

AVAYA Quick Telephone Guide – Resource for London

Making calls

- External Calls: To make an external call, simply pick up the phone and dial
- Internal Calls: To make a call to another extension, simply pick up the phone and dial their 4-digit extension number
- Direct Lines and Extensions: At RfL every user has a direct line, e.g. 020 7697 1234 - Your internal extension is the last 4 digits, e.g 1234.

If you ever find you can no longer make external calls, or for any other reason your phone displays 'not logged in', follow the simple screen prompts to log back in. There is no Login PIN set so just press next when asked. If you do want to log out for any reason, simply select Features on the phone and scroll to Log Out and press Done.

You will only have to log in once, not every day. We occasionally undertake maintenance and reboot the system, after which you will need to log in once again.

Answering calls

- At your extension - Internal calls have a single ring; external calls a double ring
- Ringing at any other extension - You can pick up a call ringing on someone else's phone and answer it for them by dialling ***30**.

Transferring calls

To transfer a call to another extension, press the transfer button. This gives you a dial tone and will put your current caller on hold. Dial the 4-digit extension number you are transferring to, then either:

1. Hang up, and the caller will be transferred straight through
2. Wait for the destination extension to be answered and let them know who is calling. Should they wish to take the call, hang up and the caller will be transferred through. If they do not want to take the call, press the line button (a or b) to get the call back

You can transfer a call to any number internally or to an external number.

Putting callers on hold

- Pressing 'Hold' on your telephone will put the call on hold and your caller will hear short beeps. The Line button will flash on your phone green and red
- You may reconnect to the call by pressing 'Hold' again, or putting the handset down and waiting for the phone to ring you back, or pressing Hold again.

Forwarding calls

Your calls can be forwarded to another extension, or an external number, either when you are away from your desk ('on no answer'), when your extension is busy ('on busy') or when you wish to forward calls without them ringing your phone ('unconditionally').

1. First, enter the number you want your calls forwarded to, via the keypad
2. Dial ***07*N#** - where *N* is the number you want to forward to, e.g. *07*5601# to forward to extension 5601, or *07*07743 779012# to forward to 07743 779012
3. Once the forwarding number is set, you can choose how you want forwarding to work:

For unconditional forwarding – (to forward all calls) dial *01	To turn it OFF, dial *02
To turn on forwarding if your extension is <i>busy</i> , dial *03	To turn it OFF, dial *04
To turn on forwarding if there is <i>no answer at your phone</i> , dial *05	To turn it OFF, dial *06

Dialling ***00** will cancel **all** forwarding.

**Note: You can only set forwards for individual extensions. If you want to forward your organisations' main Hunt Group number, please email support@ethicalit.net*

Do not disturb

You can temporarily stop incoming calls to your telephone, if you are busy and don't want your phone to ring. People calling you are directed to your voicemail.

- To turn do not disturb ON, dial *08
- To turn do not disturb OFF, dial *09

**Note: When you activate either forwarding or do not disturb, your phone will have a broken dial tone.*

Voicemail

- Individual voicemail boxes can be accessed from the user's extension by dialling *17 from that phone

- To access your Hunt Group/Main number, dial **4299** from any phone. This will prompt you to enter a mailbox number – enter the 4 digit extension of the Hunt Group number, then the access code, which is 123
- The system will play all old messages after the new messages, allowing the user to hear new messages twice if required.

Voicemail operations can be activated as below:

1 Play old messages	6 Forwarding options
2 Play saved messages	7 Repeat the last message
3 Edit your greeting	8 Help
4 Delete the message (you are listening to)	9 Skip the message
5 Save the message (you are listening to)	

Editing your personal greeting/message

By default, callers who are directed to your mailbox hear the system greeting (*Your call is being answered by IP Office. <Name> is not available. To leave a message, wait for the tone.*). You can replace this with a personal greeting should you wish, as below.

1. Log in to your mailbox or Hunt Group mailbox (see Voicemail section)
2. Press **3** to go to the greetings menu
3. Press **1** to create, change or delete your 'Standard' greeting
4. Follow the prompts to record the greeting, remembering to save at the end then save again when back at the main menu.

Picking up Hunt Group voicemail and remote voicemail

To pick up voicemail for your organisation's main/Hunt Group number, dial 499 first, and enter the hunt group extension, followed by the access code (123).

The instructions for using the mailbox / recording a greeting remain the same.

You can access hunt group voicemail mailboxes when out of the office by calling 020 7697 4299 – you will then be prompted to enter your mailbox number, which is your 4 digit extension, then your voicemail access code (123 by default can be changed).

Conference calls

The phone system supports conference calls of up to 24 people (it is dial OUT only).

To make a conference call, you should initially dial the first person you want to join the conference. Once connected, press the 'Conference' button. The existing call will be put on hold, and you will hear the dial tone.

Dial the number of the next person you want to add to the call and wait for an answer. To include more calling, press 'Conference' again, and dial the next person, and so on.

Once all parties are on the line, press the 'Conference' button twice more – you will hear a short tone and the conference is started.

Notes

- The Phone System itself is an Avaya IP Office IP500v2
- Each extensions is a 1608 IP Handset – analogue phones cannot be used
- A limited number of analogue extensions are available, for fax machines / PDQ's etc

For further assistance or help with any other questions you may have on the phone system, please email support@ethicalit.net call 5555 from any internal phone or call 020 7065 0780 if urgent. We also offer a wide range of PC support and Cloud services exclusively for non-profit organisations details of which can be found at www.ethicalit.net

Your details

Name:

Direct Line:

Extension (4 digits):

Hunt Group/Main number:

Notes: