AVAYA

IP Office 3.2
4610 and 5610 User Guide

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The Telephone

About this Guide

This guide describes how to use all the features on your Avaya IP Office 4610/5610 phone.

For basic phone settings and functionality, refer to the relevant Quick Reference Guide for your IP Office phone.

Further information about IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

Overview

This guide covers the use of the 4610 and 5610 phones on IP Office. These phones are physically similar, however the 5610 is only supported on the IP Office whereas the 4610 is supported on a range of Avaya phone systems.

The diagram below shows the main phone features:

1. **Display, Call Appearance and Feature Buttons:**
   The Call Appearance keys allow you to handle multiple calls with the display showing call information. There are 4 pages in the display; giving up to 24 system features that can be allocated to the function keys. The information displayed varies according to the active feature.

2. Message Waiting Lamp: Used as follows:

- **On (Continuous):** There are new messages in your voicemail mailbox, or in another mailbox for which you have been configured to receive "Message Waiting Indication".

- **Flashing:** The lamp can also be set to flash when the phone receives a call. See Visual Alerting.

3. ⬭ **Softkeys:**
Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them.

4. ◀ ▶ **Page Right/Left:**
Shifts from one page to another in the same application when the display presents the paging indicator (↔). These buttons have no effect when the paging indicator is not displayed.

5. **Options:**
Displays the Options main screen, from which display and application settings can be updated

6. **Call Handling Buttons:**

- ⏸ **Hold:**
Red button used to place a call on hold.

- (→(**Transfer:**
Transfers a call to another phone.

- (((**Conference:**
Sets up conference calls with more than one other person.

- (↓ **Drop:**
Drops the current call or, if on a conference call, drops the last person to join the conference.

- ▦↩ **Redial:**
Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.

7. **Numeric (dialling) Pad:**
Standard 12 button pad for dialling phone numbers.

8. ▼▲**Volume Controls:**
Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by a visual "volume meter" showing the volume level. These buttons also control the volume of the key click sounds made when you press fixed buttons on the phone, such as the dial pad or soft keys.

9. 🎤 **Mute and LED Indicator:**
Turns off the active speaker, handset, or headset microphone to prevent the other person from hearing you. The associated LED lights steadily when the handset or headset is muted.

10. 🎧 **Headset and LED Indicator:**
With a headset connected, changes audio control from the handset or speaker to the headset. The associated LED lights steadily when the headset is active.

11. **Headset Jack:**
Located on the side of the phone and provides a port for connecting a headset.

12. ◁) **Speaker and LED Indicator:**
Accesses the Speaker feature. The associated LED lights steadily when the Speaker is active.

13. ☎ **Phone/Exit:**
Displays the phone application main screen or, if applicable, exits the current IP Office based feature, such as Speed Dial or Call Log, and normalizes the display.

Call Appearance Keys

Normally, the first page of the main call handling screen contains three keys set as 'call appearance' keys. These are allocated to you by your system administrator and are indicated as a=, b= and c=.
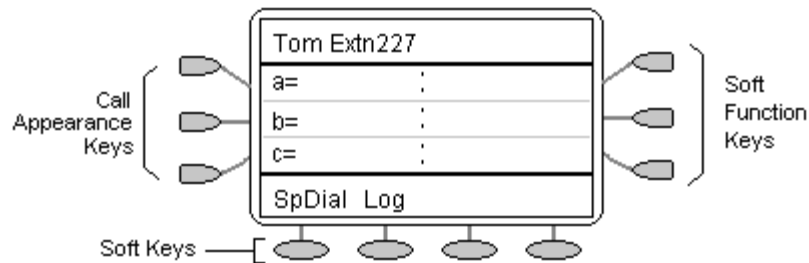
Your system administrator can allocate a call appearance key with:

- **A Bridged Appearance**
  A bridged appearance key matches the status and operation of the Call Appearance key on a pre-defined colleague's phone. Hence, you can pick-up, make and receive calls on behalf of your colleague.

- **A Line Appearance**
  An IP Office exchange line (but not IP lines) can be allocated to you such that the status of that line is displayed and you can use the line appearance key to make and receive calls.

- **Call Coverage Appearance**
  A call coverage appearance key alerts you when a pre-defined colleague is receiving a call. The covered user does not need to be using call appearance keys. Hence, you can pick-up calls on behalf of your colleague.

For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer the IP Office Key and Lamp Operation manual.

Having more than two Call Appearance keys is very useful. When holding a call, you can answer or make another call and then switch between calls, transfer or conference. If you are set to receive call waiting indication, the waiting call is shown against the next call appearance key.

Note

- If your phone is operating in single line mode, call appearance keys are not available.

Caution

- Although the system administrator can replace the Call Appearance keys with Bridged, Line and Call Coverage Appearance keys, this would severely restrict the use of features such as conference and transfer.

  It is for this reason that it is **strongly recommended** that all Call Appearance keys **remain at their default settings**.

Call Appearance Key Icons

The icons displayed against the Call Appearance/Feature keys allow you to determine the status (for example, on Hold) of each call. Icons also indicate whether a feature has been activated for a particular button.

- **Incoming Call:** ▲
  A ▲ symbol next to a call appearance key indicates an incoming call. To answer the call and put any other current call on hold, press the adjacent ▭▷ ▲.

- **Connected:** ⌇
  A ⌇ symbol next to a call appearance key indicates that it is the currently connected call. The caller's phone number (if available) is also shown. To put the call on hold, press the adjacent ▭▷ ⌇. An **H** is displayed.

- **On Hold:** ☋
  A ☋ symbol next to a call appearance key indicates a call on hold. To take the call off hold and put any other current call on hold, press the adjacent ▭▷ ☋.

- **Function Active:**
  The feature is highlighted on the display.

The Display

B **Phone Locked:**
Internal calls only.

D **Call Forwarding On:**
See Call Forwarding.

G **In Group:**
You can enable/disable group membership.

H **Held Call:**
Shows the number of held calls. See Hold.

N **Do Not Disturb On:**
See Do Not Disturb.

0 **Out of Hours:**
This is displayed if one or more Hunt Groups is in "Out-of-Hours" mode.

P **Parked Calls:**
Shows the number of parked calls.

U **Unavailable:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is not being covered by voicemail.

V **Voicemail:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is being covered by voicemail. See Voicemail.

01 **Calls in Call History:**
The phone can store and display recent calls.

DISC **Disconnected:**
To end the call, press 🔊 **Speaker**.

CONN **Connected:**
You are on a call.

CONF **Conference Call:**
You are part of a conference call, displayed on the left hand side of the display. See Conference Calls.

