

Chapter 10: Voicemail System

Introduction to voicemail

Callers can leave messages for you similar to an answering machine, if a voicemail system is connected to your telephone system. You can call to retrieve these voice messages. Further more you can receive conventional text messages from a server.

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

Diverting calls to voicemail

Use the procedure *Diverting calls* and enter the call number of your voicemail system as destination.

To withdraw the diversion, select the appropriate status information and press the **OK** button.

Related topics:

[Diverting calls](#) on page 23

Managing voice messages *

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

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1. Press the **Message** button.
 2. Select to the desired entry.
 3. Press the **OK** button.
Your telephone switches to handsfree and dials the call number of the voicemail system. Then you are guided through the operations of the voicemail system.
 4. To listen the voice message, follow the advice of your voicemail system.
 5. To delete the voice message, press the **Clear** softkey.

The appropriate entry flashes. Press the **Clear** button once more or the **OK** button to confirm.

Deleting all messages

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

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1. Press the **Message** button.
 2. Select **Delete all messages**.
 3. Press the **OK** button.
The selected menu item starts flashing.
 4. Press the **OK** button to confirm.
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Chapter 11: Partners

Introduction to partners

Your system administrator can link together up to 16 telephones in your telephone system to create a partner group. You can set up your telephone so that you hear a short tone when one of your partners is called (partner beep). You can also set up and, if required, delete several partner diversions by pressing a few keys. To do this, the **Deputy key** function key must be set up.

By default, all partners are assigned to function keys, also referred to as partner keys. The LEDs of the partner keys provide information about your partners' activities.

Related topics:

[About LEDs](#) on page 10

[Assigning functions to keys](#) on page 72

[Creating a destination key](#) on page 73

Setting up partner names

You can allocate a long and a short name to each partner call number.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner name**.

11. Press the **OK** button.
 12. Select the call number of the desired partner.
 13. Press the **OK** button.
 14. Select **Long name**.
 15. Enter the appropriate name.
 16. Select **Short name**.
 17. Enter the appropriate name.
 18. Press the **Done** softkey.
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Calling partners

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1. Press the appropriate partner key.
 2. Talk using the speakerphone, or lift the handset to talk using the handset.
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Answering a call for a partner

When a partner's telephone rings, the corresponding LED on your telephone flashes. You can pick up that call and answer as deputy.

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1. Press the Partner key and wait until the call reaches your own telephone.
 2. Lift the handset.
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Assigning partners to another key

By default, all partners are assigned to the function keys. Use this procedure to assign a partner to a different key.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Change Partner position**.
 11. Press the **OK** button.
 12. Select the desired partner.
 13. Press the **OK** button.
 14. Press the partner or function key that you want to assign.
The previous key assignment is displayed.
 15. Press the **Save** softkey.
The partner is now assigned to the new key.
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Hiding partner keys

Use this procedure to hide the partner signaling for one of your partners.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Hide/show partner keys .**

11. Select the partner key whose partner signalling you don't want to get any longer.
 12. Press the **Change** softkey.
 13. Press the **Done** softkey.
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Activating partner beep

Use this procedure if you want to hear a short tone (beep) every time your partner is called.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner beep....**
 11. Press the **OK** button.
 12. Select the partner for whom you want to activate the partner beep.
 13. Press the **OK** button.
 14. Select **Audio**.
 15. Press the **Change** softkey several times to select one of the following:
 - Beep
 - Ringing tone
 - off
 16. Press the **Done** softkey.
If you set **Ringing tone** instead of **Beep**, the normal ringing tone sounds on your telephone when your partner is called.
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Assigning partners on the button module*

Use this procedure to transfer all your partners from your telephone's keys to the keys of a button module.

**Note:**

The button module is not supplied as standard with your telephone.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Assign partner to DSS module**.
The partners are transferred to the LEDs of the button module in their current order.
The previous key assignments on the buttons are overwritten.
 11. Select **Assign partner to telephone** in order to transfer the partners back to the telephone. The former key assignments of the button module are re-established.
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Diverting your calls to a partner

Use this procedure to divert your calls from outside the partner group to one of your partners.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.

