



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** 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 **Drop** key  to disconnect


To Cancel: Press **Cancel** soft key

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
- **Announce Call**
- Press **Drop** key  to disconnect

Last Number Redial




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

Call History

- Press **Call Log** 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  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** 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

Enter Personal Contacts:

Stores 100 personal numbers


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

Calling out from Contacts:

- Press **Contacts** key, Use the \blacktriangleleft left and right \blacktriangleright 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 \blacktriangleup up and down \blacktriangledown 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 Menu key** 
- Scroll ↓ until you see **Screen & Sound Options**, press Select
- Scroll ↓ until you see **Personal Ringing**, press Select
- Scroll ↑ & ↓ 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 

