



Avaya 1408 and 1416 Telephones - connected to Integral Enterprise - User Guide

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Chapter 1: Introduction

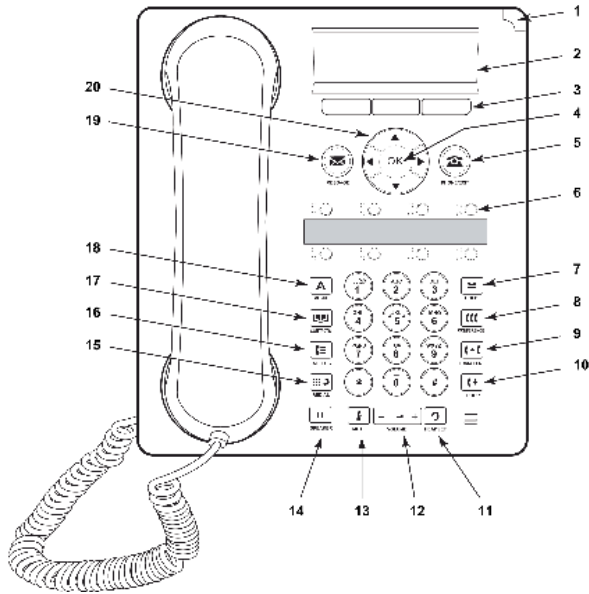
Introduction to the 1400 ISDN Telephone Introduction to the 1400 Series Digital Deskphones

The Avaya 1400 Series telephones are ISDN telephones for use with the Integral Enterprise call processing system. The 1400 Series Digital Deskphones are for use with the Avaya Aura™ Communication Manager call processing system. This user guide is written for the 1408 and 1416 Digital Deskphones. These deskphones put convenient features and capabilities at your fingertips, including a phone screen to view and manage your calls, a contacts list, a call log, a menu of options and settings to customize your phone, and access to your voice mail. They put convenient features and capabilities at your fingertips, including a display to view and manage your calls, a Call Log, a personal as well as a central phone book, a menu of options and settings to customize your phone, and access to your voice mail.

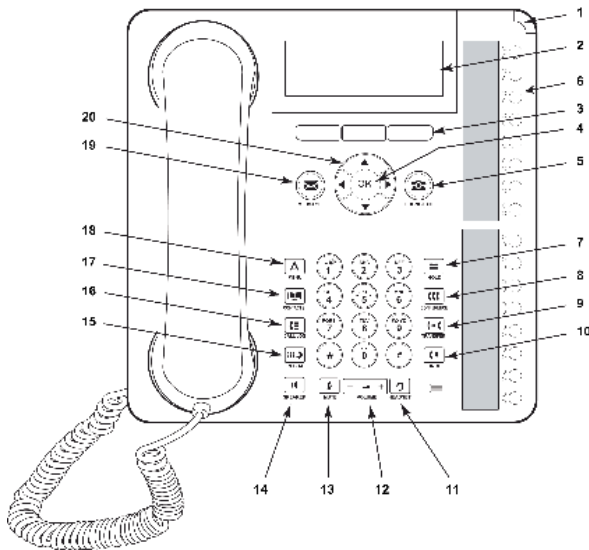
Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator. The descriptions of such optional features are marked with an asterisk in the title.

Overview of phone buttons and features

Avaya 1408 Telephone



Avaya 1416 Telephone



No.	Name	Description
1	Call/Message Waiting Indicator	This light flashes when you receive an incoming call. Additionally it indicates you have voicemail messages waiting.
2	Phone Display	There are 3 (1408) or 4 (1416) lines in the phone display. The phone display presents calling or called party identification, user options, and other information relevant to using the phone.

