

SUHSD AVAYA DESK PHONE



Phone =EXIT

BASIC NAVIGATION

A navigation icon ◀▶ appears in the telephone prompt line to indicate that you may scroll to see more options or information. When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

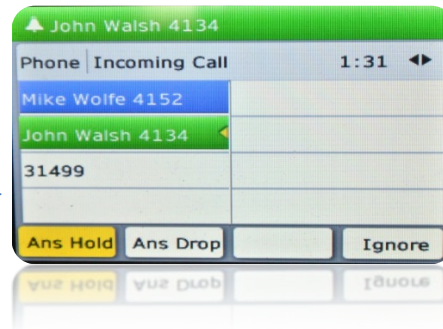
Use the up and down navigation keys to scroll through features or lists. When only one up or down navigation arrow shows, it indicates you are at the bottom of the list and can only move in the direction of the arrow.

When you scroll to a line on the display the cursor indicates that line is selected. The soft key labels will change according to the options available for the highlighted line. The **OK** button is a shortcut for the default action. For example, if you select an entry in the Contacts list, pressing **OK** places a call to that entry.

You may exit at any time and return to the home screen with the **Phone exit button**.




SOFT-KEYS



- Soft-Keys are Context Sensitive keys and therefore will change according to the current state of the telephone.
- Hold, Conf, Transfer buttons will only display on the main screen soft-keys. If you cannot see a desired soft-key. Press Phone Exit to go back to the Main Phone Screen.

HOLDING CALLS

1. To put on hold, while on a call, press the **Hold** key.
- ⇒ If you are active in a call and cannot see the hold key press **Phone**  to exit and return to the main screen.

CALL HANDLING

1. To Answer a Call, lift handset or press **Speaker**.
2. To answer a 2nd call, press **Anshold**,
3. To Make a Call, lift handset or press speaker or handset and dial. For internal calls dial the extension, and for external calls, dial #9 first for an outside line. Press **CLEAR** to erase all dialed digits and enter a new number.
4. To stop the ringing for an incoming call, Press **IGNORE**
5. To immediately redirect an incoming call to voicemail, press, **TO Vmail**

TRANSFER

1. While on a call, press the **Transfer** soft key
2. Dial the number of the person you want to transfer the caller to
 - a. Or press **CONTACTS**, scroll to the number, then press **OK** to select the contact.

3. You may announce the call, if the call cannot be accepted press **CANCEL**
4. If the call is accepted, press **COMPLETE** to transfer the call

TRANSFER TO VOICEMAIL DIRECTLY

1. While active on a call press **Transfer**
2. Press **Message** button
3. Dial the [*] Star key
4. Enter the extension number
5. Press **Complete**

CALL FORWARD

1. Lift handset and press, **Call Forward**
2. Dial extension number or dial 9, and an external telephone number.
 - a. Calls that are forwarded internally but not answered will return to proper voicemail.
 - b. Press Call Forward again to cancel

CONFERENCE

1. While on a call, press the **Conference** soft key
2. Dial the number of the person you want to conference in. If the additional party is internal, dial their extension, if they are external dial #9 for an outside line followed by their number.
 - a. Or, you may use the **CONTACTS** or **CALL LOG** list.
3. Press **JOIN**, to add the person to the existing call.
4. Press **ADD**, to add additional parties. Up to 5 additional parties can be included.
 - ⇒ If additional party doesn't want to join conference or is not available: Press the **Cancel** key
 - ⇒ After connecting conference participants, you may quietly hang up to leave the conference.

ADD A HOLDING CALL TO A CONFERENCE

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the line key for the holding call that you want to add to the conference.
4. Press **Join**

DROP, REDIAL AND MUTE

Drop

1. The drop button can be used while in the middle of making a conference or transfer to drop the digits you have mistakenly dialed and begin again.
2. Also use **Drop** to automatically disconnect the last person added to a conference call.

Redial

1. Press Redial to immediately redial the last number dialed.

Mute

1. To activate **mute**, press the Mute key and the red light appears. The microphone will be one way only. Make sure to press mute again if you change from handset to speaker.

SEND ALL CALLS

To send all calls to voice mail:

1. Press Send All Calls while on-hook.

To cancel Send All Calls:

1. Press Send All Calls again while on-hook.

DIRECTORY

Use the directory to search for internal extensions by last name. Press the number digit only one time for the letter intended. If you make a mistake, press Directory button to clear the memory and start again. The 1 key is a comma.

1. Press **Directory**
2. Use dial pad to spell name i.e. for Susan Crane, press C [2], R[7], A[2], N[6]
3. Use the button labeled **Next** to scroll forward if necessary.
4. Finally when the name is displayed, press the button **Make Call** and the number is dialed.

TO EDIT THE BUTTON LABELS

1. Press **Home**.
2. Select **Options & Settings**
3. Press Select or OK.
4. Select **Application Settings**.
5. Press Select or OK.
6. Select **Personalize Labels**.
7. Press Change or OK.
8. Scroll to locate and Select the label you want to edit.
9. Press Edit.
10. Edit the label.
11. Press Save or OK.

SETTING THE PHONE SCREEN TO HALF

1. Press **Home**.
2. Select **Phone Settings**.
3. Press Select or OK.
4. Select: **Screen & Sound Options**.
5. Press Select or OK.
6. Select: **Phone Screen width**
7. Press Change or OK
8. The screen will change to either half or full screen mode. Half screen mode allows you to view more features and lines on the same page, therefore reducing the need to change screen.

PAIR CONTACTS TO CALLS

Activate this feature to enable your telephone to recognize any number calling that is also stored in your Contacts and display the name.

1. Press **Home**
2. Select: **Options & Settings**
3. Press Select or OK.
4. Select: **Call Settings**.
5. Press Select or OK.
6. Scroll down to: **Pair Contacts to Calls**
7. Press Select or OK to change to yes.
8. Press Save