AVAYA

4400 and 4400D Telephones User's Guide

Back Panels:

Using Features

Feature Codes

Front Panels:

Your Telephone

Call Handling

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Your Telephone

Fixed Buttons

4400
- Volume
- Flash

4400D
- Conf (Conference)
- Trnsfr (Transfer)
- Redial
- Volume
- Hold

Tones

Dial tone (steady tone)
You can make a call.

Busy (slow repeating tone)
The phone you are calling is busy.

Fast busy (fast repeating tone)
No lines are available.

Error (alternating high-low tones)
You dialed or used a feature incorrectly.

Confirmation (double break in dial tone followed by steady tone)
You used a feature correctly.

Tones
(continued)

◆ ◆ ◆ ◆ ◆

Callback (5 short beeps)
A line or pool you selected, or an extension you called, is busy and the system is putting your call into the callback queue.

◆ ◆

Call Waiting (1 or 2 beeps)
You have an inside (1 beep) or an outside (2 beeps) call waiting.

Rings

1 long ring
Inside call.

1 short ring and 1 long ring
Outside call.

1 long ring and 3 short rings
Outside call transferred, returning transferred call, or returning Callback call.

◆

1 beep each minute
Call on hold.

Call Handling

Make a Call	**To make an outside call:** *Lift the handset. Dial the dial-out code (usually* **9** *), if required; then dial the telephone number.* **To make an inside call:** *Lift the handset and dial the extension.*
Answer a Call	**To answer an outside or inside call:** *Lift the handset.*
Transfer a Call	**To transfer inside or outside calls:** 1 *Press and release the* **Flash** *button (4400 telephone) or the* **Trnsfr** *button (4400D telephone).* 2 *Dial the extension, or the dial-out code plus the outside number.* 3 *Announce the call and hang up.* You can transfer only inside calls to an outside number provided that you are allowed to do so. You cannot transfer an outside call to another outside number.
Place a Call on Hold	**To place a call on hold:** 1 *Press and release the* **Flash** *button (4400 telephone) or the* **Hold** *button (4400D telephone).* 2 *To return to the call on hold, press and release the* **Flash** *or* **Hold** *button again.* On a 4400 telephone, if you retrieve a call from hold and want to place it on hold again, you must press the **Flash** button twice. If you hang up while a call is on hold on a 4400 telephone, the call is removed from hold and rings back on the telephone. On a 4400D telephone, if you hang up while a call is on hold, the call remains on hold.

Call Handling

Make a Conference Call

Follow these steps to make a conference call:

1 *While on a call, press and release the* **Flash** *button (4400 telephone) or the* **Conf** *button (4400D telephone).*
2 *Dial the outside number or extension.*
3 *Announce the conference.*
4 *Press and release the* **Flash** *button or the* **Conf** *button again.*

♦ To end the conference, hang up.
♦ To drop the last party added on the 4400 telephone, press and release the **Flash** button.
♦ To add another party to the conference on a 4400D telephone, press the **Conf** button again and dial the additional outside number or extension.

Up to five parties (three inside, two outside) can be on a conference call on a 4400D telephone. Up to three parties can be on a conference call on a 4400 telephone.
You cannot drop a conference participant from a 4400D telephone.

Use System Speed Dial

To use System Speed Dial:

Lift the handset, press **#** *, and dial the three-digit code (600–729).*

Call Handling

Use Personal Speed Dial	**To program Personal Speed Dial codes:** 1 *Lift the handset and dial* **#** **0** **0** . 2 *Dial* **#** *and the 2-digit code (01–24).* 3 *Dial* **✳** **2** **1** *, the dial-out code if any, and the telephone number.* 4 *Repeat Steps 2 and 3 to program additional numbers.* 5 *Hang up to end programming.* **To use Personal Speed Dial:** *Lift the handset, press* **#** *, and dial the two-digit code (01–24).*
Use Redial	**To use Redial:** 1 *Lift the handset.* 2 *Do one of the following, depending on which telephone you are using:* ■ *On the 4400D telephone, press the* **Redial** *button to redial the last number that was dialed.* ■ *On the 4400 telephone, dial* **#** **8** **4** *to redial the last number that was dialed.*

Using Features

Use a Feature

To use a feature when you are not on a call:

1 *Lift the handset.*
2 *Dial* **#** *and the feature code.*
3 *Dial any additional required information (such as an extension).*
4 *Hang up.*

To use a feature while you are on a call on a 4400 telephone:

1 *Press and release the* **Flash** *button.*
2 *Dial* **#** *and the feature code.*
3 *Dial any additional required information (such as an extension).*
4 *To return to the call, press and release the* **Flash** *button.*

To use a feature while you are on a call on a 4400D telephone:

1 *Press and release the* **Hold** *button.*
2 *Press the switchhook.*
3 *Dial* **#** *and the feature code.*
4 *Dial any additional required information (such as an extension).*
5 *To return to the call, press and release the* **Hold** *button.*

Use Special Characters

Features that dial numbers automatically (such as Personal Speed Dial) may need special characters to allow for correct dialing or system response.

Conf *Sends switchhook* **flash** *(4400D telephone only). Must be first entry in sequence.* **F** *appears on the display.*

*Used to signal* **end of dialing** *sequence or to separate grouped digits.* **#** *appears on the 4400D display.*

Feature Codes

Account Code	`#` `8` `2` + *account code* + `#`
Authorization Code	`#` `8` `0` + *authorization code* + `#`
Callback	`#` `5` `5`
Automatic Callback On	`#` `*` `1` `2`
Automatic Callback Off	`#` `*` `*` `1` `2`
Callback Cancel	`#` `*` `5` `5`
Call Waiting	
Pick up Call	`#` `8` `7`
Waiting call	
On	`#` `*` `1` `1`
Off	`#` `*` `*` `1` `1`
Coverage	
Primary Cover	`#` `*` `4` `0` + *sender's extension*
Secondary cover	`#` `*` `4` `1` + *sender's extension*
Group Cover	`#` `*` `4` `2` + *sender's extension*
Coverage Inside On	`#` `*` `4` `8`
Coverage Inside Off	`#` `*` `*` `4` `8`
Direct Voice Mail	`#` `5` `6`
Follow Me	`#` `3` `4` + *extension*

Feature Codes

Forward **Inside** **Outside**	`#` `3` `3` + *extension* `#` `3` `3` + *dial-out code* + *number* + `#`
Forward and Follow Me	Cancel from all extensions: `#` `*` `3` `4` `*` Cancel from one extension: `#` `*` `3` `4` + *sending extension* Cancel from your telephone: `#` `3` `3` + *your extension*
Messaging	See your System Manager.
Paging Loud-speaker	`#` `9` + *line number* + *zone*
Park **Return to parked call**	`#` `*` `*`
Personal Speed Dial	`#` + *code (01–24)*
Pickup **Group Pickup** **Inside** **Outside**	`#` `8` `8` `#` `9` + *extension* `#` `9` + *line number*

Feature Codes

Privacy **On** **Off**	**#** **3** **1** **#** **✳** **3** **1**
Reminders	*Activate by dialing* **#** **8** **1**
System Speed Dial	**#** *+ code (600–729)*
Redial	**#** **8** **4** *On the 4400D telephone, you also can press the* **Redial** *button.*