



# How to Use Your IP Office 5402 Telephone

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# Call Handling



Your 5402 Telephone has a built-in monitor speaker which allows you to listen to the progress of calls without having to lift your handset. However, to speak to the other party, you **must** use the handset. Alternatively, you can use a headset.

## How to Answer a Call




- Lift the handset.  
Use ▼ or ▲ to change the volume.  
**Or**
- Press the Call Appearance button with the blinking bell icon and then lift the handset.  
Use ▼ or ▲ to change the volume.

## How to Make a Call



### Manually

1. Simply **dial the number**. For outside calls, remember to dial the outside line access code (usually 9).  
Use ▼ or ▲ to change the volume.
2. When the call is answered, pick up the handset and speak.
3. If the call is not answered, clear the call by pressing either  **Drop** or  **Speaker**.




### Automatically:

1. Press  **Redial**. The last number you dialed will be called automatically. Use ▼ or ▲ to change the volume.
2. When the call is answered, pick up the handset and speak.
3. If the call is not answered, clear the call by pressing either  **Drop** or  **Speaker**.

## How to clear a call

1. Replace the handset.  
**Or**
2. Press either  **Drop** or  **Speaker**

## How to Mute a call

- To preventing the other person on the line from hearing you:
1. Press  **Mute**. The indicator next to the  **Mute** button lights when Mute is active.
  2. To reinstate two-way conversation, press  **Mute** again.

# System Features

## Diverting Calls

You can divert your calls to another extension.

**Note:** If you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

### At another extension:

1. Dial **\*12\*N#** from the extension you are temporarily using (where **N** is your extension number). All calls to your extension will be diverted to the extension you are using.
2. Dial **\*13\*N#** to re-direct the calls back to your own extension, before you return to it.

### At your own extension:

1. Dial **\*14\*N#** from your own extension (where **N** is the extension to which you want your calls diverted).
2. Dial **\*14\*#** to cancel either feature from your own extension.

## Do Not Disturb

You may choose to receive no calls at all or only from particular callers that you add to an exceptions list:

- To switch Do Not Disturb **on** dial **\*08**.  
To switch it **off** dial **\*09**.
- Dial **\*10\*N#** to add a number to the exception list (where **N** is the number of the extension that you **do not** wish to exclude).
- Dial **\*11\*N#** to delete a number from the exception list.  
**Note:** Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

## Access your Voicemail

Where your system has voicemail installed:

- To switch voicemail on dial **\*18**, to switch it off dial **\*19**.
- To retrieve your voicemail, dial **\*17**.

Your voicemail may be set up to deliver your messages by calling you whenever you hang up.

- To turn *Voicemail Ringback* on dial **\*48**; to turn it off dial **\*49**.

### Notes:

1. Once messages have been delivered, they are held on the system for 24 hours.
2. You can collect your voicemail from another extension by using your PIN. If you are out of the office you can collect your messages by dialing your extension number and then the PIN. Dial **1** to retrieve your mail.

# System Features

## Default Feature Codes

The following are the normal default feature codes available to all users. Your System Administrator may add additional codes for other features and for speed dials.

The **N**, where shown, should be replaced by the appropriate number. For example, with **\*07\*N#**, replace **N** with the extension to which you want your calls forwarded when you have forwarding switched on.

*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditionally On	*33*N#	Call Queue
*02	Forward Unconditionally Off	*34	Hold Music
*03	Forward on Busy On	*35*N#	Extn Login
*04	Forward on Busy Off	*36*N#	Extn Logout
*05	Forward on No Answer On	*37*N#	Park Call
*06	Forward on No Answer Off	*38*N#	Ride Call
*07*N#	Forward to number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steal
*14*N#	Follow Me To	*46	Call Steal
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*51	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward on busy number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID

# Call Handling

## How to Transfer a call

The **Transfer** feature allows you to transfer a call from your telephone to another extension or outside number.

1. With a call in progress, press **Transfer**.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
  - To transfer the call without announcing it, press **Transfer** again and press **Speaker** to hang up.
  - To announce the call before transferring it, wait for the called party to answer. If the called party accepts the call, press **Speaker** to complete the transfer. If the called party does not wish to accept the call, press **Drop**. To return to the original caller press it's call appearance button.
  - If the line is busy or if there is no answer, press **Drop**. You can return to the held call by pressing it's call appearance button.

## How to make a Conference call

The **Conference** feature allows you to conference other parties into a call.

### To add another party to a call:

1. With a call in progress, press **Conference** to place the call on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer and press **Conference** again to add the other party to the conference.
  - If the called party does not answer or does not want to join the conference, press **Drop**. You can return to the held call by pressing it's Call Appearance button.
4. Repeat steps 1 through 3 to add other people to the conference.

### To add a held call to an active call:

1. Press **Conference**.
2. Press the held call's Call Appearance button.
3. Press **Conference** again.







### To leave a conference call:

1. Press **Drop** or replace the handset.

# Call Handling

## How to Transfer a call




The **Transfer** feature allows you to transfer a call from your telephone to another extension or outside number.

1. With a call in progress, press  **Transfer**.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
  - To transfer the call without announcing it, press  **Transfer** again and press  **Speaker** to hang up.
  - To announce the call before transferring it, wait for the called party to answer. If the called party accepts the call, press  **Speaker** to complete the transfer. If the called party does not wish to accept the call, press  **Drop** again. To return to the original caller it's call appearance button.
  - If the line is busy or if there is no answer, press  **Drop**. You can return to the held call by pressing it's call appearance button.

## How to create a Conference call



The **Conference** feature allows you to conference other parties into a call.

### To create a conference call:


1. With a call in progress, press  **Conference** to place the call on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer and press  **Conference** again to add the other party to the conference.
  - If the called party does not answer or does not want to join the conference, press  **Drop**. You can return to the held call by pressing it's Call Appearance button.
4. Repeat steps 1 through 3 to add other people to the conference.

### To add a new incoming call to an active conference:

With a conference in progress, a new call arrives.



1. Put the conference on Hold by pressing the conference's Call Appearance button.
2. Answer the new call by pressing its Call Appearance button.
3. Either, add to the conference by pressing  **Conference**  
**Or**  
Press  **Drop** and return to the conference by pressing the conference's Call Appearance button.



### To leave a conference call:





1. Press  **Drop** or replace the handset.

# Feature Key

## Diverting Calls

The  **Feature** key provides access to system features that can be allocated to your twelve dial pad digits by the System Administrator. E.g digits 0 to 9 plus \* and #. For instance, **AD** (Abbreviated Dial) can be allocated to dial pad digit **1**. Hence, when the  **Feature** key is pressed, followed by digit **1**, then the call is automatically made to the frequently used number set against the feature.

Your System Administrator can also allocate system features to either call appearance keys  or .

**CAUTION:** If either the  or  keys are used for System Features, then Call, Bridged or Call Coverage Appearance **must not** be allocated to keys  or . You can still make and receive calls in the normal manner.

Consult your System Administrator for a list of the system features allocated to your dial pad digits.

**For a complete listing of all IP Office system features and facilities available to you on your 5402 Telephone and how to use them, refer to the IP Office 5402. This is available from your reseller and from: [support.avaya.com](http://support.avaya.com)**