No.	Name	Description
		<p>When the phone is idle, the top line shows the number of missed calls. The top line also shows the phone number and name you set and the date and time.</p> <p>The middle line (1408) or two lines (1416) display status information.</p> <p>The bottom line displays the softkey labels.</p>
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the object that is selected.
4	OK	Press the OK button to open a selected menu item or confirm an input.
5	Phone/Exit	Press the Phone/Exit button to return back to the idle display from a menu.
6	Function keys / Destination keys / Partner keys	There are 8 (1408) or 16 (1416) keys that can be programmed as either function keys or destination keys. Press a labeled function key to enable or disable that function. The function keys provide the same functions that are available in the menu. When a call number is programmed on the key press the key to dial the destination. (Partners are special destinations, see chapter <i>Partners</i> for more information)
7	Hold	Press the Hold button (R button) to put the active call on hold or to toggle between an active call and a call on hold.
8	Conference	Press the Conference button to add another party to an existing call.
9	Transfer	Press the Transfer button to transfer a call to another number.
10	Drop	Press the Drop button to drop the active call. While on a conference call, press the Drop button to drop the call party which is marked in the display from the conference call.
11	Headset	Press the Headset button to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
12	Volume	Press + or - on the Volume button while active on the handset, headset or speaker to adjust the volume. While not on a call, press + or - to access the audio settings menu.

No.	Name	Description
13	Mute	Press the Mute button to mute a call in progress. To take a call off mute, press Mute again.
14	Speaker	Press the Speaker button to activate the loudspeaker or the handsfree equipment.
15	Redial	Press the Redial button to either dial the last number you dialed or display the redial list from which you can select a number to redial.
16	Call Log	Press the Call Log button to view a list of your outgoing, incoming, and missed calls. The icon on the Call Log button is illuminated when you have missed calls.
17	Phone book / Contacts	Press the Phone book / Contacts button to view the entries in your phone book or contact list.
18	Avaya Menu	Press the A button to access the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, configure call logging and select the display language.
19	Message	Press the Message button to connect directly to your voicemail system.
20	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.

About LEDs

Each function, partner or destination key has two LEDs, one green and one red, to indicate the status of the function or partner. The status is identified by whether the LED is on, off, or blinking as described in the following tables.

 **Note:**

If a key is assigned to a destination the LEDs are always off.

Table 1: Function key LEDs

LED	Description
Steady red	Function is active, e. g. the ringing tone is silenced.

LED	Description
Off	Function is not active.

Table 2: Partner key LEDs

LED	Description
Steady green	Partner has set partner diversion.
Blinking red very fast	Partner receives two calls in parallel (50 ms on, 50 ms off).
Blinking red fast	Partner receives a call, either in idle state or while on a call (200 ms on, 50 ms off)
Steady red	Partner is on a call.

Related topics:

[Introduction to partners](#) on page 45

Icons in the telephone display

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Icon	Description
#X	Number of calls missed, where # represents the number.
⇒	Call forward, Send All Calls, or EC500 is active. (These features are available if they have been administered for your telephone.)
🔔	Incoming call is ringing.
☎	Call is active.
📞	Call is on hold.
📞	Call is on soft hold (when using Conference or Transfer feature).
☎☎	Conference is active.
📞📞	Conference is on hold.
◀	Scroll left for other options.
▶	Scroll right for other options.

Icon	Description
↕	Scroll up or down for other options.

About this manual

Descriptions of optional features are marked with an asterisk in the title. For more information about the optional features, see your system administrator.

All the descriptions in this user guide assume a standard assignment of the function keys. If you re-assign the function keys, the procedures may change from those provided in this guide.

Chapter 2: Making calls

Introduction to making calls

Use the procedures provided in this chapter to make calls from your telephone.

Note that when you make a call, you can either dial the number and then lift the handset, or lift the handset and then dial the number. Both orders are correct. However, if you lift the handset first and then dial the number, you will not be able to correct a dialing error.

Calling an internal call number

-
1. Enter the desired `call number`.
 2. Lift the handset.
-

Calling an external call number

-
1. Enter the external line code, for example 0.
 2. Enter the desired `call number`.
 3. Lift the handset.
-

Calling with a destination key

-
1. Press the destination key for the desired subscriber.
 2. Lift the handset.
-

Related topics:

[Assigning functions or call numbers to keys](#)

Calling a person from the call log

-
1. Press the **Call Log** or the **Redial** button.
 2. Press the **left/right arrow** button, to select the appropriate list.
 3. Select the desired call number.
 4. Lift the handset.
-

Related topics:

[Call log](#) on page 37

Calling a person from the phone book entry

-
1. Press the **Phone book / Contacts** button.
 2. Select the entry you want to dial.

