Avaya

How do I reset the clock on my telephone display?

This procedure must be done at station 10.

Note: Station 10 will be in program mode and will not receive calls.

Press [FEATURE] [0] [0]

Press [LEFT INTERCOM] twice

Press [#] [1] [0] [3]

Enter the current time in 24 hour format. (i.e., 1430 is 2:30 pm, 0730 is 7:30 am)

Press [FEATURE] [0] [0]

All telephone display clocks should now show the current time.

How do I announce a call on the intercom?

The intercom system has two ways of signaling the person you are calling.

The first is a ring announce. If you press [INTERCOM] followed by an extension number the called parties telephone will ring to announce your call.

The second is a voice announce. If you press [INTERCOM] [*] followed by an extension number, the called parties phone will go into speakerphone mode. At this point you can speak into the phone and your voice will come out over the speakerphone of the called parties phone. If the called party is currently using the telephone, the call will automatically revert to a ring announce call.

If the called party has turned on [HFAI] they can respond to the telephone announcement without having to lift the receiver. [HFAI] stands for Hands Free Answer on Intercom.

Can I make an announcement to all idle telephones (paging)?

Yes. A group will have to be created for this feature to work. Give us a call to schedule a service call or be sure to mention it the next time we are at your location.

How does all call paging work?

Any telephone that has been added to the All Call paging group that is not in use at the time of a page will receive a voice announcement. If a telephone is being used or is set to Do Not Disturb, it will not receive the page.

If anyone in the calling group picks up a phone, the all call will be terminated and a direct intercom call will be established.

This is a useful feature for locating an employee that has left their desk, but remains in reach of a telephone.

You could make an announcement such as:

"Joe Smith, please pick up the intercom", or "Joe Smith, you have a call holding".

Can I add specific phones to the calling group or leave certain phones out of the group?

Yes. If you would like to further discuss this particular feature, please give us a call.

How do I transfer a call direct to our voice mail system?

When you are on a call that you would like to transfer direct to a voice mail box (do not place the call on hold), press

[FEATURE] [1] [4] followed by the extension number of the mailbox. Then hang up the phone.

Can I transfer a caller to a cell phone or a line outside the office?

Yes and no. In order for this feature to work, you must have a feature from the telephone company called "CALLER TRANSFER". It is a per line feature that may be included in a bundled package offered by some of the local phone companies. If you do not have this feature, you cannot transfer outside of your system.

If you do have the feature programmed on the line the procedure is as follows:

While you are on the call with the caller, announce to them that you will transfer the call. Then press [FEATURE] [0] [3]. You should now have a dial tone. The caller is placed on hold by the phone company. Dial the number of the person who will receive the call (Any number that can be dialed can receive a transfer).   Once you have completed the dialing and the phone begins to ring you have a few options:

1. Hang up. This will complete the transfer and the caller will hear the ringing of the call as the call is being completed.
2. You can join the caller in with you (creating a 3-way call) by pressing [FEATURE] [0] [3]. You will both hear the call as it is being connected.
3. You can wait until the call is complete and announce the caller to the called party. At this point you have additional options:
   a. If the called party wishes to accept the call, you simply hang-up. The caller will be connected to the called party and the office line will be free to accept additional calls.
   b. If the called party does not wish to take the call, you can return to the caller by pressing [FEATURE] [0] [3] [FEATURE] [0] [3]. This will disconnect the called party and return you to the original caller.

Can [FEATURE] codes be programmed onto a button for easier use?

Yes. In fact it is highly recommended. Some features must be programmed onto a button, and other must be programmed onto button that has a status light.

What kind of features can be programmed to a button?

1. Telephone numbers can be programmed. This allows for single button dialing.
2. Features such as Last Number Redial, Flash, Transfer to Voice Mail, Message Light On and Off, etc. can be programmed to a button without lights.
3. Do Not Disturb, Privacy, Call Coverage, Background Music can be programmed to buttons with lights.
4. Individual extensions can be programmed to a button. It is recommended that the button have a light so the status of the extension can be determined visually

If you would like to discuss all of the options for programming of buttons, please give us a call.