



IP Office Essential Edition

Quick Version ETR Phone User Guide

Notices

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

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agree 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 Web sites referenced within this site or documentation(s) 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 this product. 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 Web site: <http://www.avaya.com/support>. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. 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 AUTHORIZED RESELLER, AND 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 End User a license within the scope of the license types described below. 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 End User. "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. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

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

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) 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. 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.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

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 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 Web site: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

Avaya and Aura are trademarks of Avaya, Inc. The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Contents

| | |
|--|----|
| 6.1 Programming a Button..... | 52 |
| 6.2 Button Functions..... | 52 |
| Index | 55 |
| | |
| 1. ETR Telephones | |
| 1.1 Fixed Buttons..... | 9 |
| 1.2 Ringing Patterns..... | 9 |
| 1.3 Dial Tones | 9 |
| 1.4 Light Patterns..... | 10 |
| 1.5 Dialing Codes..... | 11 |
| 1.6 Feature Codes..... | 12 |
| | |
| 2. Call Handling | |
| 2.1 Making Calls..... | 16 |
| 2.1.1 Making Internal Calls..... | 16 |
| 2.1.2 Making External Calls..... | 16 |
| 2.1.3 Making Page or Direct Calls..... | 17 |
| 2.1.4 Redial | 17 |
| 2.2 Answering Calls..... | 18 |
| 2.2.1 Answer a Page Call..... | 18 |
| 2.2.2 Call Pickup..... | 19 |
| 2.3 Speed Dialing..... | 20 |
| 2.3.1 System Speed Dials..... | 20 |
| 2.3.2 Personal Speed Dials..... | 21 |
| 2.3.3 Auto Dialing..... | 22 |
| 2.4 Adjusting the Volume | 23 |
| 2.5 Holding Calls..... | 23 |
| 2.6 Parking Calls..... | 23 |
| 2.7 Transferring Calls..... | 24 |
| 2.7.1 Voice Mailbox Transfer..... | 24 |
| 2.8 Conferencing Calls..... | 25 |
| 2.9 Using Handsfree..... | 26 |
| 2.10 Joining Calls..... | 26 |
| | |
| 3. Other Features | |
| 3.1 Absent Text Messages..... | 30 |
| 3.2 Forwarding Calls..... | 31 |
| 3.3 Call Coverage..... | 32 |
| 3.4 Locking Your Extension..... | 34 |
| 3.5 Account Codes..... | 35 |
| 3.6 Do Not Disturb..... | 36 |
| | |
| 4. Using Voicemail | |
| 4.1 Accessing Your Mailbox..... | 39 |
| 4.2 Listening to Your Messages..... | 40 |
| 4.3 Record Your Name..... | 41 |
| 4.4 Changing Your Access Code..... | 42 |
| 4.5 Changing Your Greeting..... | 43 |
| 4.6 Voicemail Coverage On/Off..... | 44 |
| 4.7 Forwarding a Message..... | 45 |
| 4.8 Calling a Message Sender..... | 45 |
| 4.9 Outcalling | 46 |
| 4.10 Voicemail Email..... | 47 |
| | |
| 5. Phone Settings | |
| 5.1 Naming Your Extension..... | 50 |
| 5.2 Adjusting the Telephone Display..... | 50 |
| 5.3 Ringer Volume..... | 50 |
| | |
| 6. Button Programming | |

Chapter 1.