5. Press the **OK** button.
6. Select **Partner ...**
7. Press the **OK** button.
8. Select **Set/delete partner div**
9. Press the **OK** button.
10. Select **Partn. div. from my phone....**
11. Press the **OK** button.
12. Select the partner to whom you want to divert calls, displayed with **off**
13. Press the **OK** button.
14. Select **on**
15. Press the **OK** button.
The partner diversion is now activated, displayed in the status information.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Diverting partner calls to your telephone

You want to answer calls on behalf of your partners. Use this procedure to divert their calls to your own telephone.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partner div. to my phone....**
 11. Press the **OK** button.
 12. Select the partner, whose calls you want to divert to your telephone, displayed with **off**

13. Press the **OK** button.
14. Select **on**.
15. Press the **OK** button.
Partner diversion is now activated. The appropriate LED flashes.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Diverting calls from one partner to another *

If you have the appropriate authorization, you can set up a partner diversion from any partner to another.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partnerdiv. from/to others**.
 11. Press the **OK** button.
 12. Select **Set partner division**.
 13. Press the **OK** button.
All partner are displayed.
 14. Select one of the partners as source for the diversion.
All possible combinations with this source partner are displayed.
 15. Select the combination with the target partner to whom you wish to divert calls.
 16. Press the **OK** button.
The selected combination is displayed with **off**.
 17. Press the **Change** softkey.
The selected combination is displayed with **on**
 18. Press the **Done** softkey.

Partner diversion is now activated.

Diverting partner calls to partners, extended *

If you have the appropriate authorization, you can divert any call of a partner group to any call number for another partner. This means that call diversion can be activated to a partner's mobile or home call number.

A maximum of five status displays for extended partner diversion can be displayed. Partner names are replaced by the number in extended partner diversion.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **CFF partner diversion key 1..5**.
 11. Press the **OK** button.
 12. Press the **Enter** softkey.
 13. Select the partner whose calls shall be diverted.
 14. Press the **OK** button.
 15. Enter the call number.
 16. Press the **OK** button.
 17. The function key is allocated.
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Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Setting the deputy key *

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Set deputy key**.
 11. Press the **OK** button.
 12. Press **Deputy** to select the partner, from whom you want to divert .
 13. Press the **OK** button.
 14. Select partner and select all partners you want to define as your deputies and turn them to on.
 15. Press the **OK** button.
 16. Now the deputies are selected, you need to program the function key “deputy key” to activate/deactivate of defined deputy diversion.
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Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

[Function and destination keys](#) on page 71

Adding a partner to a partner group *

Use this procedure to add a new partner to your partner group.

The phone numbers of the subscribers in the partner groups must be set up by your system administrator.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Expand partner group**.
 11. Press the **OK** button.
 12. Enter the call number of the partner you want to add to your partner group.
 13. Press the key to which you want to assign the new partner.
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Removing a partner from a partner group *

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Reduce partner group**.
 11. Press the **OK** button.

12. Select the partner who you want to remove.
 13. Press the **Delete** softkey.
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Restricting partner signaling *

Use this procedure if you don't want the partners displays to show whether you are on a call, whether you are being called, whether a call diversion exists for you, etc.

The "Restrict partner signaling" function must be enabled by your system administrator.

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1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Restrict signaling Off**.
 11. Press the **Change** softkey.
The display switches to **On**.
 12. Press the **Save** softkey.
 13. To enable partner signaling again select **Restrict signaling On**.
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Reserving a line as executive line

You can reserve an external line for another partner (executive) using your telephone. In this way, for example, a secretary can reserve a line for the boss.

The **Executive** function key must be set up on the secretary's telephone by the administrator.

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1. Press the **Executive** key.
 2. Press the partner key of the partner for whom you want to reserve a line.
 3. Press the **OK** button.
The status message *Line busy* appears in the display of the partner telephone.
The partner can continue to dial as usual.
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Related topics:

[Assigning functions to keys](#) on page 72

Setting up a connection for a partner

Your partner (executive) asked you to set up a connection substitutionally.

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1. Make a call to the appropriate call number.
 2. Select **New call to...**
 3. Press the **OK** button.
 4. Press the partner key.
 5. Replace the handset.
The partner is connected to the other party. Your own telephone is free again. This procedure is like *Transferring a call* with the help of the partner key, further more you don't need to wait for the other person answering.
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Filtering *

Filtering is a function for executives and their secretaries or receptionists. Filtering groups are formed with several executives and several secretaries for this purpose. An incoming call for an executive is initially signaled at the secretary's telephones. If required, it can subsequently be transferred to the executive. The filtering function is a special partner diversion.

The executives activate the filtering function for external or internal or for all calls. In general, the secretaries can switch on or off to control their readiness to receive a call. When filtering is active, a filtered call is signaled at all active secretary's telephones in the filtering group. The connection is established to the receptionist who accepts the call first.