Making Calls

If you are not already on a call, just dial the number. The first available appearance button is used for the call. Alternatively, press another appearance button in order to hold your current call and to make a separate call.

Calling a Person from the Contacts List

You can use any directory contact to make a call. You can also use the directory in any function where Dir is displayed.

1. Press the CONTACTS key. The directory menu is displayed.
2. Use the left/right cursor keys to select the type of directory entries you want to display; All, Personal (your own personal directory contacts), External, Users, and Groups.
3. Use the up/down cursor keys to scroll through the list. Alternatively, you can use the number keypad to enter the name for which you want to display matching entries. If you dial a name, press Clear to return to the full list.
4. To view more details of the highlighted name, press Details. To return to the directory, press List.
5. When the required entry is highlighted, press the Call button.

Calling from Your Call Log

You can use your call history to make calls:

1. Press the CALL LOG button. Use the left/right cursor keys to select which calls are shown: All, Outgoing, Incoming or Missed.
2. Use the up/down cursor keys to scroll through the records.
3. Press Call to call the number displayed in the call record.

Redialling a Previous Number

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

Answering Calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and by the message lamp flashing. If you are currently not on a call:

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

Once you have answered the call, you can switch between different talk modes:

- To switch to using the handset, simply lift the handset.
- To switch to handsfree, press the SPEAKER key. If you were using the handset you can now replace it.
- To switch to headset mode, press the HEADSET key. If you were using the handset you can now replace it.
- Pressing the call's appearance key or any other appearance key will put the call on hold.
Answering Another Call
If you are already on a call, answering a new call automatically puts the existing call on hold.

- To answer the call, press the appearance button.
- Alternatively, using the up/down cursor keys, scroll the display to highlight the waiting call and select the action you want to apply; Answer, To VM, Ignore or Drop.

Diverting a Call to Voicemail
You can transfer directly to your voicemail mailbox any call targeted at you.

1. If the call is not the currently highlighted call on the display, use the up/down cursor keys to highlight it.
2. Press To VM to redirect the call to your mailbox.

Call Handling

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.

Holding a Call

1. To put your current call on hold, press the Hold soft key or the call's appearance button.
2. The held call will be indicated by its call appearance button with a fast-flashing green lamp. On phones with only a single call appearance button (or icon), the phone displays "On-Hold" before the call information on the call's application line.
3. While held, the caller will hear music on hold. If your system does not have music on hold available, the caller will hear double beep tones every few seconds.
4. You can scroll the display using the up and down cursor keys.

Muting a Call
Muting a call stops the far end from hearing you although you can still hear the far end.

1. To activate mute, press the MUTE key. The button will be lit while mute is active.
2. To switch mute off, press the MUTE key again.

Ending a Call

- The Drop button can be used to end the currently highlighted call.
- If the call is on the phone's speaker, the SPEAKER key is lit. Pressing the key again will end the call.
- If the call is on the phone's headset, the HEADSET key is lit. Pressing the key again will end the call.
- If the call is on the phone's handset, replacing the handset will end the call.

Conferencing

Starting a Conference
If you have a connected call and have held alternate calls, pressing Conf will start a conference with those held calls and the connected call.

Otherwise, to start a conference or to add another party to a conference:

1. Press Conf. Your current call is put on hold.
2. Dial the party that you want to add to the conference.
3. If they answer and want to join the call, press Conf again.
4. If they do not want to join or do not answer, press Drop and then press the appearance key of the held call.
**Dropping/Muting Parties**

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

- 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 Back.

**Transferring Calls**

**Transferring Calls**

You can transfer calls even if no call appearance buttons are available.

1. Press Transfer. The current call is put on hold.
2. Dial the number for the transfer. Alternatively, press Dir to select a destination from the directory, or press Redial if applicable.
   - To complete a supervised transfer, press Complete after the call has been answered.
   - To complete an unsupervised transfer, press Complete while the call is still ringing.
   - If the transfer destination does not answer or does not want to accept the call, press Cancel.

**Transferring Calls to Voicemail**

You can use the Message key to transfer a call to another user's or group's voicemail mailbox.

1. With a call connected, press the Message key. You can continue talking.
2. Dial the extension number of the user or group and press Select.

**Redirecting Calls**

**Do Not Disturb**

When you select 'Do Not Disturb', your calls are redirected to voicemail if available or otherwise hear busy tone. Calls to any group of which you are a member are not presented to you. You can still use the phone to make outgoing calls. When you go off-hook you will hear broken dial tone.

1. Press Features. Use the up/down cursor keys to highlight Call Settings. Press Select.
2. Select Do Not Disturb.
3. Press Change to change the setting.
4. Press Save to save the setting.

**Forward Unconditional**

You can change your forward unconditional settings using the Features menu.

1. Press Features. Use the up/down cursor keys to highlight Forward. Press Select.
2. Use the up/down cursor keys to highlight Forward Unconditional. Press Select.
   - To switch on/off: Highlight Fwd Unconditional. Press On or Off. If no destination is currently set, the display jumps to the destination field.
   - To select which calls: Highlight Call Type. Press Change and when the required option is displayed press Save. Options are External Only, External and Group, Non Group Calls and All Calls.
   - To set the destination: Highlight Destination. Press Edit and enter the number required or press To VM to forward to voicemail.

**Follow Me**

You can redirect your calls temporarily to another extension.

1. Press Features. Use the up/down cursor keys to highlight Forward. Press Select.
2. Use the up/down cursor keys to highlight Follow Me To. Press Select.
3. Dial the number of another user or press Dir to select from the directory. Press Save.
Contacts

Adding a New Contact
You can add up to 100 personal directory contacts. This number is limited by the capacity of the telephone system directory. If capacity is met, you will not be able to add new contacts.

