

Avaya IP Telephone How To:

Basic use and features

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Log in & out of the phone

To log in to your telephone:

1. At the initial screen when it prompts you for your extension, enter your extension.
 2. Press **Enter** or **OK**.
 3. Enter your password.
 4. Press **Enter** or **OK**.
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To log out of your telephone:

1. Press **Avaya Menu**.
2. Select **Log Out**.
3. Press **Log Out** or **OK**.
4. Press **Log Out** again to confirm.

Use the Call Log feature

To view the call log:

1. Press **Call Log**.
 2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls lists.
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To view call log details:

1. Press **Call Log**.
 2. Select the number you want to view.
 3. Press **Details**.
 4. To return to the list view, press **Back**.
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To call a person from the call log:

1. Press **Call Log**.
 2. Select the person or number you want to call.
 3. Press **Call** or **OK**.
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To add an entry from the call log to your Contacts list:

1. Press **Call Log**.
 2. Select the number you want to add to your Contacts list.
 3. Press **+Contact**.
 4. Edit the name and telephone number, if necessary.
 5. Press **Save**.
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To clear all entries from the call log:

1. Press **Call Log**.
 2. Select the list you want to delete.
 3. Press **More > Clear All**.
 4. Press **Clear All** again or **OK** to confirm.
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To remove an entry from the call log:

1. Press **Call Log**.
 2. Select the number you want to delete.
 3. Press **More > Delete**.
 4. Press **Delete**.
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To toggle call logging on or off:

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn on or off.
7. Press **Change** or **OK** to turn call logging on or off.
8. Press **Save**.

Use the Contacts feature

To add a new contact:

1. Press **Contacts**.
 2. Press **New**.
 3. Enter the name using the dialpad.
 4. Select the next field.
 5. Enter the (primary) telephone number.
 6. Select the next field.
 7. Select the type of number entered (general, work, mobile, home).
 8. If you have another number for this contact, repeat Steps 5 through 7. You can add up to three numbers for this contact.
 9. Press **Save** or **OK**.
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To add an entry from the call log to your Contacts list:

1. Press **Call Log**.
 2. Select the number you want to add to your Contacts list.
 3. Press **+Contact**.
 4. Edit the name and telephone number, if necessary.
 5. Press **Save**.
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To edit an existing contact:

1. Press **Contacts**.
 2. Select the contact you want to edit.
 3. Press **More > Edit**.
 4. Choose the field you want to edit.
 5. Use the dialpad and softkeys to make changes to the contact information.
 6. Press **Save** or **OK**.
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To delete a contact:

1. Press **Contacts**.
 2. Select the contact you want to delete.
 3. Press **More > Delete**.
 4. Press **Delete**.
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To call a person from the Contacts list:

1. Press **Contacts**.
 2. Select the person or number you want to call.
 3. Press **Call** or **OK**.
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To view Contacts details:

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details**.

Use the Message feature

To retrieve your messages:

1. Press the **Message** button.

Use the Directory feature

To call a person from the directory:

1. Press the **Directory** Aux button.

or, From the Phone screen, scroll right to access the Features menu, select Directory, and press **Select** or **OK**.

2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. If you want to scroll to the next displayed name, alphabetically, select the **Next** Aux button.
4. Press **OK**, or enter the next letter.
5. When the name you want is indicated, select the **Make Call** Aux button.
6. Press **OK** to dial the call.

Make a Call

To make a call:

1. Dial the number you want to call.
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To call a person from the Contacts list:

1. Press **Contacts**.
 2. Select the person or number you want to call.
 3. Press **Call** or **OK**.
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To redial a number:

1. From the Phone screen, press **Redial**.
 2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
 3. Press **Call**.
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To call a person from the call log:

1. Press **Call Log**.
 2. Select the person or number you want to call.
 3. Press **Call** or **OK**.
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To call a person from the directory:

1. Press the **Directory** Aux button.

or, From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.

2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. If you want to scroll to the next displayed name, alphabetically, select the **Next** Aux button.
4. Press **OK**, or enter the next letter.
5. When the name you want is indicated, select the **Make Call** Aux button.
6. Press **OK** to dial the call.
- 7.

Answer a Call

To answer an incoming call:

1. **If you are not on another call**, lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.

If you are on another call, from the Phone screen, press the Phone button to quickly move to the top of your call appearance list. Then answer your primary line or scroll to the line with the incoming call and press **Answer** or **OK**. You can also press the line button next to the incoming call to answer.

To send an incoming call directly to voicemail:

1. Press the **To Vmail Softkey**.
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To ignore an incoming call:

1. Press the **Ignore Softkey**.
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To answer a call to a bridged extension:

1. If an Aux button flashes, press that button or press the **Answer** softkey.
2. If the **Aux Shift** button is lit, press **Aux Shift** to view the "hidden" page of Aux buttons, then press the flashing Aux button of the incoming call.

Use the Redial feature

To redial a number:

1. From the Phone screen, press the **Redial Softkey**.
2. If a list of the most recent numbers that you have dialed is displayed, select the one you want to redial.
3. Press **Call**.

Place a call on Hold

To put a call on hold:

1. From the main Phone screen, select the line you want to put on hold.
2. Press **Hold**.

To retrieve a call from hold:

1. Press **Resume**.

Transfer a call

To transfer a call:

1. From the Phone screen, select the line you want to transfer.
2. Press the **Transfer Softkey**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press the **Complete Softkey**.

Conference a call

To add a person on hold to a conference call:

1. From the Phone screen, select your active call.
 2. Press the **Conf Softkey**.
 3. Select the call on hold that you want to add to the conference.
 4. Press the **Resume Softkey** to take the call off hold.
 5. Press the **Join Softkey** to add the person to the conference call.
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To set up a conference call:

1. From the Phone screen, select your active call.
 2. Press the **Conf Softkey**.
 3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
 4. Press the **Join Softkey** to add the person to the existing call.
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To drop the last person added to conference call:

1. From the Phone screen, select your active call.
 2. Press the **Drop Softkey**.
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To drop a person from a conference call:

1. From the Phone screen, select your active call.
 2. Press the **More** then the **Details Softkeys**.
 3. Select the person you want to drop.
 4. Press the **Drop Softkey**.
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To put a conference call on hold:

1. While you are on the conference call, press the **Hold Softkey**.
 2. Press the **Resume Softkey** or **OK** to resume the conference call.
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To retrieve a conference call from hold:

1. Press the **Resume Softkey** or **OK**.

To mute a person on a conference call:

1. During a conference call, from the Phone screen, press **More > Details**.
 2. Select the person you want to mute.
 3. Press **Silence**.
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To unmute a person on a conference call:

1. Press **Silence**.