#### IP Office 6400 Quick Reference Guide

# **Programmable Buttons**

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

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

Admin Name	Description	Admin Name	Description	
Acct	Account Code Entry	Park	Call Park to Other Extension	
AD	Abbreviated Dial	Prog	Abbreviate Dial Program	
Admin	Self-Administer	SAC	Send All Calls	
AutCB	Automatic Callback	Spres	AD Suppress	
CFrwd	Call Forwarding All	Timer	Timer	
CPark	Call Park	TmDay	Time of Day	
CPkUp	Call Pickup	ProgA Name	Description	
Dir	Directory	Park	Park	
DPkUp	Directed Call Pickup	<user></user>	User	
GrpPg	Group Paging	<group></group>	Group	
HfAns	Internal Auto-Answer	<number></number>	Dial Preset Number	
HGNS+	Set Hunt Group Night Service			

## **Default Feature Codes**

You can access a variety of system features by dialling short codes. The following table shows the default feature codes. For a full list of your phone's default feature codes, see the IP Office 6400 Series User Guide.

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

Short Code	Description	Short Code	Description	
*01	Forward Unconditional On	*15	Call Waiting On	
*02	Forward Unconditional Off	*16	Call Waiting Off	
*03	Forward On Busy On	*17	Voicemail Collect	
*04	Forward On Busy Off	*18	Voicemail On	
*05	Forward On No Answer On	*19	Voicemail Off	
*06	Forward On No Answer Off	*26	Clear Call Waiting	
*07*N#	Forward to Number	*27*N#	Hold Call Waiting	
*08	Do Not Disturb On	*30	Call Pick Up Any	
*09	Do Not Disturb Off	*31	Call Pick Up Group	
*10*N#	Do Not Disturb Exception Add	*32*N#	Call Pick Up Extension	
*11*N#	Do Not Disturb Exception Delete	*33*N#	Call Queue	
*12*N#	Follow Me Here	*48	Voicemail Ringback On	
*13*N#	Follow Me Here Cancel	*49	Voicemail Ringback Off	
*14*N#	Follow Me To	*57*N#	Forward On Busy Number	

Further information about Avaya IP Office is available from <a href="https://www.avaya.com/support">www.avaya.com/support</a> and also from http://www.avaya.com/ipoffice/knowledgebase.

Reference: 15-601106 Issue 1 (1 June 2006)



# IP Office 6400 Quick Reference Guide

This guide covers the basic functionality of your IP Office 6400 series phone.

For more information on your phone settings and features, see the IP Office 6400 Series User Guide.

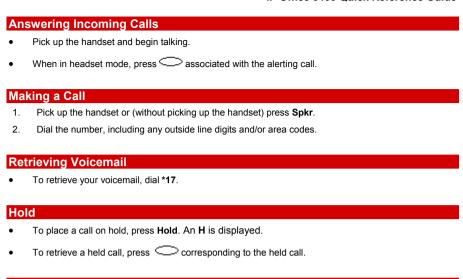
The diagram below shows the main phone features:



1			Softkey/Display	8	$>\!\!<$		Message Indicator
2	<b>∄</b> D	Exit	Exit	9	▲▼		Volume
3	•	Prev/Next	Page Left/Right	10			Dialling Pad
4	므	Hold	Hold	11	<b>∰</b> ⊅	Redial	Redial
5	CCC	Conf	Conference	12	∢(	Spkr	Speaker
6	(+(	Trnsfr	Transfer	13	8	Mute	Mute
7			Feature Buttons	14	• • •	Menu	Menu*

Not available on the TransTalk MDW 9040

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# Transferring a Call

- 1. With the call active, press **Trnsfr**. The call is placed on hold.
- 2. Dial the number you want to transfer the call to:
  - If the extension is busy or does not answer, press corresponding to the held call.
  - If the extension answers and accepts the transfer, press Trnsfr again.
  - To transfer without announcing the call (if the line is free), hang up.

## Conference

- I. During an existing call or conference, press Conf. When you hear a dial tone, dial the other party.
- 2. If there is no answer, press Hold and then press Conf.

or

If answered, press Conf again. Any call that was put on hold is now put into the conference.

Note: The short codes documented in this guide refer to the use of default short codes only.

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## Do Not Disturb

To switch Do Not Disturb on, dial \*08. An N is displayed. To switch it off, dial \*09.

#### Mute

- To prevent the other person on the line from hearing you, press **Mute**.
- To reinstate two-way conversation, press **Mute** again.

## Redial

- 1. To redial a number dialed, press Redial. The display shows numbers that you have recently dialed.
- 2. Press ◀ and ▶ to move through the stored numbers.
- 3. Press the key below the number to redial it or, to exit the display without making a call, press Exit.

# **Diverting Calls**

To divert calls at another extension, dial \*12\*N# (where N is your extension number). All calls to your extension will be diverted to the extension you are using.

To re-direct your calls back to your own extension, dial \*13\*N#.

To divert calls at your own extension, dial \*14\*N# (where N is the extension to which you want your calls diverted).

To cancel divert calls from your own extension, dial \*14\*#.

## Call Forwarding

- To set the number to which your calls are forwarded, dial \*07\*201# (forwarding to 201 in this example).
- To switch Forward Unconditional On, dial \*01. A D is displayed. To switch it off, dial \*02.
- To switch Forward On Busy On, dial \*03. To switch it off, dial \*04.
- To switch Forward On No Answer On, dial \*05. To switch it off, dial \*06.