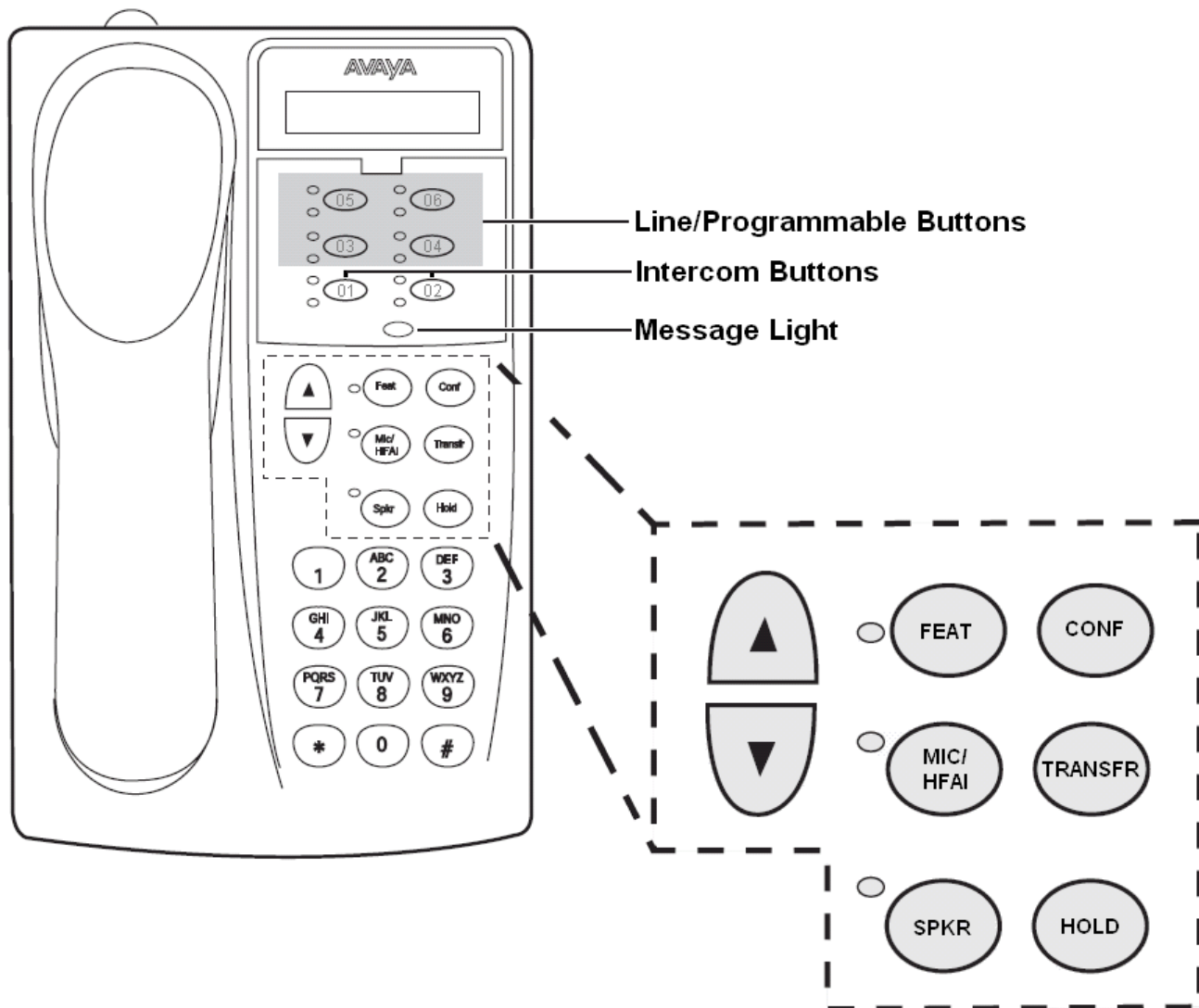
ETR Telephones

1. ETR Telephones

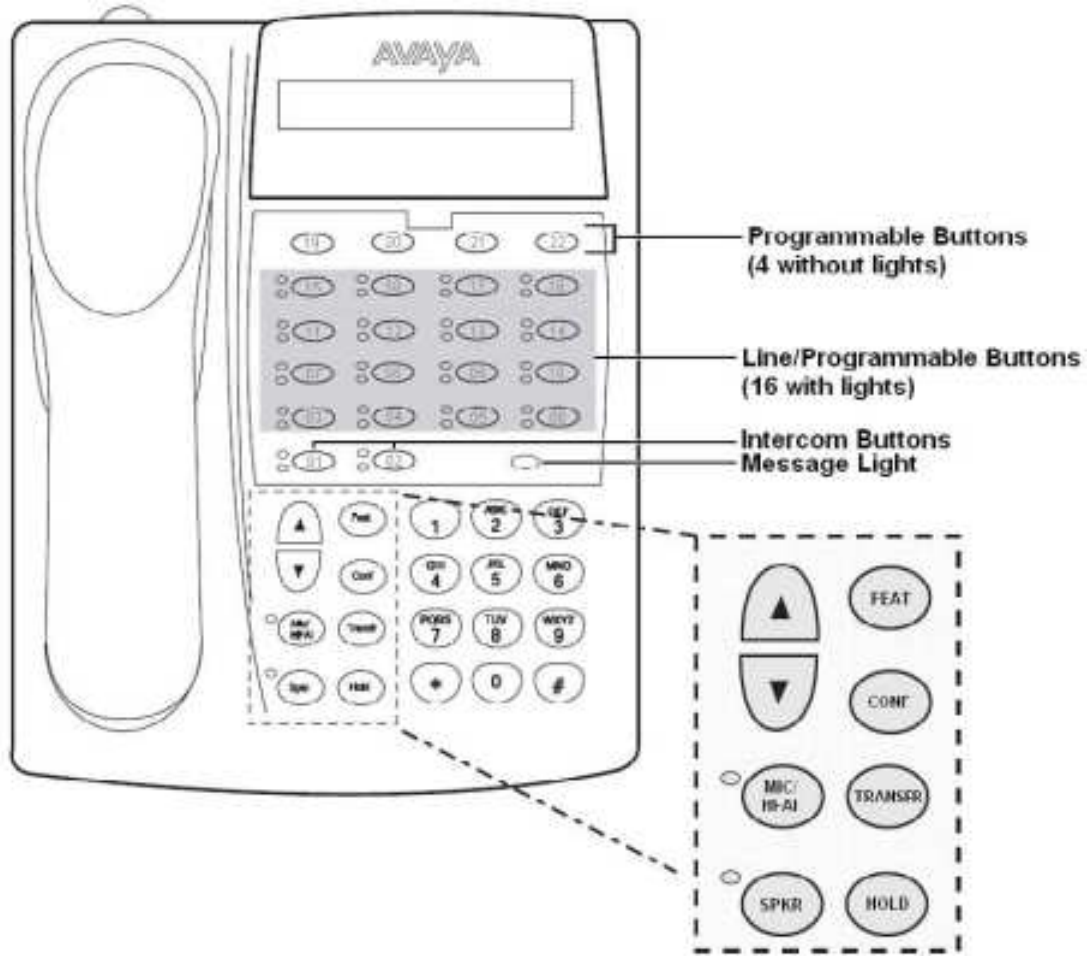
The IP Office Essential Edition - Quick Version supports the ETR Series of Avaya phones. The models supported are the ETR 6D, ETR 18D and ETR 34D phones.

