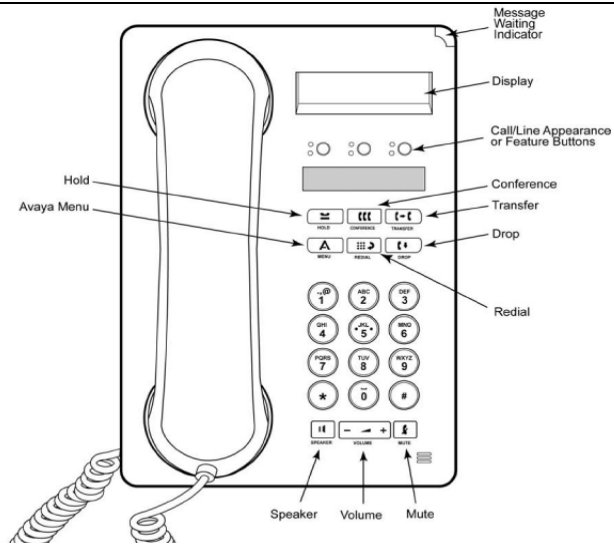


# Manhattan College 1403/1603 IP Office Phone End User Guide



## CALL APPEARANCE BUTTONS

Call Appearance keys are indicated as **A**, **B**, and **C**. These keys are used to place and receive internal and external calls.

## MAKING A CALL

Lift the handset or press **Speaker**. Dial the extension number you want to call. Or to make an external call dial "9" to get an outside line.

*To go immediately into a voice mailbox without ringing the phone first, press the **#** key before dialing the internal extension number.*

## REDIAL

Press **Redial** to call the last number dialed.

## MUTE

Pressing **Mute** during a call will make the person on the other end of the conversation unable to hear you and a red light will be lit and the other party. To resume 2-way conversation, press **Mute** again and the red light will go out.

## HOLD

The red **Hold** feature button puts a call on hold until you retrieve it. You must retrieve a held call *from the phone that placed the call on hold*. To retrieve a call on hold, press the call appearance (A, B, or C) button of the held call. This button will be rapidly flashing green.

## VOICEMAIL

A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. To access your mailbox dial \*17 (star one seven) and follow the prompts.

## TRANSFERRING A CALL

1. During the call, press the **Transfer** button. The call is put on hold and you will hear a second dial tone.
2. Dial the number to which you want to transfer the call.
  - ◆ If the extension doesn't answer or doesn't want to take the call, press the call appearance button of the initial call.
  - ◆ Hang up the phone immediately or press the **Transfer** button for a *blind transfer*.
- If the extension answers and will accept the transferred call, hang up the phone or press the **Transfer** button.
  - *If they do not want the call, press the **DROP** button. Then press the fast flashing green button.*

## TRANSFERRING A CALL DIRECT TO A VOICE MAILBOX

During the call, press the **Transfer** button. Dial # (pound), the mailbox number and press the **Transfer** button to complete.

## CONFERENCE CALLS

While active on a call, press the **Conference** button. The call is put on hold and you will hear a second dial tone.

Dial the telephone number.

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.

## DROPPING A PERSON FROM A CONFERENCE CALL

While active on a conference call, press the **Drop** button.

Press # to drop the person shown, press \* to view the next person.

## THE AVAYA MENU

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, To access the Avaya Menu, press the **A** button. To exit the Avaya Menu, press the **A** button twice. Press # (**pound**) to continue or scroll through options. Press \* (**star**) to select.

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