▼ Indicates that the displayed item is the currently selected item.

Note

- The items displayed by your IP phone may differ slightly from the items listed above.

System Features

System Features **can only be** set against soft function keys by your system administrator. However, your system administrator may allocate you two 'self administrator' features that will enable you to add System Features to your soft function keys. Refer to Overview of the Function Keys for details of the System Feature that **can only be allocated to you** by your system administrator.

In addition, there are a number of System Features that you can **always access yourself** by the use of short codes. Refer to System Features Introduction for details of System Features that **you can always access** yourself by dialling short codes. For example, to listen to your voicemail messages, dial ***17**.

Basic Call Handling Features

Answering a Call

When a call arrives at your phone, you may hear a ringing tone and a blinking bell icon (🔔) icon appears against the associated call appearance key.

To answer an incoming call:

Do one of the following:

- If you are not active on another call, answer the call using your handset, headset, or speakerphone. See Speakerphone.

or

- If you are active on a call already, place the active call on hold (see Hold), and then answer the incoming call by selecting the call appearance key.

or

- If the call appearance for the ringing call is not displayed on the current screen page, press ☎ **Phone/Exit** to return to the first page of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Note

- To redirect an incoming call, press 📞 **Drop** to redirect the call to Forward On No Answer (if set) or voicemail (if available).

Making a Call

You can make calls from the phone using a variety of methods as follows:

To manually make a call:

1. Dial the required number on the key pad. Remember to include the required access code (for example; 9 for an outside line) and listen to the progress of the call.

2. Adjust the speakerphone volume as necessary. To change the volume, press ▼ and ▲. The eight volume levels are displayed.

3. If the call is not answered, press ◁ **Speaker** or press (↓ **Drop**.

   or

   When the call is answered, either speak or pick up the handset and speak to the called party.

To automatically make a call:

Do any of the following:

- To have the phone dial the last number that you dialed, press ▦↩ **Redial** and then press ▭.

or

- Access the Call Log and initiate a call to a specific entry.

or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialling a Speed Dial Number.

When the call is answered, either speak or pick up the handset and speak to the called party.

Clearing a Call

To clear an established call:

Either

- Replace the handset.

or

- Press (↓ **Drop**.

Headset Working

When a headset is to be used on your phone, it must be plugged in to the headset socket on the base of the phone. To activate the headset and switch off the handset, press 🎧 **Headset**. The lamp beside the button is illuminated when headset working is activated.

To answer an incoming call:

- Press 🔲 next to the flashing bell icon (🔔).

To clear a headset call:

- Press ☎ **Drop**.

To manually make a call:

- Dial the number. Remember to include the required access code (for example; 9 for an outside line) and listen to the progress of the call.

To automatically make a call:

Do any of the following:

- To have the phone dial the last number that you dialed, press ⌗⤸ **Redial** and then press 🔲.

or

- Access the Call Log and initiate a call to a specific entry.

or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialling a Speed Dial Number.

When the call is answered, speak to the called party.

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Keep in mind that two-way speaker phones may not operate satisfactorily in every environment (such as in very noisy locations) and that they operate best when you speak directly too them.

To make or answer a call without lifting the handset, or to use the speakerphone with any feature:

1. Press ◁ **Speaker**. The LED beside the button illuminates.

2. Make or answer the call, or access the selected feature.

3. Adjust the speakerphone volume if necessary. To change the volume, press ▲ and ▼. The display shows the eight volume levels.

To change from the speakerphone to the handset:

- Pick up the handset and talk.

To change from the handset to the speakerphone:

1. Press ◁ **Speaker**. The LED beside the button illuminates.

2. Hang up the handset.

To end a speakerphone call:

- Press ◁ **Speaker** again. The LED beside the button goes out.

Speed Dial

The Speed Dial feature allows you to have the phone automatically dial calls to phone numbers stored in your personal directory. See Dialling a Speed Dial Number.

To make a call to a personal directory entry using the Speed Dial feature:

1. From the Home screen, press ⬭ **SpDial**. The **Speed Dial** screen is displayed.

2. Press the button next to the entry you want to call.

3. If the entry you want is not displayed, press ◀ and ▶ to search through the entries.

   or

   Key the first letter of the required name to jump to the page with a matching entry.

   The phone dials the number for you.

Redial

The Redial feature automatically redials a previously dialed extension or outside number (up to 24 digits). If you have dialed the same number twice in succession, it will only have one appearance in the redial list.

To redial the last number that you dialed:

- Press ⎄ **Redial**. If several numbers are shown, press 🗀 adjacent to the required number.

To change Redial:

1. Press ✔ **Options** and then press 🗀 **Application Options**.
2. Press 🗀 **Redial**. It will toggle between **Last Number** and **Last 3 Numbers**.
3. Press 🗀 **Save**.

Mute

During an active call, the **Mute** feature prevents the party with whom you are speaking from hearing you. This feature is most commonly used in conjunction with the Speakerphone, but can be used to hold an off-line conversation at any time during a call.

To prevent the other person on the line from hearing you:

1. Press 🎤 **Mute**. The other party cannot hear you. The indicator next to the 🎤 **Mute** button lights when mute is active.
2. To reinstate two-way conversation, press 🎤 **Mute** again.

Hold

If, with a call in progress, a second call arrives and is shown against a Call Appearance key, you can then hold the first call and answer the second call.

To put an existing call on hold:

1. Press ☕ **Hold** or press 🔲 with ♪ against it. ♪ changes to ↩; showing that the line is on hold.

2. To answer the second call, press 🔲 with ♠ against it. ♠ changes to ♪; showing that the line is connected.

To return to the held call:

1. If you have a call in progress, then first put that call on hold (as above).

2. To retrieve a held call, press 🔲 with ↩ against it.

Notes

- After a pre-set time (defined by your system administrator), you are reminded that you have a call on hold by ↩ changing for a few moments to ♠ and the phone ringing.

- If the system feature AutoHold is on (consult your system administrator) then you can hold an active call (♪) by pressing the second call's Call Appearance button (♠). If AutoHold is off, then pressing the second call's Call Appearance button (♠) will **drop the first call.**

- To transfer a held call see Transfer.

Transfer

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

To transfer the current call to another extension:

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. The transfer is complete.

   or

   - To announce the call before transferring it, wait for the called party to answer. If the called party is willing to accept the call, press **⟨→⟨ Transfer** again to complete the transfer.

   or

   - If the called party does not wish to accept the call, press **⟨↓ Drop**. To return to the held call, press ▭ adjacent to it.

   or

   - If the line is busy or if there is no answer, press **⟨↓ Drop**. To return to the held call, press ▭ adjacent to it.

