemail Ringback Off</td>
</tr>
<tr>
<td>*19</td>
<td>Voicemail Off</td>
<td>*50</td>
<td>Forward Hunt Group Calls On</td>
</tr>
<tr>
<td><em>20</em>N#</td>
<td>Set Hunt Group Night Service</td>
<td>*51</td>
<td>Forward Hunt Group Calls Off</td>
</tr>
<tr>
<td><em>21</em>N#</td>
<td>Clear Hunt Group Night Service</td>
<td><em>53</em>N#</td>
<td>Call Pickup Members</td>
</tr>
<tr>
<td>*29</td>
<td>Toggle Calls</td>
<td><em>57</em>N#</td>
<td>Forward On Busy Number</td>
</tr>
</tbody>
</table>


Reference: 15-601114

Issue 1 (1 June 2006)
**Answering Incoming Calls**
- Pick up the handset or press \( \text{Speakerphone} \) to use the speakerphone.

**Making a Call**
- Pick up the handset or press \( \text{Speakerphone} \).
- Dial the number, including any outside line digits and/or area codes.

**Accessing Voicemail**
- To retrieve your voicemail, dial \*17.

**Hold**
- To place a call on hold, press \( \text{Hold} \).
- To retrieve a held call, press \( \text{Speakerphone} \) corresponding to the held call.

**Transferring a Call**
1. With the call active, press \( \text{Transfer} \). The call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone. Dial the number you want to transfer the call to.
2. To transfer without announcing the call, if the line is free, hang up. If the line is busy or if no one answers, press \( \text{Speakerphone} \) corresponding to the held call. OR
   - To announce the call, remain on the line and wait for an answer. Announce the call and hang up.
3. If the line is busy or if no one answers, press \( \text{Speakerphone} \) corresponding to the held call.

**Conference**
1. To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
2. Dial the number of the next party and wait for an answer.
3. To add the new party to the call, press \( \text{Conference} \) again.
4. Repeat Steps 1 to 3 to add further participants.

To add a held call to the current call:
1. Press \( \text{Conference} \). The icon on the current line changes to \( \text{Speakerphone} \).
2. Press \( \text{Speakerphone} \) corresponding to the held call.
3. Press \( \text{Conference} \) again. All parties are now connected.

To drop yourself from the conference, hang up.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Mute**
- To prevent the other person on the line from hearing you, press \( \text{Mute} \).
- To reinstate two-way conversation, press \( \text{Mute} \) again.

**Redial**
To redial a previously dialed number, press \( \text{Redial} \). Press \( \text{Redial} \) and \( \text{Speakerphone} \) to locate the required number and press the associated feature button.

To change the Redial number selection:
1. Press \( \text{Options} \) and then press \( \text{Application Options} \).
2. Press \( \text{Redial} \) to toggle between Last 6 Numbers and Last Number.
3. Press \( \text{Save} \). To restore the previous setting without changing it, press \( \text{Cancel} \).

**Speed Dials**
- To dial a speed dial:
  1. Press \( \text{SpDial} \) and, to display your speed dials, press \( \text{SpDial} \).
  2. To change the Redial number selection:
    1. Press \( \text{Options} \) and then press \( \text{Application Options} \).
    2. Press \( \text{SpDial} \) to toggle between Last 6 Numbers and Last Number.
    3. Press \( \text{Save} \). To restore the previous setting without changing it, press \( \text{Cancel} \).

- To add a speed dial:
  1. Press \( \text{SpDial} \) and then press \( \text{Add} \).
  2. The cursor, a | symbol, is displayed in the name field. Each key is marked with the letters it provides. Depending on the character you require, you may have to press the key more than once.
  3. To change from \( \text{SpDial} \), pick up the handset and continue talking.

- To add a held call to the current call:
  1. Press \( \text{Conference} \). The icon on the current line changes to \( \text{Speakerphone} \).
  2. Press \( \text{Speakerphone} \) corresponding to the held call.
  3. Press \( \text{Conference} \) again. All parties are now connected.

To drop yourself from the conference, hang up.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Conference**
- To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
- Dial the number of the next party and wait for an answer.
- To add the new party to the call, press \( \text{Conference} \) again.
- Repeat Steps 1 to 3 to add further participants.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Conference**
- To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
- Dial the number of the next party and wait for an answer.
- To add the new party to the call, press \( \text{Conference} \) again.
- Repeat Steps 1 to 3 to add further participants.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Conference**
- To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
- Dial the number of the next party and wait for an answer.
- To add the new party to the call, press \( \text{Conference} \) again.
- Repeat Steps 1 to 3 to add further participants.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Conference**
- To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
- Dial the number of the next party and wait for an answer.
- To add the new party to the call, press \( \text{Conference} \) again.
- Repeat Steps 1 to 3 to add further participants.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.

**Conference**
- To add another party to a call, dial the first party and then press \( \text{Conference} \). The current call is placed on hold; \( \text{Speakerphone} \) is displayed and you hear a dial tone.
- Dial the number of the next party and wait for an answer.
- To add the new party to the call, press \( \text{Conference} \) again.
- Repeat Steps 1 to 3 to add further participants.

**Speakerphone**
- To use the speakerphone, press \( \text{Speakerphone} \). Make or answer the call. To adjust the volume, press \( \text{Up} \) and \( \text{Down} \). To end the call, press \( \text{Speakerphone} \) again.
- To change from speakerphone to handset, pick up the handset and continue talking.
- To change from handset to speakerphone, press \( \text{Speakerphone} \) and hang up the handset.

**Do Not Disturb**
- To switch Do Not Disturb on, dial \*08. An \( \text{Do Not Disturb} \) is displayed. To switch it off, dial \*09.