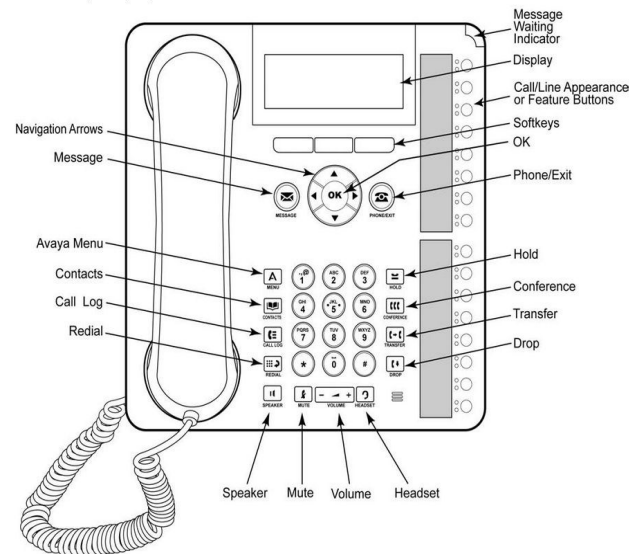
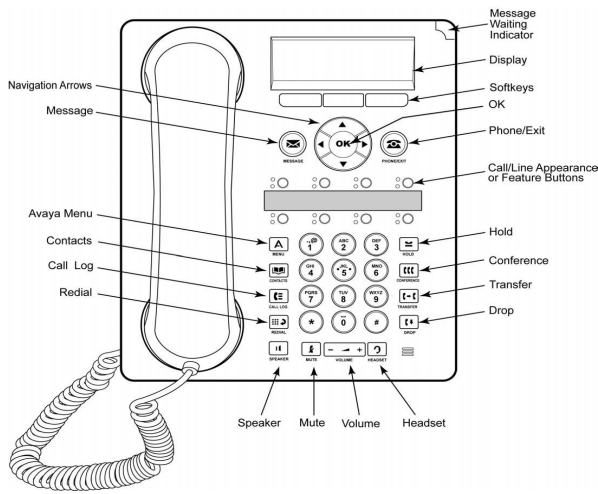




# Avaya 1408/1416 Digital Phone User Guide



## Answering and Making Calls

### Answering a call

If you are not already on a call, lift the handset. If you are already on a call, press the alerting call appearance button (slow flashing green lamp) puts the existing call on hold and answers the alerting call. To answer the call on speakerphone, press the **SPEAKER** button. To answer the call using a headset, press the **HEADSET** button.

### Making a call

1. For local calls dial **9** and the number you want to call.  
For long distance calls dial **9-1** and the number
2. When answered, either lift the handset or continue on speakerphone.

### Calling a person from the call log

1. Press the **CALL LOG** button.
2. Scroll left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** soft key

### Calling a person from the contacts list

1. Press the **CONTACTS** button.
2. Scroll up or down to select the person or number you want to call.
3. Press the **OK** button or the call soft key.

## Transferring Calls

### Transferring a Call

1. While connected to the call you want to transfer, press **TRANSFER**.
2. Dial the telephone number.
3. Press **TRANSFER** again to complete the transfer.

### Transferring to Voicemail

1. When connected to a call, press the **Message** key. You can still continue talking.
2. Dial the extension number of the user or group and press **Select**.

## Conference Calls

### Making a conference call

1. While active on a call, press the **CONFERENCE** button. The call is put on hold.
2. Call the person you want to add to a conference.
3. When they answer, if they want to join the conference press the **CONFERENCE** button again. If they do not want to join the conference, press the **DROP** button. Then press the fast flashing green button.

### Adding a person to a conference call

1. Press the **HOLD** button to put the conference on hold.
2. Call the person you want to add to a conference.
  - When they answer, if they want to join the conference press the **CONFERENCE** button again.
  - If they do not want to join the conference, press the **DROP** button. Then press the fast flashing green button to rejoin the conference.

## Contacts

### Adding a new contact

1. Press the **CONTACTS** button.
2. Press the **More** soft key.
3. Press the **New** soft key.
4. Enter the name using the dial pad. To enter characters using the dial pad:
  - a. Repeatedly press the number key that corresponds to the letter or number you want to enter until it is displayed.
  - b. Pause before entering the next characters if on the same key.
  - c. To enter a space, press 0.
  - d. Enter remaining letters or numbers.
  - e. Press the **Bksp** soft key to delete the last character.
5. Press the **OK** button or the **OK** soft key.
6. Enter the telephone number.
7. Press the **Save** soft key or the **OK** button.

### Adding an entry from the call log to your contacts list

1. Press the **CALL LOG** button.
2. Scroll to the number that you want to add to your contacts list.
3. Press the **Details** soft key.
4. Press the **+Contact** soft key.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** soft key or the **OK** button.

### Editing a contact

1. Press the **CONTACTS** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** soft key.
4. Press the **Edit** soft key.
5. Scroll up or down to choose the field you want to edit.
6. Use the dial pad and soft keys to make changes to the contact information.
7. Press the **Save** soft key or the **OK** button to save your changes.