To transfer a held call to another extension:

1. When a call is in progress and another call arrives, press **☙ Hold** and answer the second call.

2. To transfer the new call to the held call, press **⟨→⟨ Transfer** and dial the number of the held call

3. To complete the transfer, press **⟨→⟨ Transfer** again.

Conference

The Conference feature allows you to conference other parties (including yourself) into a call.

Notes

- The number of parties allowed in a conference is controlled by your phone system.
- Two Call Appearance keys are required for the conference feature.

To add another party to a call:

1. With a call in progress, press **CCC Conference**. The existing call is put on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer.
   If the called party does not answer or does not want to join the conference, press **Drop**. To return to the held call, press ▭ adjacent to the held call.
4. To add the person to the call, press **CCC Conference** again.
5. Repeat steps 1 through 4 for additional conference connections.

To add a held call(s) to an active call:

- Press **CCC Conference**. All held calls are added to the conference.

Notes

- To leave a conference call, hang up.
- To display and then select which conference participants to drop from the conference, press **Drop**.

Using Speed Dials

Overview of Speed Dials

The phone can store up to 48 personal speed dials. Press ⬭ **SpDial**, to display a screen similar to the following:

```
┌─────────────────────────────┐
│ Extn290 290                 │
├──────────────┬──────────────┤
│ Acme         │          Joe │
├──────────────┼──────────────┤
│ INDeX        │         Mark │
├──────────────┼──────────────┤
│ Jack      ↔  │       Recept │
├──────┬───────┴──────────────┤
│ Add   Edit   Delete         │
└─────────────────────────────┘
```
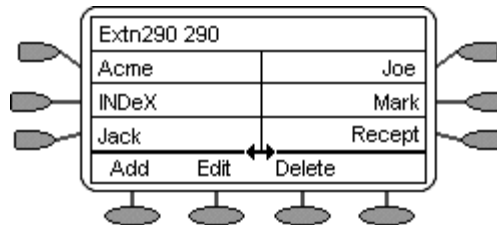
- The speed dials are sorted alphabetically.
- To dial a speed dial number stored, press ▭ or ▭ adjacent to a name.
- The ↔ symbol indicates that there are more pages. To move between pages, press ▶ or ◀.

To add a new speed dial, press ⬭ **Add**. See Adding a New Speed Dial.

To display an existing speed dial and edit current settings, press ⬭ **Edit**. See Editing a Speed Dial.

Note

- Speed dials can be used for any numbers that can be manually dialed from the extension. Where, for external calls, a dialling prefix is required then that prefix must be part of the speed dial number.

Dialling a Speed Dial Number

You can use the speed dial directory to make a call with the handset on hook or off hook.

To dial a speed dial number:

1. To display the speed dial directory, press ⬭ **SpDial**.
2. The ↔ symbol is shown if there is more than one page of speed dials. To move between pages, press ◀ and ▶.
3. When the speed dial required is shown on the screen, press ▭ or ▭ adjacent to the speed dial name.

Adding a Speed Dial from the Call Log

You can create a new speed dial from a call log entry. See Saving a Call Log Entry to Your Speed Dial List. This process will start the normal speed entry screen but pre-filled with the name and number from the call log entry.

Editing a Speed Dial

To edit a speed dial:

1. Press ⬭ **SpDial** and then press ⬭ **Edit**.
2. Select the speed dial entry you want to edit. To display different pages of speed dials, press ◄ and ►.
3. When the required entry is displayed, press the adjacent ▭ or ⬭.
4. Edit the speed dial using the same methods as for adding a new speed dial. See Adding a New Speed Dial.
5. To return to the speed dial list, press ⬭ **Save**.

Deleting a Speed Dial

To delete a speed dial:

1. Press ⬭ **SpDial** and then press ⬭ **Delete**.
2. Select the speed dial entry you want to delete. To display different pages of speed dials, press ◄ and ►.
3. Press ⬭ **Delete** again or to exit without deleting, press ⬭ **Cancel**.
4. Select another entry to delete or to return to the speed dial list, press ☎ **Phone/Exit**.

Adding a New Speed Dial

To add a new speed dial:

1. Press ⬭ **SpDial** and then press ⬭ **Add**. If a message stating that the speed dial list is full appears, you must first delete an existing entry before adding a new entry. See Deleting a Speed Dial.
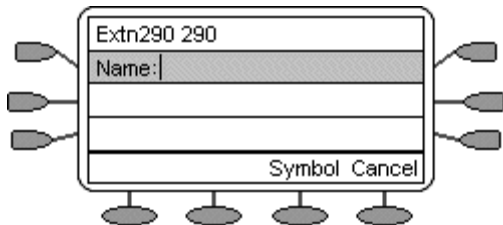
2. The cursor, a **|** symbol, is initially in the empty name field.

3. Begin entering text using the phone keypad. Each key is marked with the letters it provides. You may have to press the key more than once depending on the character you require.
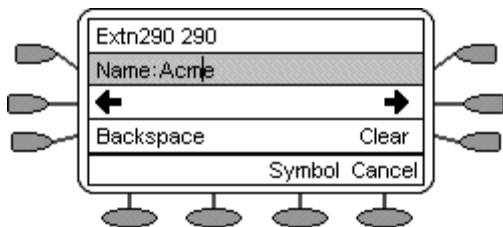
- For example, the key **2** is also marked as **A**, **B** and **C**. To enter a **C**, press **2** until **C** is displayed.

- To enter the next character from the same key, e.g. **a**, press ➡ to move the cursor right and then enter the character or simply press another key.

- If you make a mistake, use ⬅ to move the cursor to the right of the incorrect character and then use ▭ **Backspace** to delete it or to delete the last character entered, press ▭ **Backspace.**

4. As you enter **Name** characters you can use a number of other controls:

- ▭ **Case:** Change the case of the current character between upper and lower case.

- ➡ Moves the cursor right one character.

- ⬅ Moves the cursor left one character

- ▭ **Clear:** Delete the whole name.

- ▭ **Backspace:** Delete the character to the left of the cursor.

- ⬭ **Symbol:** provides access to the following symbols:
  Period (.), Comma (,), Hyphen (-), Space (inserts a space between characters), Slash (/) or Apostrophe (').

- ⬭ **Save:** Save the speed dial changes.

- ⬭ **Cancel:** Return back to the speed dial directory without making any changes.