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

ETR 6/ETR 6D

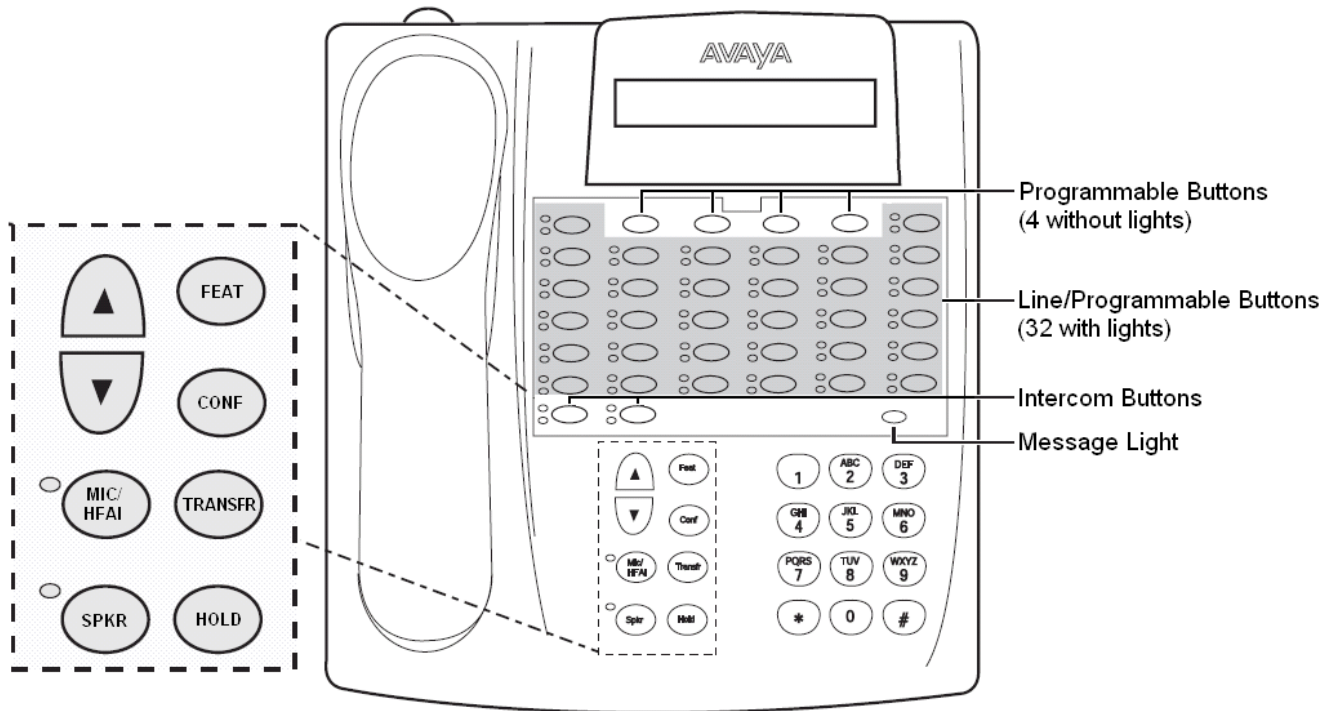


The ETR 6 does not include a display. The ETR 6D includes the display.



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

ETR 34D



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

1.1 Fixed Buttons

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

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

1.2 Ringing Patterns

ETR phones use the following ring patterns:

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

1.3 Dial Tones

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

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

1.4 Light Patterns

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

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

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

1.5 Dialing Codes

The following features can be used by dialing the appropriate number.

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

1.6 Feature Codes

The following feature codes can be dialed from most phones after pressing Feature. Most of these features can also be assigned to programmable buttons.

| Feature | Code | Description |
|---|------|--|
| Do Not Disturb 36 | 01 | This function allows you to switch do not disturb on or off. |
| " Cancel 36 | 01 | |
| Recall | 03 | This function allows you to send a recall or hook flash signal. |
| Save Number Redial | 04 | This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer. |
| Last Number Redial 17 | 05 | This function allows you to redial the last external number dialed. |
| Conference Drop 28 | 06 | This function allows you to select and drop a call from a conference. |
| Privacy 26 | 07 | This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls. |
| Call Forward 31 | 11 | This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination. |
| Call Forward Cancel 31 | 11 | |
| Account Code Entry 35 | 12 | This function allows you to enter an account code prior to making a call or during a call. |
| Voice Mailbox Transfer 24 | 14 | This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required. |
| VMS Cover 44 | 15 | This function allows the you to switch use of voicemail coverage for your extension on or off. |
| Caller ID Name Display | 16 | This function allows you to swap the display of caller ID name and number information on the phone. |
| Caller ID Inspect | 17 | This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected. |
| Call Coverage 32 | 20 | This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension. |
| Station Lock 34 | 21 | This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension. |
| Station Unlock 34 | 22 | This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension. |
| Caller ID Log | 23 | This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator. |
| Hot Dial | 26 | This function allows you to dial a stored number without first going off hook or pressing the SPEAKER button. |
| Message Alert Notification | 27 | This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have Auto Dial - Intercom buttons. |
| Absent Message 30 | 28 | This function allows you to set or clear an absent message for display on you phone. When set, the absent message is also displayed on other extensions when they call the user. |
| Contact Closure 1 | 41 | This function you to operate the system's contact closure 1 or 2 connection. To use this you must be a member of the system's contact closure group. |
| Contact Closure 2 | 42 | |

| Feature | Code | Description |
|---|------------|--|
| System Release | 590 | Displays the core software level that the system is running. |
| System IP Address | 591 | Displays the IP address of the systems LAN port. |
| SD Card Serial Number | 592 | Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration. |
| System Speed Dial ^[20] | 600 to 699 | Dial the selected system speed dial number. |
| Personal Speed Dial ^[21] | 80 to 99 | Dial the selected personal speed dial number. |
| DND Exception Numbers ^[36] | 700 to 719 | Set a DND exception number. |

Chapter 2.

Call Handling

2. Call Handling

2.1 Making Calls

2.1.1 Making Internal Calls

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ^[23] by either pressing Hold or pressing the button which the call is on.
2. Press an idle Intercom or Call Appearance button.
3. Dial the extension number or the code for the feature you wanted to access.
 - To call an extension:
Dial the extension number. If you put a * in front of the extension number, the system will attempt to make a [direct voice call](#) ^[17].
 - To call a group or attempt a call pickup:
Dial one of the numbers in the table below. If you put a * in front of the group number, the system will make a [page call](#) ^[17].

| Feature | Dial | Summary |
|----------------------|--------------------|---|
| Loudspeaker Paging | 70 | Page the loudspeaker device attached to the system. |
| Simultaneous Paging | *70 | Page both the loudspeaker device attached to the system and the extensions in calling group 71. |
| Group Calling – Ring | 7 <Calling Group> | Call the available extensions in one of the calling groups (1 to 4). |
| Group Calling – Page | *7 <Calling Group> | Page the available extensions in one of the calling groups (1 to 4). |
| Group Hunting – Ring | 77 <Hunt Group> | Call the available extensions in one of the hunt groups (1 to 6). |
| Group Hunting – Page | *77 <Hunt Group> | Page the first available extension in one of the hunt groups (1 to 6). |

4. You will hear the call progress. You can continue the call handsfree or switch to using the handset or headset (press the HEADSET button).
 - If the other extension doesn't answer, press AutCB or Callback to have the system call you when that extension is next free.

