



# AVAYA QUICK REFERENCE GUIDE For Using Handsets

## GETTING STARTED Using Avaya Handsets

### *IP Office Handset Quick Reference Guide*

#### Introduction

	=	Replace handset or press <b>ANSWER RELEASE</b> .
①	=	Pickup the handset or talk handsfree.
<value>	=	Enter value required (eg. phone number, passcode or letter key).
(note)	=	Notes.
{option}	=	Optional step or instruction.
X...Y	=	Enter value in range X to Y.
●< >●	=	Use ●<display>● keys to move to previous or next item.

#### Making Calls

- **To make an external call:** <external number>, ①
- **To make an internal call:** <extension number>, ①
- **To Redial the last external number (You can redial any of the last 10 external numbers dialled):** REDIAL (until the number required appears), ●CALL, ① (includes speed dials)
- **To make a page call:** ●PAGE, <group or extension number>, ①, speak, press **ANSWER RELEASE** to finish.
- **To use the INDeX directory for an internal call:** ●INDeX, <letter key until>, ●<(Names)>●, ●CALL, ①.

#### Speed Dials

- **System speed dial by number:** SPEED DIAL, ●SYSTEM, xxxx, ①.
- **System speed dial by name:** SPEED DIAL, ●INDeX, <letter key>, ●<(Names)>●, CALL, ①.
- **Personal speed dial:** SPEED DIAL, ●OWN, 0...9, ①.
- **Storing a personal speed dial:** PROGRAM, SPEED DIAL, Enter passcode (default is 0000), 0...9, ●DELETE, <no.>, ●DONE, PROGRAM.

#### If Busy or Unanswered

If your phone displays **NUMBER BUSY** when you call another extension, pressing ●SCROLL reveals a number of options you can use.

- **To leave a message:** ●MESSAGE

This lights the lamp on the extension called and leaves your number as a message to reply (unless they have reached their limit of 5 messages).

- **To camp on & wait:** ●CAMP ON

This flashes the lamp on the busy phone.

- **To set a call back:** ●CALLBACK

This rings you when that extension becomes free or is next used. Your phone will display ●CALLBACK.

- **To be connected to the extension's voice mailbox:** ●VMAIL

This connects you to the extension's mailbox to leave a message.

#### Actions During a Call

- **To change the receive volume:** ●VOLUME, (softer) ●< >● (louder), ●DONE.
- **To switch to speaker:** SPEAKER
- **To switch to handset:** ①
- **To create a conference:** HOLD, <extension or external no.>, ●CONFER.



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If the second call is unanswered or if the third party does not wish to join the conference call, you can press **HOLD** to retrieve the first call. To exit the conference press **ANSWER RELEASE** or replace the handset.

### Answering Calls

- To answer a call: **ANSWER RELEASE** or ①.
- To answer a message: ●CALL or to clear a message: ●CANCEL. If there are any other messages you can press ●NEXT to display these (if shown).
- To answer a page: **ANSWER RELEASE** or ①.
- To pickup calls in a pickup group: ●PICKUP, then **SPEAKER/ Or \*31**.
- You can also use the system's short codes for other call pickups: \*30 to answer a call ringing anywhere; \*53\*(Group no.)# to answer a call ringing to a group; \*32\*(Extension number)# to answer a call ringing at a particular extension.

### Parking, Holding & Transferring Calls

- To transfer a call: **HOLD**, <dial number>, **ANSWER RELEASE**.
- To transfer a call using dial ahead: Dial the number of the other extension. If the display shows **FREE**, press **ANSWER RELEASE** to make an unannounced transfer or **HOLD** to make an enquiry then either **ANSWER RELEASE** to complete the transfer or **HOLD** to retrieve your first call. If the extension is busy press ●CANCEL.
- To hold/unhold a call: **HOLD**.
- To park a call: ●PARK. The parked call is displayed as your extension number followed by a zero, e.g. ●2220. If you now parked another call it would display as your extension number followed by a one, e.g. ●2221 and so on.
- To retrieve a parked call at your extension: Press the display key next to the flashing ● symbol.
- To retrieve a parked call from another extension: Note the number displayed, and at another extension dial \*38\*(Number displayed)#, e.g. \*38\*2220#.

### Diverting Calls

- To set a divert: **PROGRAM**, **DIVERT**, Select either ●ALL or ●BUSY or ●NO ANS, ●CANCEL, <extns no.>, ●DONE, **PROGRAM**.
- To switch divert all on/off: **DIVERT** (On when ● over the **DIVERT** key)
- To switch no calls on/off: **NO CALLS** (On when ● over the **NO CALLS** key)

### Ringer Controls

- To change the ringer volume: **PROGRAM**, ●RINGER, <passcode>, ●VOLUME, (soft) ●< >●, (loud), ●DONE, **PROGRAM**.
- To change the ringer sound: **PROGRAM**, ●RINGER, <passcode>, ●SOUND, < > , {●TONE}, ●DONE, **PROGRAM**.
- To set the ringer step: **PROGRAM**, ●RINGER, <passcode>, ●STEPS, ●CHANGE, ●DONE, **PROGRAM**.
- To set the timeout: **PROGRAM**, ●RINGER, <passcode>, ●TIMEOUT, ●CANCEL, <timeout>, ●DONE, **PROGRAM**.

### Other Features

- To enter/exit group: **GROUP** (When in group, a ● shows above the **GROUP** key)
- To program a DSS/BLF key: **PROGRAM**, <DSS key>, <passcode>, **CANCEL**, <extension no. to store>, ●DONE, **PROGRAM**.

**Notes:** When ● is on next to the **SCROLL** key, there are more features available to you.



## AVAYA QUICK REFERENCE GUIDE For Using Handsets

### *IP Office Voicemail Quick Reference Guide*

#### Voicemail Lite

##### Recording Your Greeting

##### **To record your mailbox greeting:**

- Press ●**VOICE** to access voicemail.
- Press ●**LISTEN**
- Dial **3** to access Greeting area
- Dial **2** to record new Greeting.
- Press **2** when finished. To listen to your new Greeting, press **1**. To rerecord the Greeting, press **2**. To **SAVE** your new Greeting, press **3**. **You must press 3 to SAVE your greeting when satisfied with your recording.**

##### Leaving Voice Mail Messages

##### **To leave voice messages:**

- Press ●**VOICE** and then ●**MESSAGE** on the display of the handset.
- Enter the extension number for whom you want to leave a message and press ●**MESSAGE** again.
- The system will ring the requested voicemail extension. After listening to the greeting, leave your message.

### **Listening to Voice Messages** (red light is on when you have a message)

##### **To check your mailbox:**

- Press ●**VOICE** to access voicemail
- Press ●**LISTEN**
- Listen to the prompts and your messages will be played
- After listening to your message, pressing 4 will delete it. Other option prompts will be played after messages.

### **Transferring a call to Voicemail**

##### **To transfer a call to voicemail:**

- Put the caller on **HOLD**.
- Dial the person's extension number.
- Press ●**VMAIL** on the screen. If Number Busy is on display, simply press the ●**SCROLL** key and then choose the ●**VMAIL** option
- Once you see the system ringing the voicemail extension, simply **hang up** or press **ANSWER RELEASE**. As soon as you hang up, the caller is transferred to the person's voicemail.