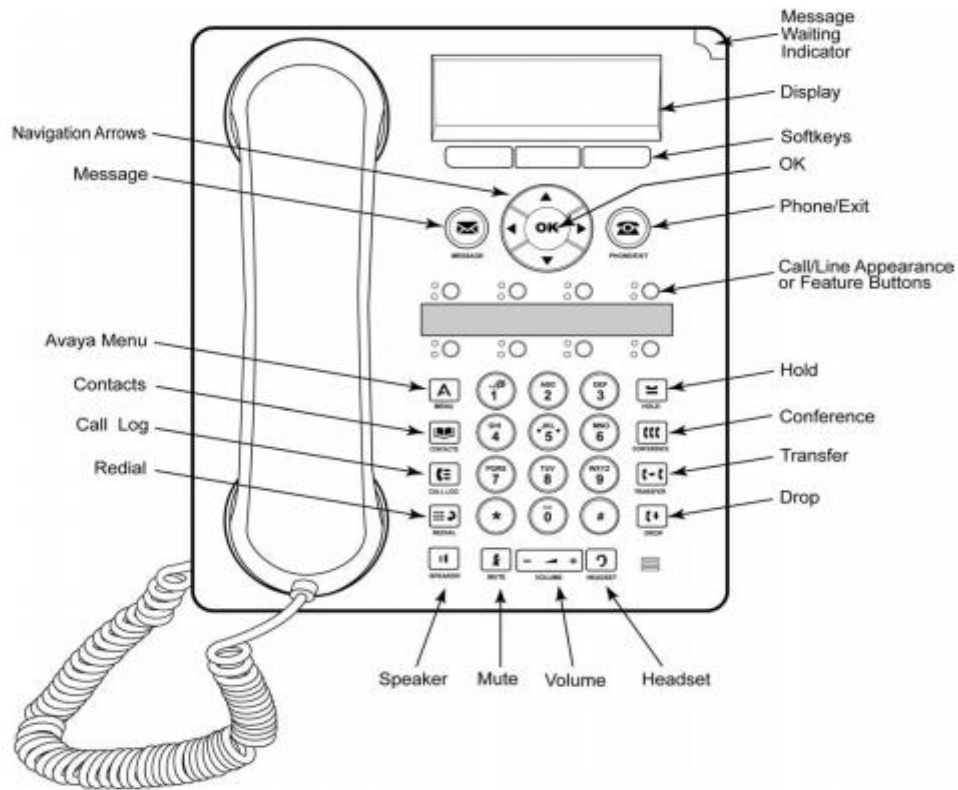


WYS AVAYA Phone Quick Reference Guide



Answering Calls

A slow flashing appearance button (**Call 1**) indicates an alerting call.

- To answer the call using the handset, **lift the handset**.
- To quiet the ringing, **press Ignore**. The call will continue alerting visually.
- To redirect the call to your voicemail, **press To VM**
- To answer the call handsfree, **press the SPEAKER key**
- To answer the call on a headset, **press the HEADSET key**

Making Calls

- **Internal**
 1. **Dial the Extension Number** (you don't need to pick up the handset)
- **External**
 1. **Dial 9** and then the number
- **Intercom**
 1. **Press Intercom** (on display), **Extension Number** and **Call**

Holding a Call

To put your current call on hold, **press the (red) Hold key** or the call's appearance button (Call 1, 2, 3).

Transferring Calls

1. **Press Transfer.** The current call is put on hold.
2. **Dial the number** for the transfer (Extension number or outside phone number). Alternatively, press **Dir** to select a destination from the directory
3. **To complete a supervised transfer, press Complete** (on display) **or hang up** after the call has been answered.
4. **To complete an unsupervised transfer, press Complete** (on display) **or hang up** while the call is still ringing.
5. If the transfer destination does not answer or does not want to accept the call, **press Cancel.**

Transferring a call to Voicemail

Press the **Message button** (envelope), **Dial extension number** and **Press Select** on the display or **Dial # and extension number.**

Set a Callback

If your call to an internal user is not answered, or if the status of the user is set to Do Not Disturb, you can **press CallBack** and end the call attempt. When the user ends their current or next call, or disables their DND status, the system calls you. When you answer, the system automatically makes another call attempt to the internal user.

