



# **IP Office Analog Phone User Guide**

Release 11.1  
Issue 1  
February 2021

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# Chapter 1: Using Analog Phones on an IP Office System

This guide covers the general operation of analog telephones on an IP Office telephone system.

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## Calling Another Extension

### Procedure

1. Pick up the handset and dial the number.
2. If the number is busy, you can arrange a ringback when free as follows:
  - a. Dial any digit and hang up.
  - b. When the extension you called is free again, your phone will ring (a burst of three rings). Pickup the handset.

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## Making an External Call

### Procedure

1. Pick up the handset.
2. Dial the number required:
  - Depending on how your system is configured, you may need to dial a prefix on external numbers. Your system administrator will confirm the prefix required if any.
  - If you hear busy tone whilst dialing, then the number is barred. Your system administrator can bar certain calls, such as those to premium rate numbers and international calls.

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## Answering a Call

### Procedure

1. The ring cadence tells you the type of call alerting your phone:
  - Internal calls have a single ring cadence
  - External calls have a double ring cadence
2. To answer the call, pick up the handset.
  - If your phone rings for longer than a specified period (15 seconds in default), any re-direction feature that you have activated will come into effect. For example: call forwarding or voicemail.

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## Answering a Call Ringing at Another Extension

### About this task

You may be able to answer calls that are ringing on another extension.

### Procedure

1. Lift your handset.
2. Dial one of the following:
  - To answer a call ringing anywhere: Dial **\*30**.

- To answer a call ringing another extension in your group: Dial **\*31**.
- To answer the call ringing on a particular extension: Dial **\*32\*N#** where **N** is the other extension's extension number.

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## Transferring a Call

### Procedure

1. Press **R (Recall)**. This puts your current caller on hold. Depending on the make and model of your phone, the key may be marked **R (Recall)**, **F (Flash)** or **H (Hook Flash)**.
2. Dial the number to which you want to transfer the call.
  - Transferring or forwarding calls to external numbers is not normally allowed. Check with your system administrator if you need to access that feature.
  - Depending on how your system is configured, you may need to dial a prefix on external numbers. Your system administrator will confirm the prefix required if any.
  - If you hear busy tone whilst dialing, then the number is barred. Your system administrator can bar certain calls, such as those to premium rate numbers and international calls.
3. You can either hang up when the other end starts ringing or wait until the other extension answers.
4. If the call is not answered or the extension is busy, press **R** to return to the held call.
5. If the caller wishes to wait until the busy extension is free, the call can be queued to that extension as follows:
  - To place the caller on hold, press **R**. To obtain a dial tone, press **R** again.
  - To queue the held caller against extension 201, dial **\*33\*201#**.

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## Call Waiting

Call Waiting alerts you if another call arrives while you are already on a call. It does this by beeping every six seconds.

When you hear the call waiting signal, you can switch between calls by pressing **R**. Depending on the make and model of your phone, the key may be marked **R (Recall)**, **F (Flash)** or **H (Hook Flash)**.

- To turn call waiting on: Dial **\*15**.
- To turn it off: Dial **\*16**.

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## Forwarding Calls

Your calls can be forwarded to another extension or an external number. The following options are available for call forwarding:

- To set the number to which your calls are forwarded: Dial **\*07\*N#** where **N** is the destination number.
  - Transferring or forwarding calls to external numbers is not normally allowed. Check with your system administrator if you need to access that feature.
  - Depending on how your system is configured, you may need to dial a prefix on external numbers. Your system administrator will confirm the prefix required if any.
  - If you hear busy tone whilst dialing, then the number is barred. Your system administrator can bar certain calls, such as those to premium rate numbers and international calls.
- To switch forward unconditional on: Dial **\*01**.
  - To switch it off: Dial **\*02**.
  - To include hunt group calls in forward unconditional: Dial **\*50**.
    - To switch hunt group calls off: Dial **\*51**.
- To switch forward on busy on: Dial **\*03**.
  - To switch forward on busy off: Dial **\*04**.
- To switch forward on no answer on: Dial **\*05**.
  - To switch forward on no answer off: Dial **\*06**.
- To switch off all forwarding: Dial **\*00**.

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## Using Follow Me

You can divert your calls to another extension. If you do not answer your calls at the other extension, they will still follow your forwarding or voicemail settings.

## Follow Me Here

You can control follow me from the extension at which you want to temporarily work.

- To start follow me here from another extension: Dial **\*12\*N#** where **N** is your extension number.
- To re-direct the calls back to your own extension: Dial **\*13\*N#**.

## Follow Me To

You can control follow me from your own extension.

- To start follow me: Dial **\*14\*N#** where **N** is the extension to which you want your calls sent.
- To end the follow me: Dial **\*14\*#**.

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## Using Do Not Disturb

You can choose to not receive incoming calls whilst still being able to use your extension to make calls. When enabled, callers are re-directed to your voicemail if on or otherwise hear busy tone.

You can also add a set of exception numbers for callers who are still be able to call you when you have do not disturb on.

- To switch do not disturb on: Dial **\*08**.
- To switch it off: Dial **\*09**.
- To add a number to the exception list: Dial **\*10\*N#** where **N** is the number. That can include external numbers.
- To delete a number from the exception list: Dial **\*11\*N#**.

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## Voicemail

If your system has voicemail available, you can enable it to allow callers to leave messages when you do not answer calls.

- To switch voicemail on: Dial **\*18**.
  - To switch it off: Dial **\*19**.
- To retrieve your voicemail: Dial **\*17** and follow the spoken prompts.

## Voicemail Ringback

Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as Voicemail Ringback.

- To turn voicemail ringback on: Dial **\*48**.
- To turn it off: Dial **\*49**.

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## Short Codes

Your system administrator can set up short codes for frequently used numbers. These can be full numbers, area codes, or prefixes which give access to other phone service providers.

The phone system also has a number of short codes for special features. The set below are the default codes, note however that these can be edited and changed by your system administrator.

In the short codes below, **N** represents another number such as an extension number.

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

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