MAIN PHONE SCREEN
The main phone display you will see the following:
Name    Ext. number    Time    Date
a=, b=, c=
Redial    Features

SOFTKEYS
Use the 4 gray softkeys below the display to select features or options displayed on the screen. The softkey labels will vary depending on the feature that is currently selected.

SCROLLING AND NAVIGATION
Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to scroll between menus, display screens and call logs or to move the cursor during text input. The OK button is a shortcut for the default action.

PHONE/EXIT BUTTON
At any time while you are programming, utilizing features and soft key functions, you may press the Phone/Exit button and you will return to the main screen.

CALL APPEARANCE BUTTONS
The 3 buttons on the main screen are programmed as ‘Call Appearance’ keys and are indicated as A, B & C. These keys are used to place and receive internal and external calls.

MAKING A CALL
1. Pick up the handset or press the Speaker button – a red light will be lit next to the active call appearance button
2. Dial the internal or external number you wish to call (including 9 plus the area code if necessary).
   To go immediately into a voice mailbox without ringing the phone first, press the # key before dialing the internal extension number. (Note: For emergency calls, please dial 9-911 Note: if you inadvertently dial 911, please stay on the phone and explain there is no emergency)
   If you wish to page an individual phone, press the Intercom button prior to dialing the extension number
3. To end the call, hang up the phone or press the Speaker button

INTERCOM
Press the Intercom button followed by the extension you wish to intercom.
After the beep you may speak. The called will hear the beep followed by your voice. They may respond to maintain a hands free atmosphere, or pick up the handset for privacy.
If they are on a call when you intercom them, it will just ring.

ANSWERING A CALL
When you receive an incoming call, the incoming call is selected automatically when you lift the handset, press the Speaker button or select Answer. However, if you are already on a call, you will need to put that call on hold and then select the incoming call appearance button manually. As your phone rings, the right menu key will have two arrows on the right softkey. If you select that softkey you will have options on your screen for incoming calls.
   Answer:   Selecting this option will automatically answer the call via the speakerphone
   To VMail: Selecting this option will send the incoming call directly to your voice mailbox.
   Ignore: Selecting this option turns off the ringing for the current incoming call. This feature does not send calls immediately to your voice mailbox.
   Drop:   Selecting this option will immediately send the caller to your voice mailbox.

TRANSFERRING A CALL
1. During the call, press the Transfer softkey. The call is put on hold and you will hear a second dial tone.
2. Dial the number you want to transfer the call to.
   - If the extension doesn't answer or doesn't want to take the call, press the call appearance button of the initial call or scroll to highlight the call appearance button and press the Connect softkey or OK
   - Note: the red light will be flashing rapidly next to the held call appearance button
   - Hang up the phone immediately for a blind transfer or press the Complete softkey
   - If the extension answers and will accept the transferred call, hang up the phone or press Complete
   - To transfer a call directly into a voice mailbox, press Transfer, #, plus the extension number and hang up.

HOLD
The Hold softkey puts a call on hold until you retrieve it. You must retrieve a held call from the phone that placed the call on hold. To retrieve a call on hold, press the call appearance (A, B or C) button of the held call or scroll to highlight the call appearance button and press Connect softkey. The red button will be flashing rapidly.

PARKING CALLS
Puts a call on "hold" at your extension that can be retrieved from any extension.
1. Answer the incoming phone call
2. Press an available Park Zone button. Hang up the phone.

UNPARKING CALLS
Unparking a call that you or someone else parked
1. Lift the handset
2. You may have to scroll to the appropriate screen to locate the Call Park button and scroll down to highlight the button
3. Press the appropriate Park Zone button and then press the Connect softkey

DO NOT DISTURB (DND)
When activated, calls will be diverted directly to your mailbox. You will hear an interrupted dial tone when you lift your handset or turn on your speakerphone as a reminder that this feature is activated. An N may appear on your display screen, signaling that you are Not Available to answer calls. You will also note that one of your softkeys will be labeled “Status”. Press the Status softkey and the Off softkey to deactivate DND.

CONFERENCE CALLING
1. During an existing call, press the Conference softkey
2. Dial your next party
3. If the call was not answered, return to the first call by pressing the Cancel softkey. If the call was answered, press the Conference button again to proceed with the conference call; all parties should now be connected.
   * This procedure should be limited to yourself, two outside parties, and two inside extensions.

MUTE SOFTKEY (DURING A CONFERENCE CALL)
You may mute members of a conference call by scrolling to highlight the appropriate party and press the Mute softkey. To un-mute, press the Mute softkey again.

DROP (DURING A CONFERENCE CALL)
The Drop softkey will allow you to drop a party off your conference call (including yourself).
1. While Conference Call is in progress, press Details softkey
2. Your display will show the name/number of the parties connected to the call. Using the up/down arrow keys, scroll through the parties until you highlight the one you wish to drop.
3. Press the Drop softkey button on the lower left side of your display and that party will be dropped.

ADJUSTING THE VOLUME
Using the -/ button on the bottom of your phone,
- Adjust ringing volume with the handset down
- Adjust handset volume after lifting the handset
- Adjust speaker volume after turning the speaker on

MUTE
The Mute button allows a user to temporarily cut off their end of the conversation while continuing to listen to the caller. Press Mute button and red light will be lit during which time you may have a private conversation with another co-worker. To resume 2-way conversation, press Mute again and red light will go out.

