

Quick Telephone Guide – The Foundry

Making calls

- External Calls: To make an external call, simply pick up the phone and dial out
- Internal Calls: To make a call to another extension, simply their 4-digit extension
- Direct Lines and Extensions: Every user has a direct line, e.g. 020 3752 5470 - Your internal extension is the last 4 digits, e.g 5470 in this example.
- RECEPTION is extension 5470 internally / 020 3752 5470 externally

Log on or off a phone

If you ever find you can no longer make external calls, or for any other reason your phone displays 'not logged in' or a different extension to your usual one, you just need to log in. You can also "hot desk" by logging on as your extension on any phone

1. On the handset, press the button underneath **Features** on the display
2. Scroll using the down arrow on the circular direction wheel to **Phone User**
3. Scroll down again to **Login...**
4. Enter your **4 digit extension number** and press **Next**
5. At the next screen just press **Done**

By default there is no password to log into an extension, but one can be set if you wish - once logged in use the menu buttons to navigate to Features > Phone User > Set Password.

You can also use this same menu to log OUT of your phone if you wish by browsing to Features > Phone User > Logout

In meeting rooms, if you want to make external calls, log into the meeting room phone with your extension, this will automatically log you out at your desk. When back at your desk, log back in as your extension, and the meeting room phone will be logged out.

You will only ever 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 from your phone**

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 flashing line button (there are 8 on the phone under the circular scroll wheel) to get the call back.

*Tip: you can transfer a call to **any** number – be that internal or to an external number.*

Putting callers on hold

- Pressing the red '**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
- Alternatively, just use the **MUTE** button at the bottom of the handset to mute.

Voicemail

- Individual voicemail boxes can be accessed from the user's extension by pressing the "**MESSAGE**" button on the phone, or dialling *17
- To access your **Hunt Group/Main** number mailbox, dial ***6291** 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 by default
- The system will play any new messages automatically.
- You can use the keypad on the phone to controls voicemail to listen to old messages, save, delete etc as per the following commands:

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 as above
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 *6299 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.

If you wish to change your voicemail password, you can do so by logging into voicemail and following the voice prompts to set a new voicemail password

*You can access any of your voicemail mailboxes when out of the office by calling **020 3770 0591** – you will then be prompted to enter your mailbox number, which is your 4 digit extension, then your voicemail access code)*

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 – <i>(to forward all calls) dial *01</i>	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. You will see what has been set after your extension name in the red bar at the top of your Phone Manager Programme*

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.

General Notes

- Old style analogue devices like Fax Machines and PDQ’s which require an analogue phone line are not supported at The Foundry and will not work. Tenants are not permitted to install their own lines into offices, however there are a wide variety of eFax services available, and a communal scanner is also provided by the landlords for use by all, which includes Scan to Email, to alleviate any need for these devices, as part of their environmental policy. For further information please contact your Property Management Team.
- The Phone System itself is an on-site Avaya IP Office Server Edition, using a Hipcom SIP Trunk on a dedicated Leased Line with 60 channels
- The Handsets are Avaya 1608 IP Handsets, which are PoE enabled and powered via the network cable
- PCs can be plugged into the back of the phones on the bottom socket to allow “in line” connection meaning only 1 network point per desk is needed

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

Name:.....

Direct Line :.....

Extension (4 digits)