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## Forwarding Calls

### Forward Unconditionally (External forwarded numbers)

1. Press the **Features** soft key
2. Use **▼▲** to scroll the menu to **Fwd Uncon.**
  - To switch off forward unconditional, press the **Off** soft key.
  - To change the forwarding settings, press the **Edit** soft key. Use **▼▲** to scroll through the editing options.
- ⇒ Use **▶** to switch the forwarding on or off.
- ⇒ Use **▶** to select which calls should be forwarded. The options are **External Only**, **External and Group**, **Non Group Calls** and **All Calls**.
- ⇒ Select **Edit** to change the number to which calls are forwarded.

### Follow Me (Redirect to another extension)

1. Press **Features**. Use **▼▲** to highlight **Forward**. Press **Select**.
2. Use **▼▲** to highlight **Follow me To**. Press **Select**.
3. Dial the number of another user. When the number matches the user, the name appears. Alternatively, use the **Dir** soft key to select a user from the directory.
- **Save**  
Save the selected number as the follow me to destination. All calls to your extension number will be redirected to that destination.
- **Clear**  
Clear the currently selected or set number.
- **Back**  
Go back to the previous menu.

## Common Phone Features (Not available with every system, check with your administrator)

**Direct to Voicemail** Transfer calls without ringing the user's phone

1. Once you have the caller on the phone press **[Transfer]**.
2. Press **[DirectVM]** or **[DVM]**.
3. Wait for the announcement instructing you to enter the user's extension number.
4. Press **[Transfer]** right away

### **Call user's voicemail directly**

1. Pick up handset and press **[DirectVM]** or **[DVM]**.
2. Wait for the announcement instructing you to enter the user's extension number.
3. Enter user's extension and leave a message after the tone.

**Call Park** This feature can put a call on hold and retrieved from any other extension within the office.

1. Whenever you receive a call and wish to Park it, press **[CPark1]** or **[CPark2]**, **[CPark3]**.
2. Because you parked the call you will see a diamond shape **next** to park slot you selected. Everyone else will see an underline under the parked slot, i.e. **CPark1**.

**To retrieve the call from another extension** 1. Press the park slot that you were notified to retrieve, i.e. **CPark1**

**Intercom** This feature allows you to page another user's phone.

1. Press **[IAuto]/ [Intercom]**
2. Enter the user's extension followed by # or press **[Done]**
3. The other user will hear a tone indicating they are being intercom. However, if the user is currently on a call the phone will ring to user and a regular call.

**Page** Page all phones in the system

1. Press **[Page]** or **#[9]**
2. Make your announcement
3. Press **[Drop]** or hang up handset

**Call Pickup** This feature allows a user to answer calls ringing at another phone

To answer a ringing phone, press the **Call Pkup** button and enter the extension of the phone that is ringing. That call will now be on the user's phone that picked up.

**Do Not Disturb** Send all calls directly to voicemail

1. To activate press **[DND]**. When this feature is activated you will see **▶** next to the feature. You will hear a half ring as a reminder when a call comes in and **[DND]** is activated. When you pick-up the handset while **[DND]** is activated you will hear a stuttered dial-tone as another reminder, however you will still be able to make calls.

2. To deactivate press **[DND]** again.

# Voicemail

\* Voicemail systems vary, but your IP Office is equipped with Visual Voice. For traditional use of your voicemail system check with your system administrator.

## Visual Voice Controls

Allows you to see your voicemail options on your phone screen rather than following spoken mailbox prompts. You can use ◀▶ to move between the visual voice mail screens.

To access your Voicemails or your Group Voicemails:

1. Press **Voice** or **[Message]** button.
2. You'll be able to access the following menus:

### ➤ **Listen**

You will be presented with the following message categories for your messages:

- New (X)
- Old (X)
- Saved (X)

1. Use the feature key to select the category, for example **New**.

The first message in the selected category will play; and the available controls will be:

- **Previous** – Plays previous message
- **Next** - Plays next message.
- << - rewinds current message by 5 sec
- >> – fast forwards current message by 5 sec
- **Pause**- pauses the current message/resumes playing
- **Delete** - Delete the current message.
- **Save** - Change the current message's category to 'saved'
- **Copy**- Copy the message to another mailbox or mailboxes. If selecting more than one mailbox, the entries must be separated with a #.

**To add a covering message** to the copied voicemail.

1. Press **Copy**, and add the recipients. The feature keys change to the copy options.
2. Press **Pre-Rec**
3. Record your message
4. Press **Stop**
5. Press **Listen** to check your message. You can change the message by selecting Pre-Rec again.
6. Press **Send**.

### ➤ **Message**

Record and send a voicemail message to another mailbox

### ➤ **Greeting**

Change the main greeting used for callers to your mailbox. If no greeting is selected then the default system greeting is used. By pressing **Greeting** you will have the following options:

**To change your mailbox greeting:**

- **Record** - starts recording a new greeting.
- **Listen** - to hear your current greeting.
- **Submit** - saves the new greeting.
- **Delete** - deletes your current greeting.

### ➤ **Email**

This control allows you to change the current voicemail to email mode being used for new messages received.

Use **Change** to change the selected mode.

Press **Done** when correct mode is displayed. The possible modes are:

- **Email Mode Off** – Voicemail to email is disabled
- **Email Mode Copy** - New voicemail messages are copied to email and original is left in voicemail box
- **Email Mode Fwd** - New voicemail messages are forwarded to the user's email and original is deleted from voicemail box
- **Email Mode Alert** – A alert email is sent. Original message is not attached and is left in the voicemail box

