The phone supports 24 programmable call appearance and feature buttons, displayed in 3 pages of 8 buttons. These show activity through green and red LED’s. The labels for the buttons appear on the display screen, and are controlled by pressing the adjacent buttons. Use the navigation/arrow keys (around the OK button) to access any additional buttons programmed to your extension, but are not immediately visible on the “home” screen.

Please note, common feature buttons such as Hold, Conference and Transfer are accessible via the four, soft-key buttons found directly below the display screen. These functions will appear on-screen only when you have an active call at your extension.

Not all programmed feature buttons described in this guide may be available on your phone.
Standard Day-to-Day Phone Operation

Call Appearance Buttons, and Making a Call
These buttons, typically the first 3-4 buttons on your “Home” display screen, representing phone calls coming in or out of your extension.

Making an Internal call
When you go off-hook, the dial tone will be for internal calls to other users or groups.
1. Lift the handset, press the Speaker button, press the Headset button.
2. Dial your party’s extension.
NOTE: With the handset in the cradle, just dial the extension; the phone will go into speaker mode until you change to the handset or a headset.

Making an External / Outside call
1. Go off-hook, as you would for an internal call.
2. Dial 9, followed by the outside phone number you wish to call.
NOTE: With the handset in the cradle, if you press 8 then start dialing the outside number, the phone will go into speaker mode, until you change to the handset or a headset.

Answering a Call
If you are not on active call:
• As the phone rings, lift the handset, press the Speaker or Headset button, or press the Answer soft key if one appears (call will answer on speaker).
  - Pressing To VM soft key sends an alerting, direct call made to your extension, to your voicemail box.
  - Pressing the Ignore soft key silences the ring for any alerting call presenting to your phone.

If you’re already on a call:
• Press the flashing call appearance button of the new call; your first call is placed on hold automatically.
• 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.

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, mute will be turned off.

Accessing Your Voicemail
Method #1 – Visual Voice
Press the Message button; if prompted, enter your VM password, then press the Done or OK soft key. You are presented with the Visual Voice menu.

Method #2 – Intuivity Audio Menu
Press the programmed **Voicemail** button, or dial *17 if you do not have a button label “Voicemail”, then follow prompts to enter the mailbox extension and password. After each entry you will be required to press # (pound).

If you are accessing your mailbox from your own extension, you can just press # at the extension entry prompt.

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

**Transferring a Call**

1. While on an active call, press the **Transfer** soft key, located at the bottom of your display.
2. Dial the extension number, or press a button assigned to a user (if programmed to your phone).
3. You can wait to announce the call to the destination user, then hang up to finish the transfer **or...**

Press the **Complete** soft key or hand up to transfer the call without announcing it.

4. To pull back a transfer, press the **Cancel** soft key.

**Transferring Calls 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, or just hang up, to finish the transfer.

**Placing a Call on Hold**

1. Press the **HOLD** soft key to put your active call on hold. The call appearance button’s green LED will flutter, indicating the call is on hold. A ☐ icon also appears next to the call information.

2. To resume a held call, press the call appearance button on which the call was held. A held call not picked up will eventually ring back as a reminder.

**NOTE:** Held calls can’t be claimed anywhere else except at your phone. You must use Call Park.

**Do Not Disturb**

1. If programmed to your phone, press the feature button labeled ☐ “DND”. An N (= No Calls) is shown on your phone’s display. The green LED will remain on. You can still use the phone to make outgoing calls; when you go off-hook you will hear broken dial tone.
2. 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. 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. When you go off-hook, you will hear broken dial tone.

4. To disable the forwarding, press the Forward Calls button again. 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 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.)

Confere nce Calling

1. While on an active call, press the Conf soft key. The current call is automatically put on hold, and your next call appearance is seized.

3. Dial the 1st party that you want to add to the conference. If they answer and want to join the call, press the Conf soft key again.

4. 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.

Using Call Log/History

1. Pressing the History button will open to show your call log records. If you have any new, missed calls, call in the “Missed” category will show at first.

NOTE: The History button lamp illuminates if you have any new missed calls, as well as a [X] icon will show at the upper left hand corner of the screen. It is pre-fixed with the number of missed calls.

2. Use the left/right navigation arrows to find the 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. To call a log entry, press the key adjacent to the entry, or just go off-hook, and the phone will autodial the entry!

Phone Settings – Ring Tone

1. Press the MENU button and select Settings.

2. Use the up and down arrow keys to highlight Options & Settings. Press button or Select.

3. Use the up and down arrow keys to highlight Screen & Sound Options. Press button or Select.

4. Use the up and down arrow keys to highlight Personalized Ringing. Press button or Select.
   · Press Rich or Classic to alternate between rich and classic ring tone options.
   · Use the up and down arrow keys to scroll through and highlight the different available ring tones.
   · Clicking on a ring tone will play that ring tone through the phone’s speaker.
   · Press the Play soft key to listen to the currently displayed ring tone.
   · Press Other to hear a different version of the ring tone.
   · To make the currently selection the new ring tone for the phone, press the Save soft key.
   · To leave the menu without making any changes press the Cancel soft key.
5. Press **Exit** button to exit the menus.
Contacts - Personal Directory

Adding Entries
1. To access your personal directory contacts, use the following steps:
   a. Press the CONTACTS key. The directory menu is displayed.
   b. Use the right ► arrow key to get to your Personal Contacts directory.
2. Press the New soft-key. The menu now allows editing of the name and number.
   a. Use the up and down arrow keys to switch between number and name entry.
   b. Use the dial pad to spell out the name.
   c. Use the right arrow ► key to insert any spaces; the left arrow ◄ key will backspace without deleting characters.
   d. When the name has been entered as required, press the down arrow ▼ key to go to the number field.
   e. When the phone number has been entered as required (remember to include the dial out code, such as "8"), 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 into your user account

Editing Entries
1. Go to your Personal directory using steps previously described under "Adding Entries".
2. Scroll entries using the up/down arrow keys, or start dialing the name you want to find to display only matching entries. If you dial a name, to return to the full list, press the Clear soft key
3. Find the desired entry, and press the Details soft-key.
4. Press the More soft-key and then the Edit soft-key.
   a. Use the up and down arrow keys to switch between number and name entry.
   b. 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.
   c. When the name has been edited as required, press the down arrow ▼ key to go to the number field (if edits are needed).
   d. 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 "Editing Entries", steps 1-3.
2. Press the More soft-key and then the Delete soft-key.

Calling a Personal Directory Contact
1. Press the CONTACTS key. Use the right ► arrow key to get to your Personal Contacts directory.
2. Scroll entries using the up/down arrow keys, or start dialing the name you want to find to display only matching entries.
3. When the required entry is displayed, press Call soft key, the OK button, or just lift the handset; the contact’s number is dialed.

Contacts - Users/External Directory

1. Press the CONTACTS key.
2. Use the left ◄ arrow key to get to the Users or External directory types.
3. Scroll entries using the up/down arrow keys, or just start spelling the first name of the user/external party you want to call, until matching entries display. As you spell the name out, displayed matches will narrow down.
4. When the desired entry is displayed, you can scroll down to the entry using the up/down arrow keys to highlight your choice, then press Call soft key, the OK button, or just lift the handset; the contact’s number is dialed.

Quick Tip:

When you first press the CONTACTS key, all contacts (including your personal contacts) stored in the system are combined into one long list.

You can skip the step of paging through the categories of directories, by just dialing the name of the entry you want, and the list will reduce until you have an exact match.

System users will require dialing out their first name, to be located in the directory.