



Basic Call Handling Features

Call Appearance Buttons, and Making a Call

These buttons, typically labeled a=, b=, c=, etc on your display screen, represent ordinary phone calls coming in or out of your extension. Each call appearance button that you have can be used to make and/or receive calls, either to/from internal extensions, or contacts outside the office.

1. Lift the handset, press the **Headset** button, or press the button if an idle call appearance is available.
2. The first available call appearance button will be seized. The red LED will light up.

Making an Internal call

By default when you go off-hook, your dialtone will be for internal calls to other users. Just dial your party's extension.

Making an External / Outside calls

If you wish to make a call to an outside destination, dial 9 (or 8, whatever your system's "dial-out code" may be) after going off-hook, and then the outside phone number you wish to call.

Redialing a Number

1. Press the Redial softkey.
2. The last number will be redialed, or you will see the most recent number that you have dialed. You may use the ▲/▼ arrow keys to scroll through a list of previously dialed numbers.
3. When an entry you wish to call is located, press the **Call** soft key, or lift the handset to auto-dial the entry.

Answering a Call

When you receive an incoming call, the green LED associated with the call's appearance button will flash, typically accompanied by ringing when the phone is idle (one-ring cadence for internal, two for external).

If you are not on another call:

- lift the handset, or press the **Speaker** button, or press the **Answer** soft key if one appears.

If you're already on a call:

- Press the flashing call appearance button of the new call; your first call goes on auto-hold.
- If you'd like to disconnect the call you just answered, and return to the previous call, press the **Drop** softkey, then press the blinking call appearance button on which the first call was held.

To send an incoming call to voicemail:

Press the displaying **To VM** soft key while a call is alerting.

Ignore an Incoming Call

Press the **Ignore** soft key to stop the ringer for an incoming call. Call will cover to voicemail.

Muting a Call

1. During a call, press the **Mute** button; The button lamp will light up. The other person cannot hear you.
 2. Press the **Mute** button again to unmute the call.
- NOTE:** If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off.

Accessing Your Voicemail

When you have new voicemail, the **Message** button's lamp is lit, as well as the light on the upper right corner of the phone.





Press the **Message** key. Follow the voice prompts to enter extension (either your own, or of a group you are a member with a mailbox), then password (if you are prompted), and select what you'd like to do from the mailbox's main menu.

**For further voicemail instruction, refer to the provided Voicemail Quick Reference Guides, or the full Avaya manual.*



Putting a Call on Hold

1. Press the **HOLD**  soft key to put your active call on hold. The fast blinking green LED next to the call appearance button indicates the call is on hold. If you can scroll the display using the up and down arrow keys, the held call will appear with an  icon.




NOTE: If you want to put an active call on hold to answer a new one coming in, press the slow-flashing call appearance button of the new incoming call. Your current call is placed on auto-hold.

2. To resume a held call, press the call appearance button on which the call was held.



NOTE: Held calls can't be claimed anywhere else except at your phone. For this you must use Call Park.

Call Park (using Park Buttons)

Parking a call is similar to holding a call. However, parked calls can be retrieved by other users on the telephone system.

1. While on your call, press an idle  **Park** button (labeled **Park** with a **1, 2, etc.**). The green LED of the button adjacent to **Park** button's label will blink.
2. To un-park the call, press the same **Park** button again (you will see details about the call, such as caller ID), followed by the **Connect**  softkey, or the  key adjacent to the highlighted call.




To claim a call parked by another extension:

1. Identify the corresponding numbered **Park** slot button, as you were told by the parking user; the associated button's red led will be blinking.
2. Lift the handset and press the appropriate **Park** slot button (labeled **Park** with a **1, 2, etc.**); you see caller ID information
3. Press the **Connect**  soft key, or the  key adjacent to the highlighted call.



NOTE: Calls that you have parked will return to your extension if they remain parked for too long. The phone will ring back to indicate the call remains unclaimed.

Transferring a Call


IMPORTANT! To transfer a call, you must have an available call appearance button.


1. While on an active call, press the **Transfer**  soft key. The call is automatically placed on hold, indicated by the blinking green LED of the adjacent call appearance button.
 2. Dial the extension number. You can announce the call to the target destination when they pick up, **or...**
- Press the **Complete**  soft key, to transfer the call without announcing it.
3. To pull back a transfer, press the **Cancel**  soft key.

Transferring a Call Directly to Voicemail

1. While on an active call, press the **Transfer**  soft key.
2. Press the **#** key, then dial the extension number, or press the appropriate user button, if you have any programmed to your phone.
3. Press the **Complete**  soft key, to finish the transfer.



Using Call Log/History

1. Pressing the **History**  button will open to show your call log records. Missed calls will show at first, if you have any new, missed calls to your extension.
- NOTE:** The **History** button lamp illuminates if you have any new missed calls, as well as a **Ix** icon will show at the upper left hand corner of the screen. It is pre-fixed with the number of missed calls.

