Avaya IP Office Phone System User Guide

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Getting Started

YOU MUST DIAL 9 TO GET AN OUTSIDE LINE

Placing a phone call to an outside number: Pick up your handset, dial 9 followed by the number.

Placing a call to another extension: Pick up you handset and dial the three digit extension.

Transfer a call: While on the call; press your transfer button, dial the extension to transfer to and then hang up.

Transfer a call to voicemail: While on the call; press your voicemail button, enter in the extension of the person you wish to transfer to. Press the Done soft key (1408 and 1416 phones only).
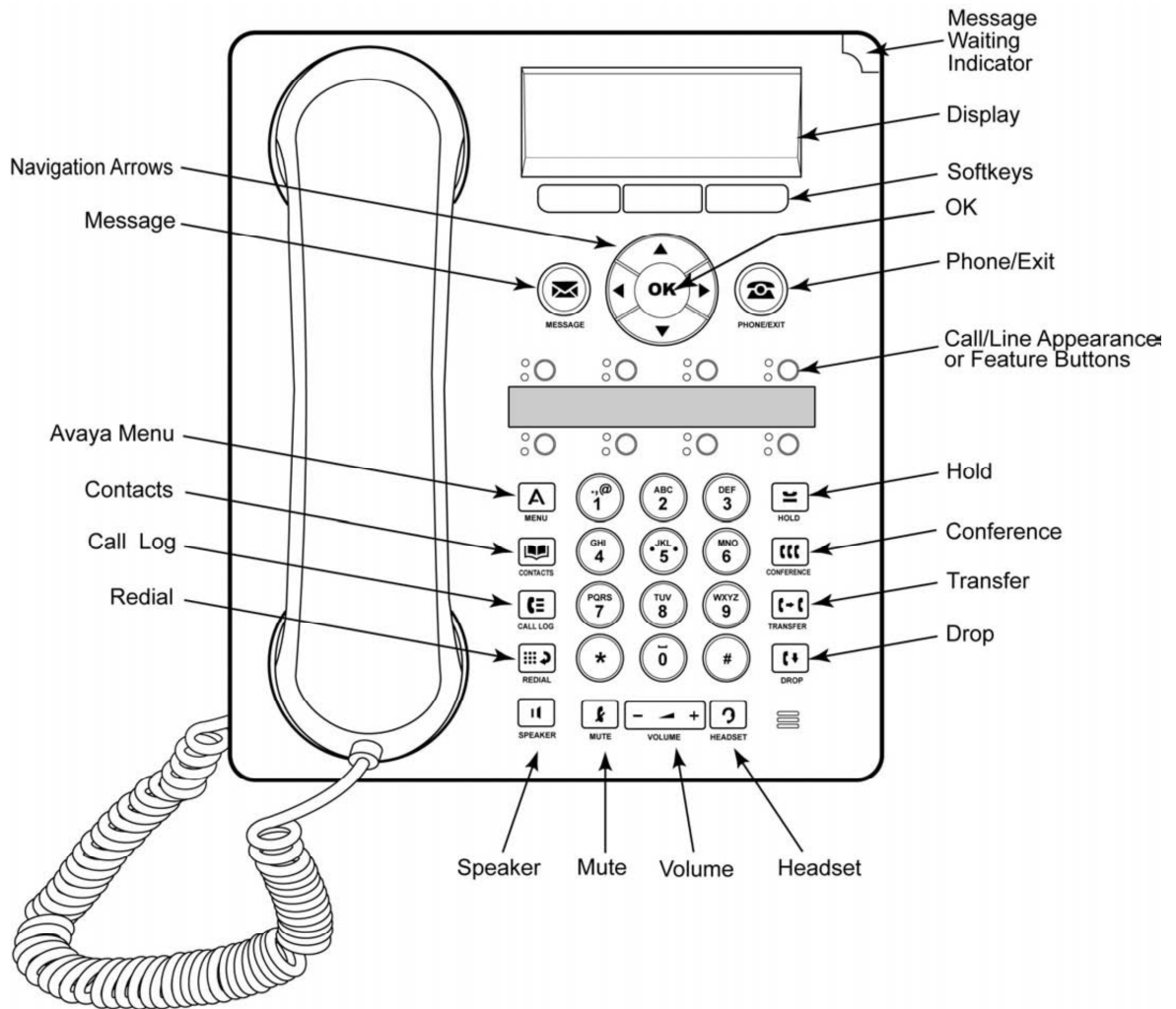
Checking voicemail from your extension: Press your voicemail button (see attached guide for other functions).

