



## 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 1<sup>st</sup> call**, when connected, press **Hold** soft key
- **Make** or **Receive 2<sup>nd</sup> call**, press **Hold** soft key
- **Make** or **Receive 3<sup>rd</sup> 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

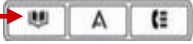
- Press your **Right Arrow** 
  - Press **DND** key (button will light green when on)
- To Cancel:** Press **DND** key (or press **Status** on display, then press **Off**)

## 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