2. Scroll to the left or right to view a type of call log record you want displayed: **all**, **missed**, **answered**, or **outgoing** calls.
3. Use the up and down arrow keys to scroll through the records.
4. Press the  **Call** soft key, or just lift the handset, to call the log entry.

Conference Calling


1. Make a call to the first party, or answer a call.

2. Press the **Conf**  soft key. The current call is automatically put on hold.
3. Dial the 2nd party that you want to add to the conference.
4. If they answer and want to join the call, press the **Conf** soft key again
5. If they do not want to join the call, or do not answer, press the **DROP**  **soft key** and then press the call appearance key of the held call (will have a blinking LED).
6. Repeat steps 2-5 for additional parties.

TIP: Dialing the short code *47 starts a conference call between yourself and any calls that you have on hold on your extension.

Optional Function Buttons That May be Programmed to a Phone


Intercom (to place “voice” calls)

1. Lift the handset, press (if programmed to your phone) the programmed  button labeled “**Intercom**” on your display, then dial the person’s extension.
2. After 3 beeps, your call will be answered by the destination party’s speaker phone. Start talking.

If their extension is busy, your call will convert to a standard phone call, and cover to voicemail if your target party does not answer.

Do Not Disturb


In ‘do not disturb’ mode, your callers are redirected to voicemail (if available) or otherwise hear busy tone.

1. If programmed to your phone, press the feature button labeled  “**DND**”. An **N** (= No Calls) is shown on your phone’s display when you have do not disturb enabled. The green LED will remain on.
2. You can still use the phone to make outgoing calls; when you go off-hook you will hear broken dial tone.
3. To deactivate, press the **DND** button again. The LED will shut off.

NOTE: Enabling do not disturb won’t affect current incoming calls. Press the **Ignore** or **To VM** soft keys to defer the call.

Forward Calls

A button with this action can be used to switch forwarding unconditional on/off.

1. If programmed to your phone, press the programmed feature button labeled  “**Forward Calls**”. The screen will change to show the forwarding menu.
 - If setup with a pre-set phone number or a user’s extension (from a previous time you forwarded calls), that number is used as the forwarding destination.
 - If you wish to change it, press the

Clear  softkey.

- When no forwarding number is set, start entering the extension or phone number you wish to forward all calls to. Make sure to include your system’s “dial out code” for any outside phone numbers.

2. Once you have a forwarding number entered in the number field, press the

Save  softkey.

3. When the forwarding feature is enabled, the button’s green LED is lit, and a “**D**” (= Diverting) is shown after your extension name on the phone’s idle display.
4. To disable the forwarding feature, the **Forward Calls** button can be pressed again to switch forward unconditional off. The green LED will go dark.

(NOTE: If you are forwarding to an outside phone number such as to a mobile phone, you must start the forwarding number using the “dial-out code” at the beginning, such as 9 or 8. This allows the system to know it will be dialing outside. Caller ID at the forwarded destination may come up as your business’s main #, or your extension’s inbound phone number.)



Contacts - Personal Directory Adding Entries

1. To access your personal directory contacts, using the following steps:
 - Press the **CONTACTS** key. The directory menu is displayed.
 - Use the right arrow **▶** key to find your *Personal* directory; press the corresponding softkey to select.
2. Press the **New** soft-key. The menu now allows editing of the name and number.
 - Use the up and down arrow keys to switch between number and name entry.
 - Use the dial pad to spell out the name. Use the right arrow **▶** key to insert any spaces; the left arrow **◀** key will backspace without deleting characters.
 - When the name has been entered as required, press the down arrow **▼** key to go to the number field.
 - When the phone number has been entered as required (remember to include the dial out code, such as "9"), press the **Save** soft-key.
3. To exit without doing any new entries, press the **Cancel** soft-key.

You may add up to 100 personal directory entries.

Editing Entries

1. Go to your *Personal* directory using steps previously described under "Adding Entries".

2. Scroll entries using the up/down arrow keys, if you have multiple entries showing

3. Find the desired, entry, and press the **Details** soft-key.

4. Press the **More** soft-key and then the **Edit** soft-key.

- Use the up and down arrow keys to switch between number and name entry.
- Use the right arrow **▶** key to insert any spaces; the left arrow **◀** key will backspace without deleting characters. The **Bksp** soft-key will delete characters.
- 4. When the name has been edited as required, press the down arrow **▼** key to go to the number field (if edits are needed).

- When the number has been edited as required, press the **Save** soft-key.
- 5. To exit without making any changes, press the **Cancel** soft-key.
- 6. To return to your list of personal contacts, press the **More** soft-key and then the **List** soft-key.

Deleting Entries

1. Locate the entry in your Personal directory, using same steps as previously described under "Adding Entries".
2. Press the **More** soft-key and then the **Delete** soft-key.

Calling a Personal Directory Contact

1. Press the **CONTACTS** key. Locate the entry in your Personal directory, using same steps as previously described.

When the required entry is displayed, press **Call** soft key, or just lift the handset; the contact's number is dialed.

