ANSWERING A CALL
When you receive an incoming call, the incoming call is selected automatically when you lift the handset, press the Speaker button or select Answer. However, if you are already on a call, you will need to put that call on hold and then select the incoming call appearance button manually. You will also see two options on your screen for incoming calls, To VMail and Ignore.
- To VMail: Selecting this option will send the incoming call directly to your vm mailbox.
- Ignore: Selecting this option turns off the audible ringing for the current incoming call. This feature does not send calls immediately to your voice mailbox.

TRANSFERRING A CALL
1. During the call, press the Transfer softkey. The call is put on hold and you will hear a second dial tone.
2. Dial the extension number
   a. To complete the transfer, press Complete while the call is still ringing or after being answered.
   b. If the transfer destination does not answer or does not want to accept the call, press Cancel.
To transfer a call directly into a voice mailbox, press Transfer, #, plus the mailbox number. Press Complete and/or hang up.

HOLD
The Hold softkey 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 select the Connect softkey or, press the call appearance button of the held call. This button will be rapidly flashing green.

CONFERENCE CALLING
1. During an existing call, select the Conference softkey
2. Dial your next party
3. If the call was not answered, return to the first call by pressing the call appearance button of the first call (the button will be flashing green). If the call was answered, select the Conference softkey again to proceed with the conference call; all parties should now be connected.
   * This procedure should be limited to yourself, 2 outside parties, and 2 inside extensions

Dropping/Muting Parties
You can drop parties from a conference call, including yourself. You can also mute other parties.
1. While connected to a conference call, press the Details key, the conference details menu is displayed.
2. You can then perform the following actions:
   • To scroll through the list of callers in the conference, use the up and down arrow keys.
   • To drop a caller from the conference, highlight them and press Drop.
   • To mute a caller, highlight them and press Mute. Repeat this to unmute them.
   • To return to the call display, press the Back soft key.
   • If you are the only internal user, dropping yourself from the conference may end it.
### Using the Bottom Arrow Buttons
- Adjust ringing volume with the handset down
- Adjust handset volume after lifting the handset
- Adjust speaker volume after turning the speaker on

### Speaker Button
The Speaker button allows you to make and take calls hands-free. Press the Speaker button before or during a phone call.

### Contacts
You can store up to 100 names and telephone numbers within the Contacts log. Entries will be alphabetically listed within Contacts.

1. Press the Contacts button
2. Use Left/Right arrow keys to scroll to Personal Directory
3. Select New
4. Enter the name using the dial pad.
   - To enter an A, press the 2 button one time; for a B, press the 2 button two times; for a C, press the 2 button three times, etc.
   - To remove a letter or number that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Press Bksp to remove the character to the left of the cursor.

5. After entering the Name, select OK to move to the Number field.
6. Enter the phone number (include 9 + 1 + area code as required).
7. Select Save to save changes or new contacts.

*Note: When you press the Contacts button, the screen will display the last contact you called.*

### Using the Directory
Using your phone, you can scroll through a directory of names or groups, select and then call an entry.

1. Press the Contacts button.
2. Use Left/Right arrow keys to scroll to Users (internal extensions), External (entries stored in the system for all users to access) or Groups (names & numbers of hunt groups in the system) and Personal (your own personal directory)
3. Either press the List soft key to display all directory entries – or -
4. Press the dialpad key that matches the first letter of the entry you are searching for. Then, press the up/down arrow keys to scroll through the matching entries.
   OR Using the dialpad, spell the complete name of the person you are searching for.
   *If you do not find the name you are searching for, press the Clear soft key to start over*
5. When the name you want is shown, press Call.

To exit, press the Exit button

### Redial
Press the Redial button. The display shows numbers that you have recently dialed. Scroll up or down to highlight the number and select it to dial. Press Exit to leave the display without making a call.

### Call Log/History
When you have one or more missed calls, the History button will be lit. The Missed Calls icon along with the number of missed calls will be displayed on the top line of your phone.
- Press the History button. As a default, the All category is displayed. You may press the right arrow key to view the type of calls that are logged (All, Missed, Answered or Outgoing)
- Scroll to the right or left to view specific lists of your answered, outgoing, or missed
- Scroll down to view all entries in a log.
- Select Details to see time, date and duration of call

Select More to add Caller ID Log to your Contacts (+Contacts) or to Delete All records in that particular category of logged calls.

### Home (Avaya Menu)
This menu allows you to access and make changes to options and settings on your phone.

#### Configuring Visual Alert
When the Visual Alerting option is turned ON, incoming calls cause the LED in the top right corner of the phone to flash.

1. Press HOME the Avaya Menu button
2. Scroll down and select Call Settings
3. Press Select or OK
4. Scroll down and select Visual Alerting
5. Press on/off softkey to toggle between settings
6. Select Done to save change

#### Changing the Ring Pattern
1. Press HOME the Avaya Menu button
2. Select Screen/Sounds option
3. Press Select or OK
4. Scroll down and then select Personalized Ringing
5. Press Select or OK
6. Scroll up and down to listen to all available ring patterns
7. Press Play or OK to hear it again
8. Press Save to make it your ring pattern

### Visual Voice Mail
- *Your mailbox only at your desk*

Press FEATURES, then scroll down four times and select Visual Voice to access your mailbox utilizing the display and softkeys. See separate instructions.

### Voicemail Collect
- *Checking VM at any desk*

To access any mailbox press the MESSAGE button or dial star one seven (*17) to access the Telephone User Interface (TUI) of Voice Mail Pro. See separate instructions.