2.1.2 Making External Calls

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ^[23] by either pressing Hold or pressing the button which the call is on.
2. Press an idle Line Appearance or Call Appearance button.
3. Dial the telephone number.
 - If using a Call Appearance button, some systems may require you to dialing a specific prefix when making external calls. Your system administrator will inform you if a prefix is required.
 - To dial a [personal speed dial](#) ^[21], press FEATURE or # and select the speed dial between 80 and 89.
 - To dial a [system speed dial](#) ^[20], press FEATURE or # and select a speed dial between 600 to 699.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset.

2.1.3 Making Page or Direct Calls

You can make calls that are automatically answered if the extension or extensions called support auto answer. There are two methods: page calls and direct voice calls, however the method for making both types of call is much the same.

To Make a Direct Voice Call

For a call to an individual extension, putting * in front of the extension number of the user being called makes the call a direct voice call. If supported by the phone being called, the call is automatically answered after the called users hears 3 beeps.

Unlike a page call, the called user can also speak without having to take any further action if their phone has a handsfree microphone. Otherwise they need to pick up the handset to be heard.

If the user called is already on a call when you attempt a direct voice call to them, your call is turned into a normal waiting call.

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ^[23] by either pressing Hold or pressing the button which the call is on.
2. Dial * and then the extension number of the user.
 - If the user's phone is idle and supports auto answer, you can speak and be heard by them immediately. You can also hear them.
 - If you hearing ringing, then either the user called already has another call in progress or has a phone that does not support answer.

To Make a Page Call

For a call to a group of extensions, putting a * in front of the extension number of the group being called make the call a page call. The group type is ignored, instead, all users who are members of the group, have phones that support auto answer and are currently not on another call, hear a single beep and can then hear you. However, you cannot hear the group members.

One of users being paged can [answer the page](#) ^[18] if they want to. That turns the page call into a normal call between just you and the answering user.

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ^[23] by either pressing Hold or pressing the button which the call is on.
2. Dial * and then the extension number of the group.

To Page the Loudspeaker Device

The telephone system can include a connection to a loudspeaker paging device. To page this device make a normal internal call to the extension number 70. If you make an internal call to *70, you will page both the loudspeaker device and the available users in the calling group 71.

2.1.4 Redial

Using Last Number Redial

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

To Create a Last Number Redial Button (*ETR 18D/ETR 34D Phone*)

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

2.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a [call pickup button](#) ⁽¹⁹⁾ for that specified extension.

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ⁽²³⁾ by either pressing Hold or pressing the button which the call is on.
2. Pick up the handset, you are connected to the incoming call.
 - To answer a specific line press the button for that line.

2.2.1 Answer a Page Call

There are two type of calls which your phone will automatically answer the call so that you automatically hear the caller. This will only happen if your phone is currently idle, ie. not on another call.

Three Beeps

A call connected automatically after [three beeps](#) is a direct voice call to your extension only.

1. The call is connected and answered automatically. You can speak to the caller without taking any further action.

Single Beep

A call connected automatically after [a single beep](#) is a page call a group of which your phone is a member. You can hear the caller but they cannot hear you.

1. To answer the call, turning it into a normal call between just you and the caller, press the MIC/HFAI button.

2.2.2 Call Pickup

If you hear another phone ringing, there are a number of ways that you can answer the call if you know the user, group or line being called.

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ²³ by either pressing Hold or pressing the button which the call is on.
2. Press an idle Intercom or Call Appearance button.
 - To pickup a call ringing at a particular extension:
Dial 6 followed by the extension number at which the call is ringing or parked.
 - To pickup the longest waiting call in a pickup group:
Dial 66 followed by the pickup group number (1 to 4).
 - To pickup the call ringing on a particular line:
Dial 68 followed by the two digit line number.
3. You can continue the call handsfree or switch to using the handset or headset (press the HEADSET button).

To Create a Call Pickup Button (*ETR 18D/ETR 34D Phone*)

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

To Use a Call Pickup Button

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

2.3 Speed Dialing

There are a number of ways that you can dial a stored number.

2.3.1 System Speed Dials

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

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.

To Use a System Speed Dial

1. If already on a call, end the call by pressing Drop or put it [on hold](#) ^[23] by either pressing Hold or pressing the button which the call is on.
2. Press FEATURE or # and dial the three digit system speed dial code between 600 and 699.
3. The stored number is dialed.

2.3.2 Personal Speed Dials

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

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

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal speed dials do not override any dialing restrictions that apply to an extension.

To Use a Personal Speed Dial

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

To Edit Your Personal Speed Dials (*ETR 18D/34D*)

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

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

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

2.3.3 Auto Dialing

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

To Use an Auto Dial Button

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

To Create an Auto Dial Button (*ETR 18D/ETR 34D Phone*)

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

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

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

2.4 Adjusting the Volume

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

To Adjust the Ringer Volume

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

To Adjust the Caller Volume

The volume that gets adjusted will depend on whether you are using the handset or speakerphone at the time you use this process.

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

2.5 Holding Calls

When a call is on hold, you can make and answer other calls. If a call is left on hold for too long, it will recall to the extension that put it on hold.

To Put a Call on Hold


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

To Retrieve a Call You Put on Hold

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

2.6 Parking Calls

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

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

To Park a Call

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

To Retrieve a Parked Call

1. Press an Intercom or Call Appearance button and 6 followed by the extension number of the extension that parked the call.

2.7 Transferring Calls

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

1. While the call is active press the TRANSFER button. The call is put on hold and the green light next to the button flashes rapidly.
2. Make a call to the transfer destination. Then do one of the following:
 - To transfer the call without announcing it (an unsupervised or blind transfer) hang up or press the Transfer button again. You can do this as soon as you hear ringing. The transfer is complete. If the call is not answered it will be returned to your extension. When your extension rings, lift the handset to be reconnected to the caller.
 - To announce the call before completing the transfer (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or press Transfer again. If no one answers or the call is refused, press the button next to the fast flashing green light to be reconnected to the original caller.

2.7.1 Voice Mailbox Transfer

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

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.

To Transfer a Caller to an Extensions Mailbox

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

To Create a Voice Mailbox Transfer Button (*ETR 18D/ETR 34D Phone*)

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


2.8 Conferencing Calls

The Conference feature allows you to conference other parties (including yourself) into a call. The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunk in each conference.