5. When the **Name** has been entered, press ⬭ **Done**.

6. The **Number** menu is displayed. Enter the required number, including any external line access digit (for example; 9):

```
Extn290 290
Name: 9
←              →
Backspace        Clear
        Symbol  Cancel
```
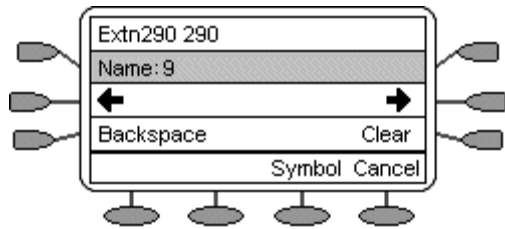
- If you make a mistake, use → to move the cursor to the right of the incorrect number and then use ▭ **Backspace** to delete it or press ▭ **Backspace** to delete the last number entered.

7. As you enter **Number** characters you can use other controls:

- → Moves the cursor right one character.

- ← Moves the cursor left one character

- ▭ **Clear:** Delete the whole name.

- ▭ **Backspace:** Delete the character to the left of the cursor.

- ◯ **Symbol** provides access to the following symbols:
  Period (.), Comma (,), Hyphen (-), Space (inserts a space between characters), Slash (/) or Apostrophe (').

- ◯ **Save:** Save the speed dial changes.

- ◯ **Cancel:** Return back to the speed dial directory without making any changes.

Note

- The controls on this screen are context sensitive, i.e. they only appear when applicable. For example; **Save** only appears when both a name and number have been entered.

8. When the **Number** has been entered, press ◯ **Save**.

Using the Call Log

Overview of the Call Log

The phone maintains a call log. To access, press ⬭ **Log**.

The call logs keeps logs of missed calls, outgoing calls made and incoming calls answered. Each of these logs includes the 30 most recent calls in its category. A screen similar to the following is displayed:
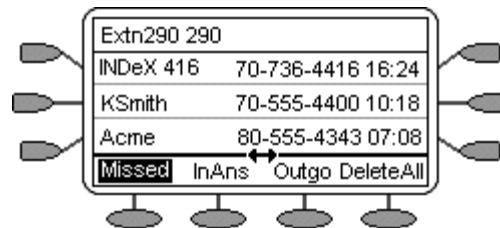
- The name of the called or calling party if available.

- The number of the called or calling party.

- The time of the call.

- The date of the call if prior to the current day.

- The ⬌ symbol indicates that the log contain more pages of entries. To move between pages, press ◀ and ▶.

Note

- Only outgoing calls made using the dial pad or a SpDial entry are logged.

To display full details of a log entry, press ⬭ or ⬭ adjacent to a log entry.

Each individual log entry includes details similar to the following:
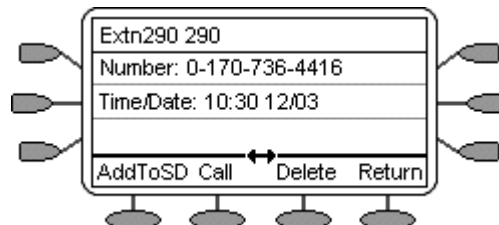
- The number of the called or calling party.

- The time of the call.

- The date of the call.

- The duration of the call for outgoing and answered calls (not shown above for missed calls).

Apart from using the call logs for information, you can turn a call log entry into a speed dial for future calls. You can also delete individual log entries or the all entries in a particular log.
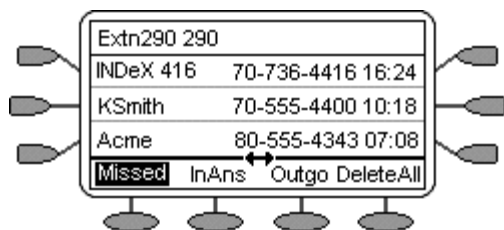
Caution

- Call log entries are lost whenever the phone system or the individual phone are reset.

Accessing the Call Logs

To access the call logs:

1. Press ⬭ **Log**.

2. The call log always opens in the ⬭ **Missed** calls log.

```
┌─────────────────────────────┐
│ Extn290 290                 │
├─────────────────────────────┤
│ INDeX 416    70-736-4416 16:24 │
├─────────────────────────────┤
│ KSmith       70-555-4400 10:18 │
├─────────────────────────────┤
│ Acme         80-555-4343 07:08 │
├─────────────────────────────┤
│ Missed  InAns ↔ Outgo DeleteAll │
└─────────────────────────────┘
```

- **Missed:**
  The log of calls that rang your extension but were not answered. This includes calls that were diverted to voicemail or another number after ringing your extension.

4. To select the log required type press either:

- **InAns:**
  The log of incoming calls that were answered. This includes both internal and external calls.

or

- **Outgo:**
  The log of calls made. This includes both internal and external calls.

4. If the selected log contains more than one page of entries, the ↔ is shown. To move between pages, press ◀ and ▶.

Displaying an Individual Log Entry

To display an individual log entry:

1. Locate the log entry in which you are interested from ⬭ **Missed**, ⬭ **InAns** or ⬭ **Outgo**.

2. Press ▭ or ▭ adjacent to the entry. The log entry details are shown.

3. To return to the call log, press ⬭ **Return**.

Making a Call from an Individual Log entry

To make a call from an individual log entry:

1. Locate the log entry in which you are interested from ⬭ **Missed**, ⬭ **InAns** or ⬭ **Outgo**.

2. Press ▭ or ▭ adjacent to the entry. The log entry details are shown.

3. To make the call, press ⬭ **Call**.

   If the number shown is external but does not include the external dialling prefix used by your phone system, go off-hook, dial the prefix and then press ⬭ **Call**.

Turning a Log Entry into a Speed Dial

To turn a log entry into a speed dial:

1. Locate the log entry in which you are interested from ⬭ **Missed**, ⬭ **InAns** or ⬭ **Outgo**.

2. Press ▭ or ▭ adjacent to the entry.

3. Press ⬭ **Add to SD**. The screens for editing and adding speed dials will appear, pre-filled with the information from the log entry. Edit the details if required (see Adding a New Speed Dial).

4. Press ⬭ **Save** or ⬭ **Cancel**.

   You will be returned to the speed dial selection menu.

Deleting an Individual Log Entry

To delete an individual log entry:

1. Press ⬭ **Log**.

2. Locate the log entry in which you are interested from ⬭ **Missed**, ⬭ **InAns** or ⬭ **Outgo**.

3. Press the key adjacent to it.

4. Press ⬭ **Delete** twice.

   or

   To return to the call log without deleting the log entry, press ⬭ **Cancel**.

