



Making a Call

- Lift Handset or Press Speaker key, Choose from the following:
 - a) Dial **Extension Number** **OR**
 - b) Dial **9 + Phone Number** **OR**
 - c) Press **Contacts**  to scroll through contacts

Note: Press the **Mute**  key while on a call to mute your voice (you will be able to hear the caller but they cannot hear you)

Call Handling

On an incoming call you can:

- Press **Ignore** to silence the ringer while ringing(call is silenced for you only) **OR**
- Press **To VM** to send the call straight to voicemail

Note: to pick up an incoming call to reception, lift handset and dial *75


Parking a Call for another Employee

- With the active call, Press an unlit **Park** key (ex. Park 1), key will then flash on all phones
- Call/Page employee to pick up “**Park 1**”

To Retrieve the Call: Lift handset, press the flashing **Park** key

Note: Placing a call on Hold will keep the call on your **Personal** call key and no one else will be able to retrieve it

Transfer a Call

- With the active call, Press **Transfer** soft key, choose from the following:
 - a) Enter an **Extension Number** **OR**
 - b) Dial **9 + Phone Number** **OR**
 - c) Press **Contacts**  to scroll through contacts
- Announce call (optional)
- **Hang Up** **OR** Press **Cancel** soft key to cancel transfer

Transfer a Call to Voicemail

- With the active call, Press your **Message**  key
- Dial **Extension Number** (OR press **Contacts**), then press **Select** soft key



To Cancel: Press **Cancel** soft key

Paging (if Applicable)



- **Lift Handset**, press preprogrammed **Page** key
 - **Page Sets** – Pages all extensions
 - **Page Speakers** – Pages Overhead Speakers
 - **Page All** – Pages Both Sets & Speakers
- **Announce Call**
- Press **Drop** soft key to disconnect

Last Number Redial



- Press **Redial** soft key 
- Scroll through your outgoing calls
- **Lift handset** to connect call **OR** Press the **Phone Icon**  to exit

Call History

- Press **Call History** key 
- Use your \uparrow \downarrow arrows to scroll through **All** calls (incoming & outgoing) **OR** Use your \leftarrow \rightarrow arrows to choose the list you'd like to scroll through (**Outgoing, Incoming** or **Missed** calls)
- Press **Call** soft key to dial number **OR** Press the **Phone Icon**  to exit


Note: If you see **fx** icon on your display, it means you've missed a call.

Conference Calls

- **Make** or **Receive 1st call**, when connected, press **Hold** soft key
- **Make** or **Receive 2nd call**, press **Hold** soft key
- **Make** or **Receive 3rd call** (if applicable)
- Press **Conf** soft key to join all calls

Note: You will be assigned a conf # (usually starting at 100(see display)). Internal staff can join the conference by dialing that conf number from their phone. An outside caller can also be transferred to the conference number

Call Forward

- Press your **Right Arrow** 
- Press **Call Forward** key
- Enter **Extension** number **OR** Dial **9** + desired **Phone number** (system will save this entire) **OR** press **DIR** (on display) to scroll through directory
- Press **Save**

To Cancel: Press **Call Forward** key **OR** Press **Status** soft key, then press **Off**

Twinning (if Applicable)

When active, all calls will ring your desk telephone and the twinned number you entered.

- To Activate: Press the **Twinning** key
- Enter **9** + **number** you would like to twin your phone to (this number will save for next time)

To Cancel: Press **Twinning** key

Note: When you've answered a twinned call on your cell phone, you can press the twinning key to pull the call from your cell phone to your desk phone

Recording

With active call....

- Press your **Right Arrow** 
- Press **Record** key (button will light green when on)

To Stop: Press **Record** key


Note: Conversation records directly into your personal mailbox



Do Not Disturb

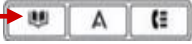
- Press your **Right Arrow** 
 - Press **DND** key (button will light green when on)
- To Cancel:** Press **DND** key (or press **Status** on display, then press **Off**)

Button Programming

- Press **Features** Soft key
- Select **Phone User**
- Select **Self Administer**
- When prompted for a security Pin, enter your **Extension number**
- Scroll → through your available buttons
- **Select** the **button** you'd like to program, then press **Replace** soft key
- Scroll ↑/↓ to choose feature you would like to program. Most Common:
 - a) **Abbreviated Dial** to program an external **Phone Number**
 - Enter **9 + Phone Number** (also add a 1 if long distance)
 - Press **Save**
 - Press **More**, then press **Label**
 - **Enter** the **Name** you would like associated with that number, press **Save**
 - b) **User BLF** to program an **Internal Extension**
 - c) **Group BLF** to program an **Hunt Group** (ie Sales, Parts, Service etc..)
- Press **Save** when done
- Press the **Phone Icon**  to exit

Enter Personal Contacts:

Stores 100 personal numbers


- Press **Contacts key** 
- Press your right arrow ► until you see **Personal**
- Press **New** soft key
- **Spell out the name** of the contact
- Press **Number** key on display **or** use ► arrow to enter phone number
- Dial **9 + Phone Number**
- Press **Save** soft key

Calling out from Contacts:

- Press **Contacts key**, Use the ◀ left and right ▶ arrows to access your different directories:
 - a. **All** – Accesses all directories
 - b. **External** – Only external system wide speed dials(entered by system administrator)
 - c. **Groups** – Hunt groups(if applicable) ex. Accounting dept., service dept
 - d. **Users** – Internal Staff Directory
 - e. **Personal** – Numbers you have stored in your personal directory
- Key in the name of the contact you'd like to search **or** use the ▲ up and down ▼ arrows to scroll through the list of contacts
- Press **Call** to call or **details** to see the details of the contact



Ring Tone

- Press **Avaya Home key** 
- Select **Options & Settings**
- Select **Screen & Sound Options**
- Select **Personal Ringing**
- Press **Change** soft key to scroll through ring tones
- Press **Save** when done

Ring Volume

With handset in the cradle OR on an incoming call

- Press the **Volume Up** or **Down** to adjust volume