To Create a Conference Call

1. While active on a call, press the CONF or CONFERENCE button. The first party is now on hold.
2. When you hear the dial tone, dial the telephone number of the second party.
3. When the call is answered press the CONF or CONFERENCE button again to add the second party to the call. All parties hear a single beep to indicate that they are in a conference call.
4. You can now speak to the first and second parties.
5. Repeat step 2 to add more parties.

To Hold a Conference Call

If you need to answer or make another call during a conference, you can [hold](#)  in the same way as for normal calls. When you put a conference call on hold, the other parties can still talk to each other.

- **! WARNING**
Only hold a conference that you know is taking place on your own telephone system. If you hold a conference that you have joined on another telephone system, that conference will hear hold music.
1. Press the HOLD button. The **Green** light next to the button will wink to show that the call is on hold.
 2. To re-join the conference call press the button next to the **Green** light. You will rejoin the conference. An alternating **Red/Green** Flash appears next to your intercom or line button to indicate that you are in a conference call.

2.9 Using Handsfree

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

- In addition, on the ETR 6D, ETR 16D and ETR 34D telephones, you can turn just the microphone on and off by pressing MIC/HFAI. When the green light next to MIC/HFAI is on, the microphone is on.

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

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

To Make a Call Without Lifting the Handset

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

To Switch Modes

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

2.10 Joining Calls

Joining is adding yourself to a call in progress.

- You cannot:
 - Join an internal call or a conference call at another extension.
 - Join a call at any extension where the extension user has privacy enabled.
 - Put a joined call on hold.
- You can:
 - Tell when someone has joined your call when you hear a single beep.
 - Use privacy to allow or prevent others from joining your calls.
 - Join a call that is being answered by the voice messaging system. When you join the call, the voice messaging system disconnects automatically so you can speak to the caller.
 - Dial 68 <Line Number> to join a call on that line if a line is not assigned to a button on your extension.

To Join a Call

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

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

To Switch Privacy On or Off

You can use the privacy feature to stop people joining your current call. You can either assign the function to a programmable button or you can dial Feature 07 to turn privacy on or off.

Chapter 3.

Other Features

3. Other Features

3.1 Absent Text Messages

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

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

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

To Create an Absent Message Button *(ETR 18D/ETR 34D Phone)*

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

To Activate an Absent Text Message

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

| | | | |
|--|---|---|--|
| <ul style="list-style-type: none">• Back soon• Do not disturb• Out to lunch• Away from desk | <ul style="list-style-type: none">• Please Call• At lunch until• Don't disturb until• With cust. until | <ul style="list-style-type: none">• Back tomorrow• On Vacation• At home• Be right back | <ul style="list-style-type: none">• On Holiday Until• Meeting until• With visitors until |
|--|---|---|--|

3. Press the button beneath the word Activ to select the message shown on the display.
4. To add additional text or edit the existing text press More and then Edit.
5. To complete the process press the absent text message button again.

To Deactivate the Absent Text Message

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

3.2 Forwarding Calls

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

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

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your [personal speed dials](#) ^[21] as the forwarding destination.
- Some users may also be able to use cell phone connect, again consult your system administrator. With cell phone connect the call will ring at both your extension and at the remote call forwarding destination. This is also called mobile twinning.
- DID calls can be forwarded.
- You receive a slow interrupted intercom dialling tone when call forwarding is active.

To Manually Set Forwarding

1. Press FEATURE 11.
2. Enter the number to which you want to forward calls.
 - Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To Manually Cancel Forwarding

1. Press FEATURE 11.
2. Enter your own extension number as the destination.
 - Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

To Create a Call Forwarding Button (*ETR 18D/ETR 34D Phone*)

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

3.3 Call Coverage

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

- Intercom, transferred, DID, and outside calls on lines assigned ownership can be covered.
- Group calls, forwarded calls, transfer-return calls, voice-signaled calls, Voice Interrupt On Busy calls, and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions; however, an extension programmed for call coverage can have only one covering extension. Only one call coverage button can be programmed per extension.
- If you activate call coverage at your extension, you still can intercept an outside call rerouted by coverage by pressing the outside line button that has the call appearance.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the green light is on, your calls are being covered; when the green light is off, call coverage is not active.
- If call coverage and do not disturb are already on, covered calls are routed immediately to the covering extension without ringing the covered extension. Similarly, if Call Coverage is on and a call begins to ring, you can turn on [Do Not Disturb](#) ^[36] to send that call immediately for coverage.
- If an extension has Call Coverage and [VMS Cover](#) ^[44] active, calls ring at the covering extension.
 - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. If the covering extension has [Do Not Disturb](#) ^[36] active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- If an extension has Call Coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of Call Coverage Rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings (if VMS cover is not active).
- If an extension has Call Coverage and Call Forwarding active, calls are routed to the Call Forwarding destination extension (Call Forwarding takes precedence).

To Send Calls for Coverage Manually

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

To Remove Call Coverage Manually

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

To Use a Call Coverage Button

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

To Create a Call Coverage Button (*ETR 18D/ETR 34D Phone*)

1. At the phone press Feature 00.
2. Program Extension: is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial FEATURE 20.
5. At the Call Coverage Orig: prompt enter the extension number for which the button is being programmed.
6. At the Call Coverage Dest: prompt enter the destination extension number for the call coverage calls.
7. The current setting of the button will now be set to Call Coverage O *<covered extension>* D *<destination extension>*.

- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

3.4 Locking Your Extension

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

To Lock Your Extension

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

To Unlock Your Extension

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

The user of the first extension on the system can unlock extensions without needing to know the code used to lock the phone. They can do this using FEATURE 22.

3.5 Account Codes

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

To Manually Enter an Account Code

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

To Create an Account Code Entry Button (*ETR 18D/ETR 34D Phone*)

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

To Use an Account Code Button

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

3.6 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls or answer calls that are on your extension (for example, line appearance calls).

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with [VMS Cover](#) ⁴⁴ turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with [Call Coverage](#) ³² turned on can activate Do Not Disturb to send all calls immediately to the covering extension.
- You receive a slow interrupted intercom dialling tone when Do Not Disturb is active.

To Manually Switch Do Not Disturb On/Off

1. Dial FEATURE 01.

To Create a Do Not Disturb Button (*ETR 18D/ETR 34D Phone*)

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

To Add Do Not Disturb Exceptions

You can create a set of up to 20 numbers, calls from which are able to still ring you even when you have do not disturb switched on.