Deleting All Entries from a Log

To delete all entries from a log:

1. Press ⬯ **Log**.

2. To select the log, press ⬯ **Missed**, ⬯ **InAns** or ⬯ **Outgo**.

3. Press ⬯ **DeleteAll**.

4. To delete the log entries, select ⬯ **Delete**.

   or

   To return to the call log without deleting the log entries, press ⬯ **Cancel**.

Exiting the Call Logs

- Press ☎ **EXIT**.

Changing Options

Personal Ringing

The IP Office uses 'distinctive ringing' for different types of calls:

- A repeated single ring for internal calls.
- A repeated double ring for external calls.
- A single ring followed by two short rings for ringback calls.

These options are fixed by the IP Office. You can personalize your phone's ringer sound so that you can recognize it from other ringing phones.

To select a personal ring:

1. Press ✔ **Options**.
2. Press ▶ and then press ⬯ **Personal Ringing**. A menu with the current ring pattern appears. This alters the tone and style of ringing used by the phone, the ring pattern is still controlled by IP Office according to the call type.
3. To select a ringing pattern, press Pattern 1 to 8. The selected ringing pattern is heard.
4. When you have selected a ringing pattern, press ⬯ **Save**. You will hear a confirmation tone and be returned to the options menu.
5. If you want to return to the options menu without changing the ring pattern, press ⬯ **Cancel**.

Viewing IP Settings

Views of phone and system information are available from the IP settings screen. You do not normally need to view this information, however your system administrator may ask you to report certain values from any of the status screens in the event of problems.

The status screen data can be viewed, **but cannot be changed** from your phone.

To view IP settings:

1. Press ✔ **Options** and then press ▭ **View IP Settings**.

2. There are two pages of display. Press ◀ and ▶ and select from:

   - **IP Address Settings**
     IP (Internet Protocol) address information identifies certain components and connections. The IP address information includes the location (address) of your phone on the IP Office unit, the location and port (connection) of the IP Office itself, the call routing and mask addresses, and the identification of the File Server with which your phone interacts. Although technical in nature, having this information available and knowing how to get to it can assist your system administrator in tracking questions about or problems with phone functions or connections.

   - **Quality of Service (QoS) Information**
     QoS refers to a number of mechanisms used to improve audio quality over the network.

   - **Phone Interface**
     Your phone interfaces with several system hardware devices and software. This screen provides information about three of the main interfaces.

   - **Miscellaneous Information**
     The miscellaneous status screens provide additional information about your phone and its connections.

3. To return to the first View IP Settings screen, press ▭ **Return**.

Display Contrast

You can adjust the contrast level on the phone display. You can choose from among fifteen levels of contrast.

To adjust the contrast level:

1. Press ✔ **Options**.
2. Press ▶ and then press ▭ **Contrast Control**.
3. To adjust the level of contrast, press ◀ or ▶.
4. When the contrast is set as required, either:

   - To save and return to the options menu, press ⬭ **Cancel**.

   or

   - To return to the options menu, press ⬭ **Cancel**.

Logging Off

Allows you to log your phone off to prevent unauthorized use during an absence, or for privacy purposes.

Caution

- Logging off deletes all Call Log entries and returns any options you may have changed to their default values.

To log your phone off:

1. Press ✔ **Options**.
2. Press ▶ and then press ▭ **Log off**.
3. To un-register your phone from the IP Office, delete all Call Log entries and returns any options you may have configured to their default values, press ⬭ **Yes**.
4. To return to the Option menu, press ⬭ **No**. Your phone remains logged on to the network and your Call Log and options values remain unchanged.

To log back on:

- The display will show **Ext.=xxx** in the top row. Press **#** and enter your password (consult your system administrator).

Changing Feature Key Labels

This feature can be used to edit and change the text label shown next to buttons.

To change the feature key labels:

1. Press ✔ **Options**.

2. Press ▶ and then press ▭ **Feature Button Labeling**.

3. Select from:

   - **Relabel feature buttons:** proceed from next step:

   - **View Default labels**

   - **Restore default labels:** restores any previously renamed feature labels to their default state.

3. Select the function key whose label you wish to change. The display will change to show the editing menu with **New:** highlighted.

4. Begin by entering the new text using the phone keypad. Each key is marked with the letters and number it provides. You may have to press the key more than once depending on the character you require. For example:

   - The key 3 is also marked as **D**, **E** and **F**. To enter a **D**, press **3**.

   - If the next character you want to enter is on the same key, press ➔ to move the cursor right and then enter the character. Alternatively, key the next character.

   - By default, the first letter is entered in upper-case and the phone then switches to lower-case entry mode. To change the case of the current character, press ▭ **Case.**

   - To enter a space, press ▭ **Space**.

   - If you make a mistake, press ▭ **Backspace** to delete the character to the left of the cursor.

   - If you have make a mistake in the middle of the text, press ◀ to backspace and then press ▭ **Backspace** to delete the character to the left of the cursor.

   - To delete the complete entry, press ▭ **Clear**.

   - You can also enter an **Apostrophe**, **Hyphen** or **Comma** as required.

5. When the new name is set as required, press ▭ **Save**.

6. To return to the Label screen without saving the changes, press ▭ **Cancel**. To return the main Options menu, press ▭ **Return**.

7. To return to the Call Handling screen without saving the changes, press ☎ **Phone/Exit**.

Displaying Language Selection

When the phone is first installed, it is set to display screen text in English. You can select the language that you would prefer from the following:

English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português) or Japanese (Katakana characters).

Note

- This does not alter your user language setting on the phone system.

To change the language:

1. Press ✔ **Options**.
2. Press ▶ and then press ▭ **Select display language**. A menu listing the available languages appears.
3. To search for the language required, press ◀ or ▶. You are asked in the original language "**Are you sure?**" with the same message in the new language below.
4. Do one of the following:

   - To return to the options menu without saving any changes, press ▭ **Return**.

   or

   - To save the settings and return to the options menu, press ▭ **Yes** (which is displayed in both the original and the selected language).

Phone Screen on Answer

This action controls the phone screen display when the phone is answered.

When the **Phone Screen on Answer?** option is set to **Yes**, the phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which "remembers" the current web screen).

When the **Phone Screen on Answer?** option is set to **No** (the default setting), answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message.

To change Phone Screen on Answer:

1. Press ✔ **Options** and then press ▭**Application Options**.
2. Press ▭ **Phone Screen on Answer**. It will toggle between **Yes** and **No**.
3. Press ▭ **Save**. To restore the previous setting without changing it, press ▭ **Cancel**. After saving or canceling, the first Options main screen is displayed.