1. Press the CONTACTS key. Use the left/right cursor keys to select your Personal directory.
2. To add a contact, press New. To edit a contact, highlight it and press Edit.
   - Use the up/down cursor keys to switch between number and name entry.
   - When the name and number have been entered as required, press Save.

Add a Contact from Your Call History
You can add a name and number shown in your call history to your personal contacts.

1. Press the CALL LOG button. Use the left/right cursor keys to select which calls are shown: All, Outgoing, Incoming or Missed.
2. Use the up/down cursor keys to scroll through the records.
4. Press More and then press +Contact.
5. Use the up/down cursor keys to switch between the name and number details for the new contact.
6. When the name and number are set as required, press Save.

Voicemail

Checking Messages
1. Press the MESSAGE button. Enter your voicemail password if requested and press Done.
2. The numbers shown next to Listen indicate the number of new, old and saved messages.
3. Highlight Listen and press Select.
4. Use the up/down cursor keys to highlight which messages (New, Old or Saved) that you want to listen to and press Select. The details of the first message of that type are displayed.
5. You can use the up/down cursor keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the current message.

By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro).
## Phone menu

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<th>Phone menu</th>
<th>Key press</th>
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<td></td>
</tr>
<tr>
<td>1. From activity menu, press</td>
<td>2</td>
</tr>
<tr>
<td>2. Listen to message header</td>
<td></td>
</tr>
<tr>
<td>3. Play message</td>
<td>0</td>
</tr>
<tr>
<td><strong>Message options</strong></td>
<td></td>
</tr>
<tr>
<td>Skip message</td>
<td>#</td>
</tr>
<tr>
<td>Delete / Restore</td>
<td>* - D</td>
</tr>
<tr>
<td>Call sender</td>
<td>1 - 0</td>
</tr>
<tr>
<td><strong>Replying to a message</strong></td>
<td></td>
</tr>
<tr>
<td>Select message</td>
<td></td>
</tr>
<tr>
<td>1. Reply</td>
<td>1</td>
</tr>
<tr>
<td>2. Reply by voicemail</td>
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</tr>
<tr>
<td>3. a. Reply with original message attached</td>
<td>9</td>
</tr>
<tr>
<td>3. b. Reply without original message attached</td>
<td>6</td>
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<tr>
<td>4. Record message, then press</td>
<td></td>
</tr>
<tr>
<td><strong>Sending a new message</strong></td>
<td></td>
</tr>
<tr>
<td>1. From activity menu, press</td>
<td>1</td>
</tr>
<tr>
<td>2. Record message</td>
<td></td>
</tr>
<tr>
<td>Pause / continue recording</td>
<td>1</td>
</tr>
<tr>
<td>Playback recording</td>
<td>2 - 3</td>
</tr>
<tr>
<td>Delete and re-record</td>
<td>* - D</td>
</tr>
</tbody>
</table>

| **Manage greetings**                          |           |
| Play personal greeting                        | 3 - 0 - 1 |
| Play extended absence greeting                | 3 - 0 - 2 |
| Play optional greeting N (1-9)                | 3 - 0 - 3 - N |
| Record personal greeting                      | 3 - 1 - 1 |
| Record extended absence greeting              | 3 - 1 - 2 |
| Record optional greeting N (1-9)              | 3 - 1 - 3 - N |
| Delete personal greeting                      | 3 - 3 - 1 |
| Delete extended absence greeting              | 3 - 3 - 2 |
| Delete optional greeting N (1-9)              | 3 - 3 - 3 - N |
| Set rules for optional greeting N (1-9)       | 3 - 5 - 3 - N |
| Activate greeting                             | 3 - 5     |
| Set EAG expiry option when activating greeting| 3 - 5 - 2 - 7 |
| Set EAG expiry option after playing greeting, if EAG is activated | 3 - 0 - 2 - 7 |
| Set EAG expiry option when scanning greeting, if EAG is activated | 3 - 2 - 7 |
| Set no EAG expiry                             | 3 - (0 / 5) - 2 - 7 - # - # |

## Key press values

<table>
<thead>
<tr>
<th>Key press input</th>
<th>Key press values</th>
</tr>
</thead>
</table>
| **mm/dd**       | The supported values are:  
|                 | • mm is month with a value between 1 to 12.  
|                 | • dd is day with a value between 1 to 31.  
|                 | To enter the current day, press #.  |
| **time**        | Indicates the time. The supported formats are:  
|                 | • 12–h format as hhmmM, where:  
|                 | - hh is hour with a value between 0 to 12.  
|                 | - dd is day with a value between 0 to 59.  
|                 | - M is meridian with the following values:  
|                 | - A for a.m. and P for p.m for English language.  
|                 | - 1 for a.m. and 2 for p.m for other languages.  
|                 | Table continues…  |
2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.
   Messaging access number is your pilot number.
3. Enter the recipient's mailbox number.
4. To complete the transfer, press TRANSFER or hang-up.

### Outlook menu

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play on PC</td>
<td>Plays a voice message on your PC.</td>
</tr>
<tr>
<td>Play on Phone</td>
<td>Plays a voice message on your deskphone or any other phone.</td>
</tr>
<tr>
<td>Voice Reply</td>
<td>Replies to a voice message with a voice recording using any phone.</td>
</tr>
<tr>
<td>Voice Forward</td>
<td>Forwards an existing voice message.</td>
</tr>
<tr>
<td>Call Sender</td>
<td>Calls the message sender from a phone. When you pick up the phone, the TUI dials the sender.</td>
</tr>
<tr>
<td>User Preferences</td>
<td>Opens the User Preferences webpage.</td>
</tr>
</tbody>
</table>

Note:
For more information, visit [http://support.avaya.com/](http://support.avaya.com/)
Some of these features may not be available in your organization. For details, contact your administrator.