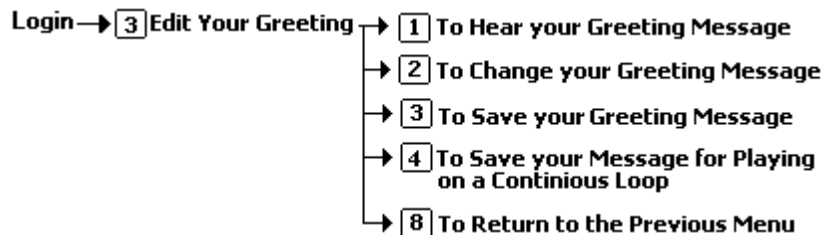
Redial

1. **Press Redial.** Use the up/down arrow keys to scroll through your 30 most recent outgoing calls.
2. **Press Call** to call the number displayed in the call record.

Voicemail

Setting up voicemail for the first time:

- Inside the Office – **Dial *17**
- Enter your **Extension Number**
- Enter **1234** as the password



Checking Voicemail Messages

New voicemails will light the message waiting light on your phone and also send you an email of the voicemail message.

➤ From your phone:

1. Press the **MESSAGE** button or **Dial *17**. Enter your **extension** number.
2. Enter your **password**.
3. When you have logged into your mailbox, you hear an announcement to tell you the number of new messages that you have in your mailbox. The first of the new messages is then presented.
4. While you are listening to a message, you have the following options:
 - **To delete the message:** Press **4**
 - **To save the message:** Press **5**
 - **To forward the message:** Press **6**.
 - **To repeat the last message:** Press **7**.
 - **To skip the message:** Press **9**.
 - **To call back the sender (if internal):** Press ******.
 - **To fast forward:** Press **#**.
 - **To rewind:** Press *****.
 - **To pause:** Press **0**. Press ***** to restart.

Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on the call:

1. With the call connected, **press the VOLUME key**.
2. Use the **+ plus and – minus keys** to adjust the volume.

Note: The volume for the device currently in use (handset, headset, or speaker) is adjusted separately.

Do Not Disturb

When you **press DND** on your phone display, your calls are redirected to voicemail.

Adding Contacts (Speed Dials)

You can add up to 100 personal directory contacts. **Press the CONTACTS key**. Use the left/right keys to select your Personal directory.

1. To add a contact, **press New**. To edit a contact, highlight it and **press Edit**
 - Use the up/down keys to switch between number and name entry.
 - When the name and number have been entered as required, **press Save**

Conference Calls

- If you have a connected call and have held alternate calls, **press the Conference button** to start a conference with those held calls and the connected call.
- to start a conference or to add another party to a conference:
 1. **Press Conference.** Your current call is put on hold
 2. **Dial** the party that you want to add to the conference (Ext or telephone number)
 3. If they answer and want to join the call, **press Conference** again.
 4. If they do not want to join or do not answer, **press Drop** and then press the appearance key (Call 1, 2, 3) of the held call.

Dropping or muting Conference call parties

While in a conference, press the Details key. Scroll through the list of callers in the conference and:

1. To drop a caller from the conference, **highlight them and press Drop.**
2. To mute a caller, **highlight them and press Mute.** Repeat this to unmute them.
3. To return to the call display, **press Back**

Call Log

1. **Press the Call History** button
2. **Press the right arrow** to access **missed, incoming** and **outgoing calls**
3. **Press the call button** to dial number

Log in to your extension (if applicable)

1. **Press the login** button on your display
2. **Enter your extension number** and **Press Next**
3. **Enter your password** (1234) and **Press Done**

Changing Ring Tone

1. **Press the Avaya Menu Button (A)**
2. **Select** Options & Settings
3. **Select** Screen & Sound Options
4. **Select** Personalized Ringing