1. At the phone press Feature 00.
 2. Program Extension: is shown on the display.
 2. Press FEATURE and dial 0700 to 0719.
- The number used above is not a fixed reference. For example, if the exception number set using 702 is cleared, any numbers set as 703 and above are move to 702 and above.
 - 2. The current number is shown if any.
 - To clear the current number, press the Release button).
 - To enter a number using the normal dialing keys.
 - To enter a single digit wildcard, press the left-hand display soft key. The wildcard is shown as an *X*.
 - To enter a multiple digit wildcard, press the middle display soft key. The wildcard is shown as an *N*.
 - Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

Chapter 4.

Using Voicemail

4. Using Voicemail

Each extension on the system has a voicemail mailbox by default. The message lamp on your phone is lit when you have new messages in your mailbox.

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

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

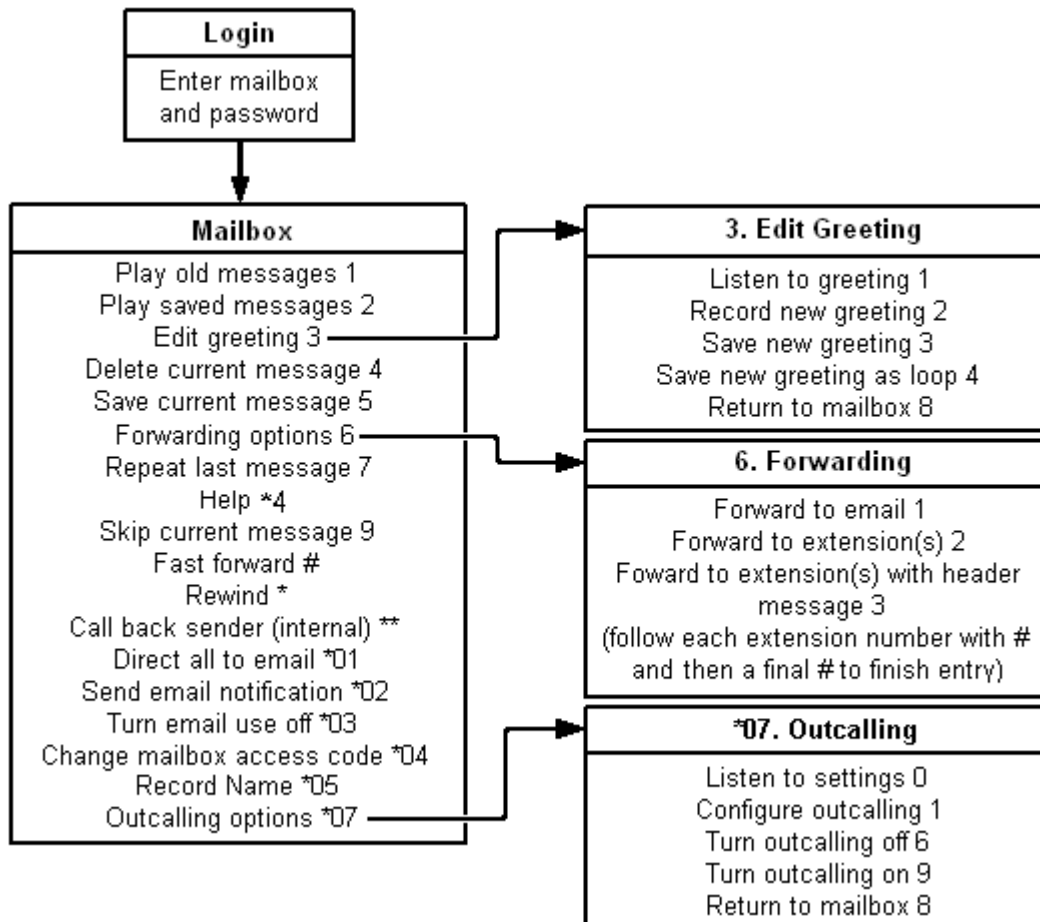
- [Record Your Name](#)^[41]
You can replace the extension number played to callers with a recording of your name.
- [Set an Access Code](#)^[42]
You can set an access code that must be entered whenever you try to access your mailbox.
- [Record a Greeting](#)^[43]
You can replace the default greeting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

4.1 Accessing Your Mailbox

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

Accessing Your Mailbox

- Press an idle intercom or call appearance button and dial 777.
 - To access your mailbox from another extension, dial 778 and enter your own extension number when asked which mailbox you want to access.
- If your mailbox has an [access code](#) ⁽⁴²⁾ set, you will be prompted to enter it. Enter your access code.
- You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.
- You can use the controls indicated below to manage your mailbox and messages.



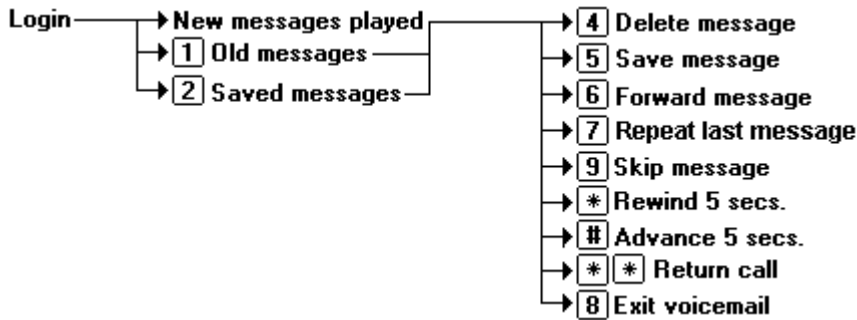
IMPORTANT

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

4.2 Listening to Your Messages

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

Whether listening to new, old or saved messages, the messages are played back in order of oldest first.



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

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

To listen to old messages

1. [Login](#)^[39] to your mailbox.
2. Press 1 to listen to your old messages.

To mark a message as saved

Once you have played a message it is marked as old. Old messages are automatically deleted after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

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

To listen to saved messages

1. [Login](#)^[39] to your mailbox.
2. Press 2 to listen to your saved messages.