REDIAL
If you press the Redial button once, view the screen to scroll thru a list of your most recent calls. Use the Up/Down arrow keys to highlight the party you wish to redial and press Connect softkey. Pressing the Redial button twice will redial the last number.

CALL LOG/HISTORY
When you have one or more missed calls, the Call Log button will be lit. The Missed Calls icon along with the number of missed calls will be displayed on the top line of your phone.

Viewing the Call Log
1. Press the Call Log button. As a default, the All category is displayed. You may press the right arrow key to view the type of calls that are logged (All, Missed, Answered or Outgoing)
2. Scroll to the right or left to view specific lists of your answered, outgoing, or missed calls.
3. Scroll down to view all entries in a log.
4. Select Details to see time, date and duration of call
5. Select More to add Caller ID Log to your Contacts (+Contacts) or to Delete All records in that particular category of logged calls.

Calling a person from the call log
1. Press the Call Log button
2. Scroll to the right or left to view specific lists of your answered, outgoing, or missed calls.
3. Use the up and down navigation buttons to scroll and then select the person you want to call.
4. Select Call or press the OK button

CONTACTS
The Contacts button gives you access to all entries in the system: Personal (your own personal entries), External (company-wide speed dial list), Users (Internal extension numbers/Directory) and Groups (groups set up by the administrator). You can store up to 100 names and telephone numbers within the Contacts log. Entries will be alphabetically listed within Contacts.

1. Press the Contacts button and scroll to PERSONAL
2. Select New
3. Enter the name using the dialpad.
   - To enter an A, press the 2 button one time; for a B, press the 2 button two times; for a C, press the 2 button three times, etc.
   - To enter a letter next to one on the same button, pause so that the cursor moves over before entering the next letter.
   - To remove a letter or number that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Press Bksp to remove the character to the left of the cursor.
4. After entering the Name, select OK to move to the Number field.
5. Enter the phone number.
6. Select Save to save changes or new contacts.
Note: When you press the Contacts button, the screen will display the last contact you called

USING THE DIRECTORY/Contacts
Using your phone, you can scroll through a directory of names or groups, select and then call an entry.
1. Press the Contacts button.
2. Use Left/Right arrow keys to scroll to Users (internal extensions), External (entries stored in the system for all users to access) or Groups (names & numbers of hunt groups in the system)
3. Either press the Lists soft key to display all directory entries – or -
4. Press the dialpad key that matches the first letter of the entry you are searching for. Then, press the up/down arrow keys to scroll through the matching entries.
OR Using the dialpad, spell the complete name of the person you are searching for.
If you do not find the name you are searching for, press the Clear soft key to start over
5. When the name you want is shown, press Call.
6. To exit, press the Exit button.
AVAYA MENU/HOME
This menu allows you to access and make changes to options and settings on your phone.

Configuring Visual Alert
When the Visual Alerting option is turned ON, incoming calls cause the LED in the top right corner of the phone to flash.
1. Press the Avaya Menu button
2. Select Options & Settings
3. Scroll to select Call Settings
4. Scroll to select Visual Alerting
5. Press Change softkey to toggle between settings
6. Select Save to save changes

Changing the ring pattern
1. Press the Avaya Menu button
2. Scroll to Options & Settings
3. Scroll to select Screen/Sounds option
4. Scroll to select Personalized Ringing
5. Press Change
6. Scroll up and down to listen to all available ring patterns (16 total)
7. Choose between “Classic” (default) or press right arrow button for “Alternate” ring patterns
8. Press Play or OK to hear it again
9. Press Save to make it your ring pattern

Turn Button Clicks On/Off
1. Press the Avaya Menu button
2. Scroll to Options & Settings
3. Scroll to select Screen/Sounds option
4. Scroll to Button Clicks
5. Select Change to toggle between on and off
6. Select Save

FEATURES SOFTKEY
DND EXCEPTIONS
This feature allows a user to set up specific extension numbers and/or outside telephone numbers that will ring one’s phone when DND is activated
1. Press Features softkey
2. Scroll to select Call Settings
3. Scroll to select DND Exceptions
4. Select Edit
5. Enter Extension number or Telephone number
6. Select Add
7. Select Done

REDIAL SETTING
1. Press Features softkey
2. Scroll to select Call Settings
3. Scroll to select Redial Action
4. Select Change to toggle between “Last Dialed” and “Open Call Log”
5. Select Save

PROGRAMMING ABBREVIATED DIAL BUTTONS (SPEED DIAL ON 1-TOUCH BUTTONS)
1. Press Features softkey
2. Scroll to select Phone User
3. Scroll to select Self Administer
4. Enter Security Code: your 3-digit extension number
5. Scroll to a blank button
6. Select Replace
7. Scroll to select Abbrev Dial
8. Enter the number (including 9, 1, area code, if applicable)
9. Until you re-label the button, the button will show the telephone number
10. Select More
11. Select Label
12. Label the button using the keypad
13. Select Done