Checking voicemail from another extension: Dial *17, enter your extension and password when prompted

Checking voicemail from outside the office: Place call to your office and _EITHER_ press # from the main Auto Attendant _OR_ ask to be transferred to 501. You will be asked to enter your mailbox number and password for voicemail access.

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Your Avaya Phone

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Redial

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Display
Softkeys
OK
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Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. The Avaya Menu has six sub-menus:

 • **Screen**/**Sound** - lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.

 • **Call Settings -** Lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.

• **Applications** - Lets you turn call logging on and off as well as turn logging of bridged calls, line calls, and line calls answered by others on and off.

• **Advanced Options** - lets you select the display language, set automatic gain control on the handset and speaker, or initiate a manual backup/restore if you have a backup/ restore file server. See your system administrator for more information.

<u>**Scrolling and Navigation**</u>

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The soft key labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

Call Appearance Button LEDs	
Steady green	Call appearance connected/in use.
Fast blinking green	Call appearance is on hold.
Slow blinking green	Call appearance is ringing / alerting.
Steady red	Call appearance in use or is selected and will be used when you go off-hook.
Off	Call appearance free/not in use.

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Feature Button LEDs	
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is pending (request is being processed and not immediately available).
Off	Feature is not available

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Basic Call Handling

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. Dial **9** and then the number you want to call.
2. When answered, either lift the handset or continue on speakerphone.

Putting a Call on Hold
1. While connected to the call, press **HOLD**.
2. To resume the call, press the call appearance for the held call (fast flashing green lamp).

Transferring a Call to an Extension
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 a Call to an External Phone Number

Allows you to transfer a caller to another external number without tying up any lines.

1. While on the call press the Link button on your phone.
   a. Your current call will be put on hold automatically.
2. Dial the number you wish to transfer your party to.
3. When you hear the line ringing hang up your receiver and the call will be transferred automatically. *If you wish to announce the call, stay on the line until the external party has been notified, hang up. If the external party is not available to take the call, wait for them to hang up and press the red flashing line button to retrieve your caller.*

Do Not dial 9 *before the external number.*

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Call Parking and Retrieval

Call Park slots are open hold slots that anyone can put a call into, or, retrieve a call from (unlike your red "Hold" button which is an exclusive hold.

Placing a call into Call Park 1/ Call Park 2 from phones with "Call Park" buttons programmed.
1. When you have an active call press the either Park1 or Park2. The light will start to flash green.
2. The caller will be put into the Park slot and you can hang up your handset

Placing a call into Call Park 1/ Call Park 2 basic phones without programmable buttons(Analog)
1. While on the call press Flash/link and;
    a. for **Call Park 1** press *101. Hang Up.
    b. for **Call Park 2** press *102. Hang Up.

Retrieval from phones with "Call Park" buttons programmed.
1. Pick up your handset and press the Park button you want to retrieve the call from *TWICE*.

Retrieval from basic phones (Analog)
1. For **Call Park1** Pick up your handset and dial #101 to retrieve the call
2. For **Call Park2** Pick up your handset and dial #102 to retrieve the call.

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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.

Conference-Meet-Me *(IP Office Preferred Edition Required)*

IP Office Conference-Meet-Me is an audio teleconference bridge capable of handling collaboration of up to 128 parties. (*external parties are limited to the number of available incoming/outgoing lines*)

Starting a conference

As the moderator, you must initiate the conference call.
1. Place a call to extension 500. Your conference is now open and awaiting participants

Joining a conference

There are two way to act as a participant in a conference call;
1. As an internal office party – dial 500 from within the office.
2. As an external party – call in to the office and asked to be transferred to 500 (or select the conference option from the Auto Attendant)

Once the conference call is established participants can join or leave the conference at any time within the duration of the call.

