

## AVAYA Quick Telephone Guide – Scotia Works

### Making calls

- External calls: To make an external call, simply pick up the phone and dial. No need to dial 9
- Internal calls: To make a call to another extension, simply pick up the phone and dial their 3-digit extension number
- Direct lines and extensions: At Scotia Works every user has a direct line, e.g 020 7561 7498 - your internal extension is the last 3 digits, e.g. 498.

### Answering calls

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

### Transferring calls

To transfer a call to another extension, press the R or Recall button. This gives you a dial tone and will put the caller on hold. Dial the 3-digit extension number or external number you would like to transfer the call 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, you should hang up and the caller will be transferred through to them. If they do not want to take the call, press the Recall button to get the call back.

### Putting callers on hold

- Pressing 'mute' on your telephone to mute the handset (assuming you use our handsets – see notes)
- You can then reconnect to the call by pressing 'mute' 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').

First, enter the number you want your calls forwarded to, via the keypad: Dial **\*07\*\*[extn]N#** - where [extn] is your own extensions, and N is the number you want to forward to, e.g. **\*07\*\*49807736043878#** to forward extension 498 to 07736 049 878. If forwarding internally, just put in the 3-digit internal extension (this can only be done when in the building)

Once the forwarding number is set, you can choose how you want forwarding to work:

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

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](mailto: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 **595** from any phone. This will prompt you to enter a mailbox number – enter the 3 digit extension of the hunt group number, then the access code, which is **123** by default
- 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 595 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 voicemail mailboxes when out of the office by calling 020 7561 7499 – you will then be prompted to enter your mailbox number, which is the 3 digit extension, then the voicemail access code (123 by default, can be changed) – then use your mailbox to check messages, change greetings etc in the exact same way**

## Conference calls

The phone system supports conference calls of up to 16 people. To make a conference call, you should initially dial the first person you want to join the conference. Once connected, press the 'Recall' 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 'Recall' again, and dial the next person and so on.

Once all parties are on the line, press Recall one more time and dial **\*47** – you will hear a short tone and the conference is started.

## Notes

- The phone system itself is an Avaya IP Office IP500
- Each extension is a basic analogue phone so will work with any residential style analogue phone
- We can supply handsets for around £25 each including a voicemail indicator light and £35 for one with a speaker, or you can use ordinary BT-style residential handsets (you will need an adaptor available from Property Management if using your own)

**For further assistance or help with any other questions you may have on the phone system, please email [support@ethicalit.net](mailto: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](http://www.ethicalit.net)**

*Your details*

*Name:* .....

*Direct Line:* .....

*Your extension (3 digits):* .....

*Hunt group/main number:* .....