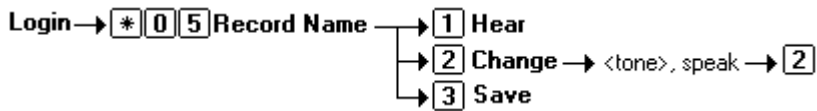
To mark a message as new

While listening to old or saved messages you can reset the message back to being treated as a new message. This will cause the message waiting indicator on the phone to be lit again. Note however that if you are using voicemail email it will not send a new message email.

1. Press *06 while listening to the old or saved message.

4.3 Record Your Name

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



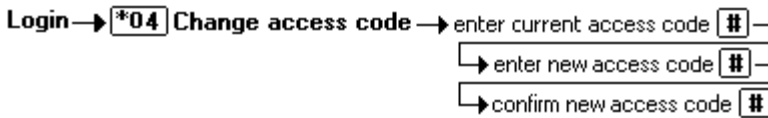
To record or change your greeting

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

4.4 Changing Your Access Code

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

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



To change your access code

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

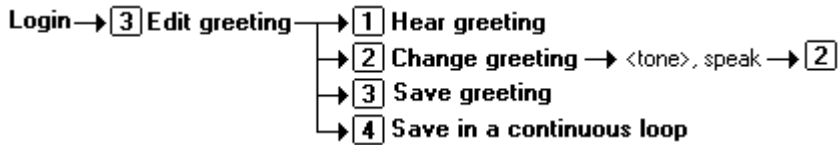
To remove your access code

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

4.5 Changing Your Greeting

By default the system plays a general greeting to callers who are directed to your mailbox. That general greeting states your extension number, or name if you have [recorded one](#)^[41], and asks the caller to leave a message after the tone. You can override the default greeting by recording your own personal greeting.

Callers can skip your greeting by pressing 1. Instead they will hear the tone and can leave their message immediately. This does not work if your greeting is set to play as a continuous loop.



To listen to your greeting

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

To record or change your greeting

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

4.6 Voicemail Coverage On/Off

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

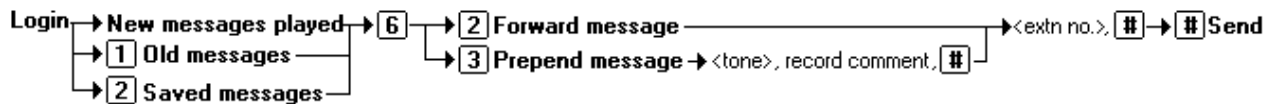
- If an extension has [Call Coverage](#)^[32] and VMS Cover active, a covered call rings at the covered extension for the specified number of Call Coverage Rings. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has [Do Not Disturb](#)^[36] active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate [Do Not Disturb](#)^[36] to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use [forwarding](#)^[45] to send messages to your mailbox.

To Create a VMS Cover Button (ETR 18D/ETR 34D Phone)

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

4.7 Forwarding a Message

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



To forward a message

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

4.8 Calling a Message Sender

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



To reply to a voice message

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

4.9 Outcalling

You can have the voicemail system call a number that you have set whenever you receive a new message. This option is only supported on systems running IP Office Release <%BOMBAY%> or higher. Embedded voicemail outcalling only supports a single destination number with no escalation and no time profiles.

- *07** Outcalling
- **0** Listen to settings
- **1** Set destination number and timeout
- **6** Switch outcalling off
- **9** Switch outcalling on

Each outcalling call alert will ring for a duration that you can set, the default is 15 seconds. If the call is not answered, it will end the call. If the outcalling call is answered, you will be prompted to enter your [mailbox access code](#)^[42]. If you don't have an access code set, it will ask for your extension number instead. The outcalling call is ended if:

- You press *# to indicate that you do not want any more outcalling calls for the current new messages.
- You enter the wrong access code 3 times.
- More than 5 minutes passes with no response.

Up to 4 outcalling calls are attempted, with a minimum of 15 minutes between calls, unless you answer and press *# or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

To Set Your Outcalling Destination

1. [Log in to your mailbox](#)^[39].
2. Press *07 to access your outcalling settings.
3. Press 1.
4. Press 2 for number entry.
5. Press 1 and then enter the number which you want outcalling to call. Remember to include any external dialing prefix that you would normally dial to make the call.
 - A * in the number is treated as a pause (1.5 seconds) in the dialing.
 - You can also use internal numbers as your outcalling destination. The calls will follow any internal forwarding and will honor do not disturb. However the outcalling attempt is ended if the call goes to voicemail.
6. Press # to finish number entry.

To Set Your Outcalling Timeout

The timeout control how long the outcalling call will ring the destination number before hanging up if not answered. The default is 15 seconds.

1. [Log in to your mailbox](#)^[39].
2. Press *07 to access your outcalling settings.
3. Press 1.
7. Press 3 for timeout entry.
8. Enter a number between 5 and 59 and then press #.

Turning Outcalling On

1. [Log in to your mailbox](#)^[39].
2. Press *07 to access your outcalling settings.
3. Press 9 to switch outcalling on.

Turning Outcalling Off

1. [Log in to your mailbox](#)^[39].
2. Press *07 to access your outcalling settings.
3. Press 6 to switch outcalling off.

4.10 Voicemail Email


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

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



To switch on email notification

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

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

To forward a message to email

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

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

To switch off email notification

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

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



Chapter 5.

Phone Settings

5. Phone Settings

5.1 Naming Your Extension

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

To Change Your Extension Name (*ETR 18D/34D*)

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

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

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

5.2 Adjusting the Telephone Display

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

To adjust the display brightness

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

5.3 Ringer Volume

When the phone is not on any calls, you can adjust the volume used for the ringer.

1. With the phone idle, use the ▲ up arrow and ▼ down arrow keys to change the volume.

Chapter 6.

Button Programming

6. Button Programming

You can assign functions to the programmable buttons on your phone. However, you cannot override any Intercom, Call Appearance or Line Appearance buttons assigned by the system and your system maintainer.

6.1 Programming a Button

Use the following process to set or change the function of a button.

- You cannot override any Intercom, Call Appearance or Line Appearance buttons assigned by the system and your system maintainer.
- Some functions are unique, ie. if already assigned to a button, assigning the function to another button will automatically clear the setting from the existing button.

- At the phone press Feature 00.
 - Program Extension: is shown on the display.
 - Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
 - To change the function of the button, dial the [feature code](#) ⁵² for the function that you want to assign to the button.
- Exit programming by pressing Feature 00. You can also exit programming mode by lifting the handset, then place it back in the cradle.

6.2 Button Functions

You can [assign](#) ⁵² the following functions to programmable buttons on your phone.

- Intercom 1 means the first intercom or call appearance button. Intercom 2 means the second intercom or call appearance button.

| Function | Description | Code |
|--------------------|--|--------------------------------------|
| Absent Message | This function allows you to set or clear an absent message for display on your phone. When set, the absent message is also displayed on other extensions when they call the user. | Feature ²⁸ |
| Account Code Entry | This function allows you to enter an account code prior to making a call or during a call. | Feature ¹² |
| Active Line Pickup | This function allows you to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension. | Intercom 1, ⁶⁸ |
| Auto Dial Intercom | This function allows you to make a call to another specified extension. The button lamp will also indicate when that other extension is in use. | Intercom 1, <Extn> |
| Auto Dial Other | This function allows you to make a call using a number stored with the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed. | Intercom 2, <number> |
| Call Coverage | This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension. | Feature ²⁰ |
| Caller ID Log | This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator. | Feature ²³ |
| Call Forwarding | This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination. | Feature ¹¹ |
| Call Pickup | This function allows you to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required. | Intercom 1, ⁶ , <Extn> |

| | | |
|----------------------------|--|-----------------------------|
| Caller ID Inspect | This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected. | Feature 17 |
| Caller ID Name | This function allows you to swap the display of caller ID name and number information on the phone. | Feature 16 |
| Calling Group | This function allows you to call or page the calling group represented by the button. | Intercom 1, <Group> |
| Conference Drop | This function allows you to select and drop a call from a conference. | Feature 96 |
| Contact Closure 1 | This function you to operate the system's contact closure 1 or 2 connection. To use this you must be a member of the system's contact closure group. | Feature 41 |
| Contact Closure 2 | | Feature 42 |
| Do Not Disturb | This function allows you to switch do not disturb on or off. | Feature 91 |
| Hot Dial | This function allows you to dial a stored number without first going off hook or pressing the SPEAKER button. | Feature 26 |
| Hunt Group | This function allows you to call or page the hunt group represented by the button. | Intercom 1, <Group> |
| Idle Line Pickup | This function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension. | Intercom 1, 8 |
| Last Number Redial | This function allows you to redial the last external number dialed. | Feature 95 |
| Message Alert Notification | This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have Auto Dial - Intercom buttons. | Feature 38 |
| Night Service | A night service button is used to switch night service on/off. It can only be used on the first extension in the system. | Feature 503 |
| Pickup Group | This function allows you to answer a call being presented to any extension that is a member of the pickup group (1 to 4) configured for the button. | Intercom 1, <661-664> |
| Privacy | This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls. | Feature 97 |
| Recall | This function allows you to send a recall or hook flash signal. | Feature 93 |
| Saved Number Redial | This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer. | Feature 94 |
| Station Lock | This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension. | Feature 21 |
| Station Unlock | This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension. | Feature 22 |
| VMS Cover | This function allows the you to switch use of voicemail coverage for your extension on or off. | Feature 15 |
| Voice Mailbox Transfer | This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required. | Feature 14 |
| Wake Up Service | A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension. | Feature #115 |

Index

6

6D Telephone 7

A

Absent Text Message 30

Account Code 35

Adjust Ringer Volume 9

Alert Notification 12, 52

Answer a Call 18

At home 30

At lunch until 30

Auto Dial 22

Away from desk 30

B

Back soon 30

Back tomorrow 30

Be right back 30

Bridge 26

Button

Message Alert Notification 12, 52

C

Call

Bridge 26

Coverage 32

Forward 31

Ignore 18

Join 26

Park 23

Pickup 18

To VM 18

Call Transfer - Supervised 24

Call Transfer - Unsupervised 24

Caller volume 23

Cell Phone Connect 31

Changing

Mailbox Access Code 42

Your Greeting Message 43

Code

Account 35

Lock 34

Conference

Hold 25

Start 25

Conference Button 9

Coverage

Call 32

Voicemail 44

D

Default Mailbox Access 39

Delete Message 40

Dial Tones 9

Do Not Disturb 30, 36

Don't disturb until 30

E

email alert 47

email notification 47

Extension

Name 50

F

Fast Forward message 40

Feature Button 9

Forward 31

Forwarding 45

G

Green Flash 10

Greeting Message 43

H

Handset volume 9, 23

Handsfree 26

Hear Help Prompts 39, 43

Hold

Conference 25

Hold a Call 23

Hold Button 9

I

Ignore 18

Intercom Buttons 9

Intercom Dial Tone 9

J

Joining a Call 26

L

Light Patterns 10

Lock 34

M

Mailbox Access 39

Mailbox Access Code 42

Meeting until 30

Message Alert Notification 12, 52

Messages 39

Microphone Button 9

Mobile Twinning 31

N

Name 50

Notification 12, 52

O

On holiday until 30

On vacation 30

Out to lunch 30

Outside Dial Tone 9

P

Parking Calls 23

Personal Speed Dial 21

Phone Manager 39

Please call 30

R

Red Flash 10

Reply 45

Rewind Message 40

Ringer volume 9, 23

Ringling Patterns 9

S

Save Message 40

Skip Message 40

Speaker Button 9

Speaker volume 9, 23

Speakerphone 26

Speed Dial

Personal 21

System 20

Supervised Call Transfer 24

System Speed Dial 20

T

Telephone 6D 7

To VM 18

Transfer

Transfer
 To Voicemail 24
Transfer a Call 24
Transfer Button 9

U

Unlock 34
Unsupervised Call Transfer 24

V

Voicemail 39
 Coverage 44
 Transfer 24

Volume 23
Volume Control Buttons 9

W

Wake Up Service 52
With Cust. until 30
With visitors until. 30

Y

Your Mailbox 39

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2011 Avaya Inc. All rights reserved.