Phone Screen on Calling

This action controls the phone screen display when the phone is answered.

When the **Phone Screen on Answer?** option is set to **Yes** (the default setting), the phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button).

When the **Phone Screen on Answer?** option is set to **No** answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message.

To change Phone Screen on Calling:

1. Press ✔ **Options** and then press ▭▷ **Application Options**.
2. Press ▭▷ **Phone Screen on Calling**. It will toggle between **Yes** and **No**.
3. Press ▭▷ **Save**. To restore the previous setting without changing it, press ⬭ **Cancel**. After saving or canceling, the first Options main screen is displayed.

Display Call Timers

This action controls whether the duration of the current call is displayed or not. If set to **Yes**, the duration of the current call is displayed on the call appearance key. If set to **No**, the call duration will not be displayed.

To change the Display Call Timers status:

1. Press ✔ **Options** and then press ▭▷ **Application Options**.
2. Press ▶ and then press ▭▷ **Display Call Timers?**. It will toggle between **Yes** and **No**.
3. Press ⬭ **Save**. To restore the previous setting without changing it, press ⬭ **Cancel**.

Message Display Rate

When the IP Office sends messages to your phone that are longer than the display area, the first part of the message is presented for a specific time interval. The second part of the message is then displayed for a specific time interval. The Message Display Rate can be either Fast (display interval is 2 seconds) or Slow - default (display interval is 3 seconds).

To change Message Display Rate:

1. Press ✔ **Options** and then press ▭▷ **Application Options**.
2. Press ▶ and then press ▭▷ **Message Display Rate**. It will toggle between **Fast** and **Slow**.
3. Press ⬭ **Save**. To restore the previous setting without changing it, press ⬭ **Cancel**.

Visual Alerting

When this option is set to **No** (the default), ringing is the only notification of an incoming call. When set to **Yes**, your phone rings and your voice message indicator light flashes to alert you to an incoming call.

To change Visual Alerting:

1. Press ✔ **Options** and then press ▭ **Application Options**.
2. Press ▶ and then press ▭ **Visual Alerting?** and toggle between **Yes** and **No**.
3. Press ▭ **Save**. To restore the previous setting without changing it, press ▭ **Cancel**.

Function Keys

Overview of the Function Keys

Both the Function Keys and Soft Keys can be used to access a range of system features. The display adjacent to the key shows the feature name.

Some of these features are default features supported by the phone (e.g. **SpDial**, **Option** and **Log** on the Soft Keys) and are always available. Others are system features that **can only be programmed by the system administrator** for Function Keys.

In addition, there are a number of System Features that **you can always access yourself** by the use of short codes. Refer to System Features Introduction for details of System Features that you can always access yourself by dialling short codes, e.g. to listen to your voicemail messages, dial ***17**.

The main screen has 4 pages. This means that the 6 ⬭ and ⬭ Function Keys on each page could be used for up to 24 features. However, it is **strongly recommended** that all three Call Appearance keys **remain at their default settings**. Hence, there are 15 soft Function Keys that can be allocated to system features.

To move between pages, press ◀ and ▶.

In the following example:

- The first three keys have been set (default setting) as call appearance lines.

- Key 4 has been set to access the Admin programmable functions.

- Key 5 has been set to monitor system park slot 1. The ◆ indicates a call is currently parked in slot 1 by the user and when parked in a slot by other users, the label is underlined.

- Key 6 has been set to the SAC (Send All Calls) function.

- To display the other page of programmed functions set for this phone, press either ◀ or ▶.
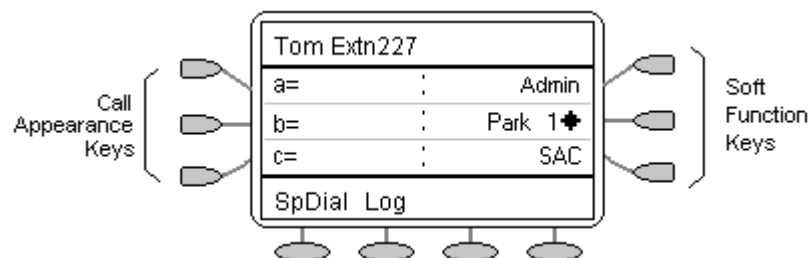
Programming your own functions:

If the phone has been setup with either or both the **Admin** and **Admin1** features assigned to display keys, you can select and program your own feature choices against other keys.

Function Key Programming

If any one of the keys on the telephone is programmed with an **Admin** or **Admin 1** feature key, it allows you to program further features against other function keys. Both **Admin** and **Admin1** are allocated to your function keys by your system administrator and would appear on a menu screen that is similar to the following:

```
┌─────────────────────────┐
│ Tom Extn227             │
├─────────────────────────┤
│ a=        :      Admin  │
├─────────────────────────┤
│ b=        :      Admin1 │
├─────────────────────────┤
│ c=        :              │
├─────────────────────────┤
│ SpDial  Log             │
└─────────────────────────┘
```
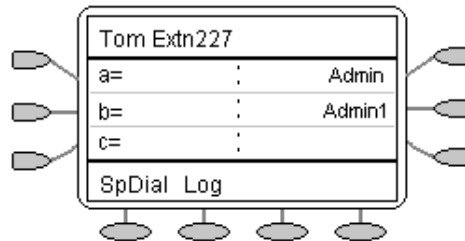
The two tables below list the user programmable features available from **Admin** and **Admin1**.
For full details of how each function works see Function Key Features.

Admin: The programmable functions available via an **Admin** key are:

Name	Description	Toggles	Data
Acct	Account Code Entry	No	Optional
AD	Abbreviated Dial	No	Yes
Admin	Self-Administer	No	No
AutCB	Automatic Callback	Yes	No
CFrwd	Call Forwarding All	Yes	Optional
CPark	Call Park	Yes	Optional
CPkUp	Call Pickup	No	No
Dir	Directory	No	No
DPkUp	Directed Call Pickup	No	Yes
Drop	Drop	No	No
GrpPg	Group Paging	No	Yes
HdSet	Headset Toggle	Yes	No
HfAns	Internal Auto-Answer	Yes	No
HGNS+	Set Hunt Group Night Service	Yes	Yes
Park	Call Park to Other Extension	No	Yes
Prog	Abbreviate Dial Program	No	Yes
RngOf	Ringer Off	Yes	No
SAC	Send All Calls	Yes	No
Spres	AD Suppress	Yes	No
Timer	Timer	Yes	No
TmDay	Time of Day	Yes	No

In addition to the above, there is a key labeled **ExIp?** This key enables you to change the display from the shorthand version displayed at default to a longhand version of your own. See Shorthand Programming Mode and Longhand Programming Mode respectively.