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Contacts

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.

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:

1. Repeatedly press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
2. Pause before entering the next characters if the characters are on the same key.
3. To enter a space, press 0.
4. Enter remaining letters or numbers.
5. Press the **Bksp** soft key to delete the last character.
6. Press the **OK** button or the **OK** soft key.
7. Enter the telephone number.
8. Press the **Save** soft key or the **OK** button.

Editing a contact

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

Forwarding Your Extension

1. Press the **CFrwd** feature button. You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number you want to forward your calls to. After you dial the number, you hear a confirmation tone.
3. To turn call forwarding off, press the **CFwrd** feature button.

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Voicemail

IP Office Voicemail can be accessed using either *visual* prompts or traditional *audio* prompts

1. Accessing Using Visual Voicemail Method

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts.

Visual Voice Controls: The arrangement of options on the screen will vary depending on the phone type and display size. Controls that cannot be fitted on the current display are accessed by using the phone's buttons to move between screen pages.

A. Button Controls: Listen

Access your own voicemail mailbox, when pressed the screen will show the number of **New**, **Old** and **Saved** messages.

Select one of those options to start playback of messages in that category. Once message Playback is selected the available controls change:

- ➢ **Previous:** Play the previous message.
- ➢ **Next:** Play the next message.
- ➢ **Rewind:** Rewind approximately 5 seconds.
- ➢ **FFwd:** Step forwards approximately 5 seconds.
- ➢ **Delete:** Delete the current message.
- ➢ **Save:** Mark the messaged as a saved message.
- ➢ **Copy:** Copy the message to another mailbox. When pressed as number of additional options are displayed.
- ➢ **Pre-Rec:** Record a message that will be attached to the start of the message being copied.
- ➢ **Targets:** Enter the destination for the message copy.
- ➢ **Done:** Copy the message using the targets entered.
- ➢ **Pause:** Pause the current message. Press the button again to unpause.

B. Button Controls: Message

Record and send a voicemail message to another mailbox or mailboxes.

C. Button Controls: Greeting

Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.

- ➢ **Record:** Record a new greeting.
- ➢ **Listen:** Listen to the current greeting or the new greeting just recorded.

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- ➢ **Submit:** Submit the new greeting just recorded.
- ➢ **Delete:** Delete the current greeting. The mailbox will revert to using the default system greeting unless **Record** and **Submit** are used to record a new greeting.

D. Button Controls: Email

This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:

- ➢ **Email Mode Off:** Voicemail email is not used.
- ➢ **Email Mode Copy:** New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox.
- ➢ **Email Mode Fwd:** New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox.
- ➢ **Email Mode Alert:** A alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.

2. Accessing Using Traditional Audio Voicemail Method

By default you can access your mailbox from your extension without needing to use your access code as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox access code is required. For example, entry of your access code is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

To log in to your mailbox:

1.	Dial ***17 or use your "Messages" button** from your own extension. By default you can access your own mailbox from your own phone without needing to use your access code. Enter your access code if requested.
2.	You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. The following is a summary of the options that are available when you have logged into your mailbox.

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Mailbox
• Play old messages = 1
• Play saved messages = 2
• Fast forward = #
• Rewind = *
• Repeat last message = 7
• Skip current message = 9
• Delete current message = 4
• Save current message = 5
• Call back sender = **
• Forward message = 6
• Edit greeting = 3
• Record Name = *05
• Change mailbox code = *04
• Direct all to email = *01
• Send email notification = *02
• Turn email off = *03
• Outcalling options = *07
• Help = *4

3. Edit Greeting
• Listen to greeting = 1
• Record new greeting = 2
• Save new greeting = 3
• Save new greeting as a loop = 4
• Return to mailbox = 8

6. Forwarding
• Forward to email = 1
• Forward to extensions = 2
• Forward with header message = 3
[Follow each extension number with # and then a final # to finish.]

*07. Outcalling
• Listen to settings = 0
• Configure outcalling = 1
• Turn outcalling off = 6
• Turn outcalling on = 9
• Return to mailbox = 8

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