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
GrpPg	Group Paging	<Group>	Group
HfAns	Internal Auto-Answer	<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

AVAYA 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	⏏	Exit	Exit	9	▲▼		Volume
3	◀▶	Prev/Next	Page Left/Right	10			Dialling Pad
4	☎	Hold	Hold	11	⊞↵	Redial	Redial
5	CCC	Conf	Conference	12	◁))	Spkr	Speaker
6	C→C	Trnsfr	Transfer	13	✎	Mute	Mute
7			Feature Buttons	14	▭	Menu	Menu*

- **Not available on the TransTalk MDW 9040**

Answering Incoming Calls

- Pick up the handset and begin talking.

- When in headset mode, press ⬭ associated with the alerting call.

Making a Call

1. Pick up the handset or (without picking up the handset) press **Spkr**.

2. Dial the number, including any outside line digits and/or area codes.

Retrieving Voicemail

- To retrieve your voicemail, dial ***17**.

Hold

- To place a call on hold, press **Hold**. An **H** is displayed.

- To retrieve a held call, press ⬭ corresponding to the held call.

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

1. 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.

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**.

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