Admin1: The programmable functions available via an **Admin1** key.

Name	Description	Toggles	Data
Park	Park	No	Yes
<User>	User	No	Yes
<Group>	Group	No	Yes
<Number> Dial		No	Yes
Flash	Hook Flash	No	No

Shorthand Programming Mode

1. Press ► **Admin** or ► **Admin 1**. See Function Key Programming.

2. The **Admin** or **Admin1** menu is displayed, similar to the following:

Admin Pages

```
┌──────────────────────────────┐
│ 227          4:51pm 1/20/05  │
├──────────────────────────────┤
│ Expl?               HFAns    │
│ Dir                  <<<     │──  Press this key to step back one page through the Admin options
│ Drop                 >>>     │──  Press this key to step forward one page through the Admin options
├──────────────────────────────┤
│ SpDial  Log                  │
└──────────────────────────────┘
```
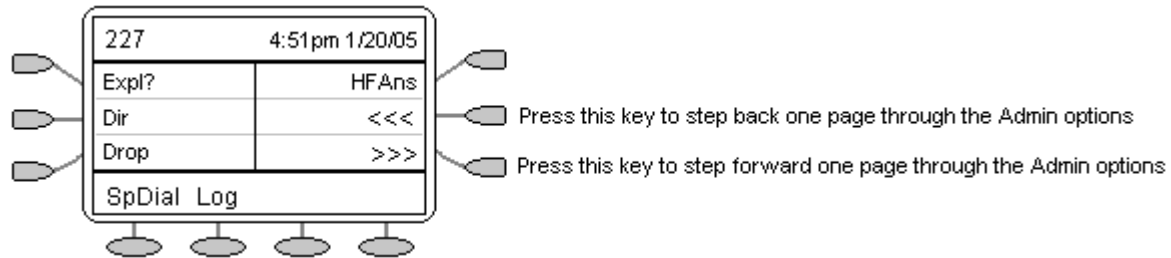
With the exception of **Expl?**, the names shown are the features that you can assign to soft keys. When **Admin** has been selected you can display the full name of the feature by pressing **Expl?**. See Longhand Programming Mode.

Admin1 Page

```
┌──────────────────────────────┐
│ 227          4:51pm 1/20/05  │
├──────────────────────────────┤
│ Park                 Dial    │
│ User                 <<<     │──  Press this key to step back one page through the Admin options
│ Group                >>>     │──  Press this key to step forward one page through the Admin options
├──────────────────────────────┤
│                              │
└──────────────────────────────┘
```
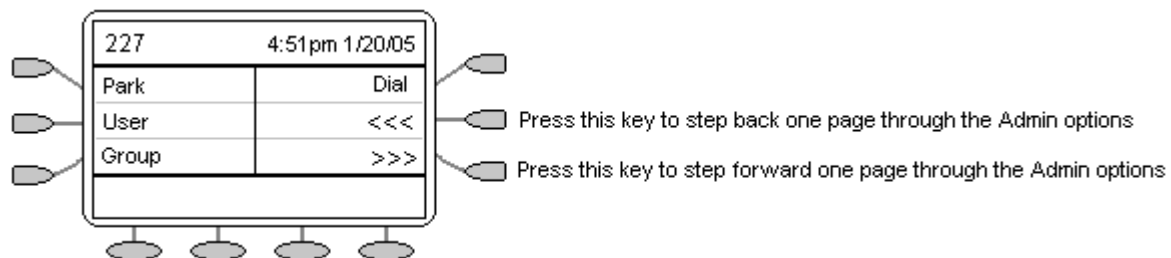
3. On the **Admin** pages, press ◄ and ► to move through the list of feature.

4. When the function required is shown, press ▭ adjacent to its name.

5. If the function requires some data to be entered, **[ ]** is shown at the bottom of the display. Enter the data using the normal phone keypad.

6. The upper part of the display reverts to showing the functions currently assigned to each ▭ and ▭.

7. To select the display key against which to program the new function, press ▭ and ▭.

   Caution

   - Do not select the slot used for the **Admin** function. Replacing this function will lock the phone for further programming until reset through the phone system.

8. If the display slot is not already used, the display shows **BUTTON PROGRAMMED!**.

   - To end programming, press ☎ **Phone/Exit**.
   - To continue programming other functions, press ▭**Cont**.

9. If the display slot already has a programmed function, the display shows **FEATURE ON BUTTON**. Press ◄ or ► until **Repla**, **Keep** and **Delet** are shown along the right-hand edge of the display.

   - To replace that existing function with the one just programmed, press **Repla** ▭. The display shows **BUTTON PROGRAMMED!** as above.
   - To keep the existing function and forget the function just programmed, press **Keep** ▭.
   - To delete the existing function and forget the function just programmed, press **Delete** ▭.

Longhand Programming

1. Press ▶ **Admin** or ▶ **Admin 1**.

2. To switch to longhand programming mode, press **Expl?** ⬅.

3. Press **Next** ➡until the function required is shown, then press **Selct** ⬅.

4. If the function requires some data to be entered, **[ ]** is shown at the bottom of the display. Enter the data using the normal phone keypad.

5. The upper part of the display reverts to showing the functions currently assigned to each ➡and ⬅.

6. To move between the pages of display keys, press ◀ and ▶.

7. To select the display key against which to program the new function, press ➡or ⬅.

   Caution

   - Do not select the slot used for the **Admin** function. Replacing this function will lock the phone for further programming until reset through the phone system.

8. If the display slot is not already used, the display shows **BUTTON PROGRAMMED!**.

   - To end programming, press ☎ **Phone/Exit.**

   - To continue programming other functions, press ➡**Cont**

9. If the display slot already has a programmed function, the display shows **FEATURE ON BUTTON**. Press ◀ or ▶ until **Repla**, **Keep** and **Delet** are shown along the right-hand edge of the display.

   - To replace that existing function with the one just programmed, press **Repla** ⬅. **BUTTON PROGRAMMED!** is displayed.

   - To keep the existing function and forget the function just programmed, press **Keep** ⬅.

   - To delete the existing function and forget the function just programmed, press **Delete** ⬅.

System Features

Introduction

As well as your phones specific features, you can access a number of system features by dialling short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public phone network.

