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 red light will be lit and the other party. To resume 2-way conversation, press Mute again and 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.