

AVAYA

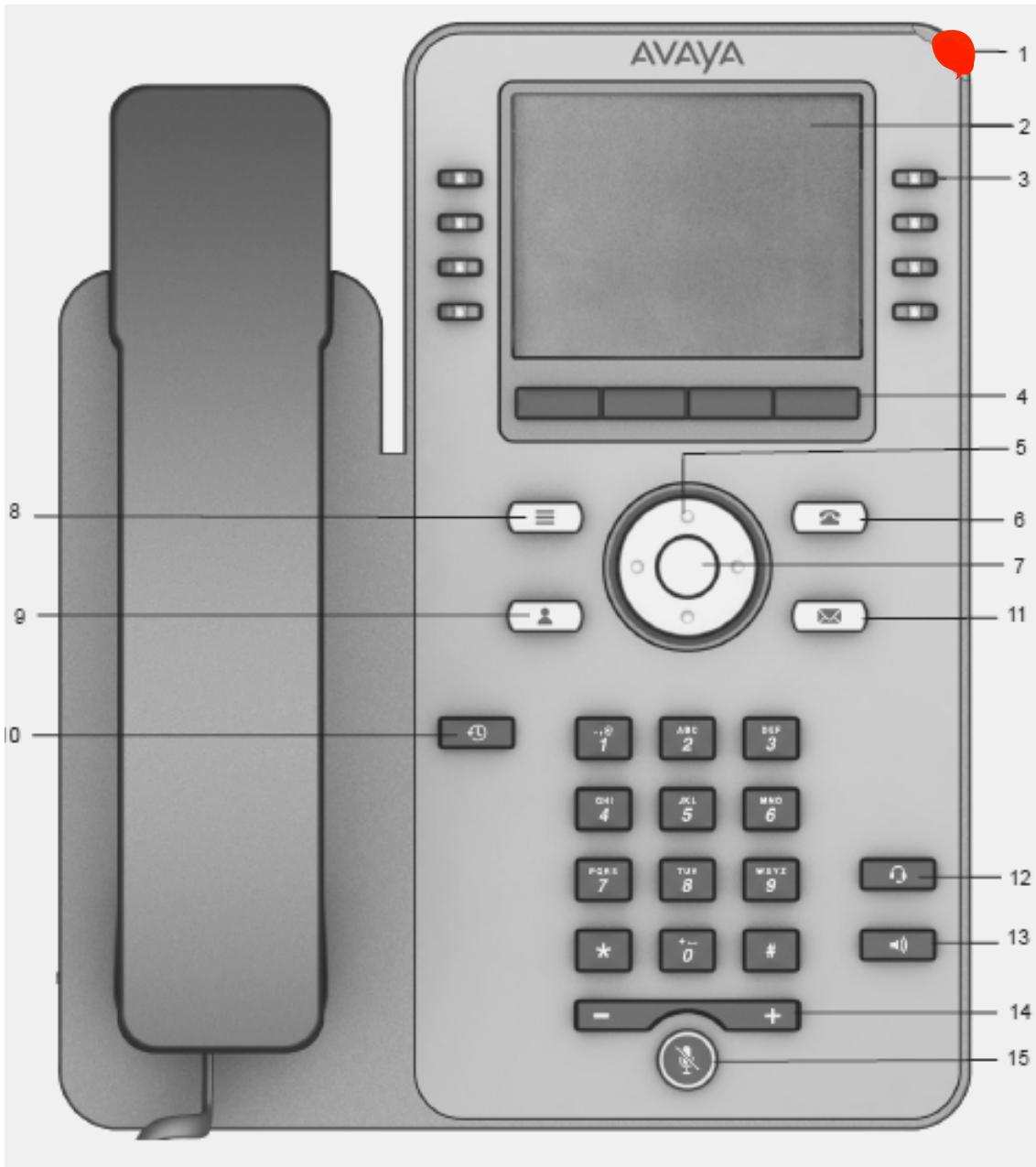
Phone Introductory



Phone Key

What you need to know

1. Red light appears for incoming calls and voicemails
2. Screen that displays menu
3. Keys: Select screen options
4. Soft Keys: Additional features, such as Redial and Forward
5. Move up, down, right, left
6. Takes you back to home screen
7. OK button
8. Menu: Settings and info
9. Directory list
10. All call history
11. Messages and greeting setup
12. Toggle from phone to headset
13. Speaker
14. Volume
15. Mute



Phone Basics

Login

Click login soft key

Enter extension and click Next soft key

Enter 12#

Answer Call

Pick up Handset or click Speaker (bottom right)

Make Outside Call

Pick up handset or click speaker

Dial "91" then the phone #

Make Inside Call

Pick up handset or click speaker

Dial the extension or use directory

Hang Up Call

Click Drop soft key (appears when on call) or hang up handset or click speaker if call is hands-free

Enable SAC (Send All Calls)

Click the SAC soft key (light will appear green)

Place Call on Hold

Press hold soft key (appears when on call)

Take Call Off Hold

Press Resume or OK button

or the line key with flashing light

Note: The line flashing very quickly is your held call.

Redial

Click Redial soft key

Highlight your selection and click Call soft key

Transfer Call

Click Transfer soft key (appears when on call)

Enter extension and click Transfer again

Note: To return to held call, press screen option key where the call is blinking

Transfer Voicemail

While listening to voicemail, click the More soft key

Click the Copy and Send To soft keys.

Enter the extension (to xfer message to)

Click the Add and Send soft keys

Phone Basics

Transfer Call to Another's Voicemail

Do not place call on hold

Click Messages (envelop) button

Enter the extension

Click the Select soft key

Find Contacts in Directory

Click Directory button

Use the number keys to type first name

If multiple names appear:

Click down button to locate correct contact

Select OK (middle button) once highlighted

Adding New Contacts

Click the Directory button

Select New soft key

Enter name and phone # with key pad

- Click the number key once for the first letter, twice for the second letter, and three times for the third letter
- Include "91" in-front of external numbers

Click the Save soft key

Note: Your new contacts are only visible under your extension

Conference Call

Click Conf soft key (appears when on call)

Make the second call and press Conf soft key again

Note: To return to held call, press screen option key where the call is blinking

Mute or Unmute Call

Select mute button (bottom middle)



Mute



Missed Call



Call on hold



Incoming Call



Conference Call on Hold



Conference is Active



Call is Active



Incoming Call (answered)



Outgoing Call