Making Calls

To make internal calls:

If your system administrator has allocated you the *Ring Back When Free* feature (see RBak+ - Ringback When Free) under a dial pad digit, you can:

1. When you call an extension that does not answer or is busy, press ▭ **RBak** to set a callback on that extension.

2. When the extension you called becomes free, your phone will ring (a burst of three rings). Lift the handset and the extension is called automatically.

3. Lift the handset and the extension is called automatically.

To make external calls:

Either:

- Dial the number (prefixed by the access code if required).

  or

- Use a speed dial code (contact your system administrator for a list of your speed codes).

If you hear busy tone while dialling, then the call may be barred. Your system administrator can bar certain calls, such as those to premium rate numbers and international calls.

Answering Calls

To answer calls at your own extension:

- Pick up the handset.

or (in headset mode)

- Press the button associated with the alerting call.

The default ring cadences are:

- **Internal calls** - single ring cadence.
- **External calls** - double ring cadence.

To answer a call at another extension:

You can answer from your own phone by using Call Pick-Up; lift your handset and dial:

- ***30** to answer a call ringing anywhere.
- ***31** to answer a call within your group.
- ***32*201#** to answer the call for a particular extension, in this example 201.

Note

- If your phone rings for any longer than a specified period (15 seconds in default), any re-direction feature that you have activated, such as voicemail or call forwarding, will come into effect.

Call Waiting

Call Waiting tells you if another call arrives while you are already making a call by providing a call waiting tone. If you hear the call waiting tone, either end your current call or put the caller on hold. The waiting call should then ring.

To turn call waiting on, dial ***15**. To turn it off, dial ***16**.

Note

- Call Waiting is only used for a single line phone with no call appearance buttons programmed.

Call Forwarding

Your calls can be forwarded to another extension or an external number when:

- You are away from your desk (on no answer).

or

- Your extension is busy (on all Call Appearance keys).

or

- You are away from the office (e.g. when you are on holiday).

The following options are available for 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 (i.e. not Hunt Group), 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**.
- To switch Forward Hunt Group Calls On, dial ***50**. To switch it off, dial ***51**. This setting is for Forward Unconditional On only.

Diverting Calls

You can divert your calls to another extension. In the examples below, *N* is the extension to which you want your calls diverted.

Note

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

To divert calls at another extension:

- Dial ***12*N#** from the extension you are temporarily using.
- Dial ***13*N#** to re-direct the calls back to your own extension, before you return to it.

To divert calls at your own extension:

- Dial ***14*N#** from your own extension.
- Dial ***14*#** to cancel either feature from your own extension.

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list:

- To switch Do Not Disturb on/off (with or without exceptions), dial ***08**. An **N** is displayed. To switch it off, dial ***09**.
- To add a number to the exception list, dial ***10*N#**.
- To delete a number from the exception list, dial ***11*N#**.

Note

- Your callers, other than your exceptions, either hear busy tone or are re-directed to your voicemail.

Voicemail

You can enable voicemail to allow callers to leave messages when you are out of the office, away from your desk or engaged on another phone call. Voicemail messages can be retrieved internally or externally via any phone. Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as *Voicemail Ringback*.

Note

- Not all systems support voicemail or have voicemail installed.

The following options are available for voicemail:

- To switch voicemail on, dial ***18**. To switch it off, dial ***19**.
- To retrieve your voicemail, dial ***17**.
- To turn Voicemail Ringback on, dial ***48**. To turn it off, dial ***49**.

Dialling a number while listening to your messages invokes further facilities:

- Once messages have been delivered, they are held on the system for 24 hours (this is fixed for Voicemail Lite, but can be varied by your system administrator if your IP Office is equipped with VoicemailPro).
- You can collect your voicemail from another extension by using the PIN your system administrator has set up for you. You can collect your messages if you are out of the office, by either dialling from a number that has been registered for the purpose or by dialling your extension number and PIN when prompted. If validation is successful, then dial **2** to retrieve your mail.
- The system administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

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 Unconditional On	*33*N#	Call Queue
*02	Forward Unconditional Off	*34	Hold Music
*03	Forward On Busy On	*35*N#	Extn Login
*04	Forward On Busy Off	*36	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

Management and Troubleshooting

Overview

This section provides helpful information for:

- Testing your phone to be sure it is operating correctly.
- Basic Troubleshooting; this chart provides the most common problems an end user might encounter and suggested resolutions.
- Application-specific troubleshooting; this chart describes problems and solutions specific to phone application (Speed Dial, Call Log, or Web Access).
- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

Testing Your Phone

The test function enables you to verify that your phone's lights and display are operating properly.

To test the phone's lights and display:

1. With the phone idle (on-hook), press and release **Mute**, then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST).

   The display should indicate the self-test has started. If the test is successful, the message "Self test Passed #=end" displays; if the test is not successful, the message "Self test Failed #=end" displays instead.

2. To return to the phone screen, press **#**.

   If nothing appears on the display and the phone is receiving power, your phone may need to be replaced. Contact your system administrator for assistance or additional troubleshooting information.

Troubleshooting Chart

- **Phone does not activate when connected for the first time:**
  Unless your system administrator has already initialized your phone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your phone immediately begins downloading its operational software, IP address, and any special features programmed by your system administrator from the server to which it is connected. Report any delay of more than 10 minutes to your system administrator.

- **Phone does not activate after a power interruption:**
  Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.

- **Display shows an error/informational message:**
  Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your system administrator for resolution.

- **Speakerphone does not operate:**
  Ask your system administrator if your Speakerphone has been disabled.

- **Characters do not appear on the display screen:**
  See " Phone does not activate when connected for the first time" above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and release **Mute**, then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced. If the above suggested solutions do not resolve the problem, reset or power cycle the phone with your system administrator's assistance.

- **No dial tone:**
  Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone. Contact your system administrator if the problem persists.

- **Phone does not ring:**
  Set your ringer volume to a higher level using ▼ and ▲. From another phone, place a call to your extension to test the above suggested solution.

- **All other IP problems:**
  Contact your system administrator.

SPEED DIAL APPLICATION:

- **You cannot dial out using any Speed Dial entries:**
  Dial button. Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.

- **You cannot add an entry to the Speed Dial list:**
  You have 100 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.

CALL LOG APPLICATION:

- **You cannot dial out after selecting a call log entry:**
  Check that all call appearances incoming/outgoing lines are not already in use. If all lines are in use, wait until a line is available to make your call.

- **You cannot add an entry to the Speed Dial list:**
  You have 100 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.

- **Dialling from this application does not go through:**
  Your administrator must administer settings for the Enhanced dialling feature beyond the defaults.

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