 **Note:**

To reach the entry more quickly, you can also enter one or more of the first letters of the name.

You can also search for a name or call number by using an asterisk "*" as a wild card (as you can on your PC). For example, if you input *mobile, all entries which include the string "mobile" will be displayed.

3. Lift the handset.

Related topics:

[Introduction to the phone book](#) on page 39

Calling a person from a central phone book entry *

-
1. Press the **Phone book / Contacts** button.
 2. Press the **Main** softkey.
 3. Enter one or more of the first letters of the name.
 4. Select the entry you want to dial.
 5. Lift the handset.

Related topics:

[Introduction to the phone book](#) on page 39

Calling using the speakerphone

The **Monitoring function** allows you to hear the person you are on a call with through the loudspeaker. The **Handsfree function** provides the **Monitoring function** and the ability to speak using the phone's built-in microphone, rather than the handset.

Both functions are operated by means of the **Speaker** button.

-
1. Enter the desired `call number`.
 2. Press the **Speaker** button.
 3. To adjust the volume, press **+** or **-** on the **Volume** button.
 4. Do one of the following:

- a. To continue the call using the handset, lift the handset. To return to the speakerphone, press the **Speaker** button once more.
 - b. To end the call, press the **Speaker** button.
-

Requesting automatic callback

If an internal call number you dialed is busy or unanswered, use this procedure if you want your telephone system to call you back when the number is no longer busy.

-
1. Select the **Automatic Callback** menu item or **Callback** function key.
 2. Press the **OK** button.
 3. Replace the handset.
Your telephone system calls you back as soon as the called number is free or free again.
 4. Lift the handset
Your telephone system calls the dialled call number again.
 5. To delete the automatic callback again:
 - a. Press the **Callback** softkey
 - b. Select the desired callback request.
 - c. Press the **Details** softkey.
 - d. Press the **Delete** softkey.
-

Requesting automatic redialing

If the call number you dialed is busy, you can select `Automatic redial` to dial the busy number every 30 seconds.

-
1. Select the **Automatic redial** menu item.
 2. Press the **OK** button.

The status information **Redial repeat every 30 s** is shown.

3. Replace the handset, if you have lifted it.

Automatic redial is stopped if you press any button or lift the handset. After you have finished you will be asked *Continue redial ?*

Joining another call (cut-in)*

You call an internal extension. The user is already on a call. Use this feature to join the call.

This feature may not be available. Your system administrator must configure it for your extension as well as for the extension of the other person. See your system administrator for more information.

-
1. Select the **Cut-in** menu item.
Each person on the call will hear a cut-in tone.
 2. To disconnect from the call, select **Cut-in** again, press the **Drop** button, or replace the handset.
-

Chapter 3: Handling calls

Introduction to handling calls

When you receive an incoming call your telephone rings, the Incoming Call LED flashes and the call is indicated in the display.

You can lift the handset or use the Speaker button and talk with the handset on-hook. You are also able to answer an incoming call ringing at another telephone in your telephone system, or put an incoming call on hold until you are able to answer the call.

Internal and external calls have different ringing tones.

Answering a call

—————
To answer a call, lift the handset or press the `Speaker` button to use the speakerphone.
—————

Answering a call ringing at another phone (pick-up)

-
1. Enter the number of the ringing telephone with your handset on-hook. The status message **Pick-up** is shown in the display.
 2. Select **Pick-up** .
 3. Press the **OK** button and wait until the call is signalled at your phone.
 4. Lift the handset.
-

If you want to pick up calls for a particular telephone, you can set up a macro. So you can press a single key to answer calls ringing at that telephone. See chapter *Setting up a macro (diversion and pick-up)* for more information.

You can also pick up calls by entering a code, if your telephone system is administered for the pick-up function. See your system administrator for more information.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Putting a call on hold

You can put an active call on hold or an incoming call that you have not yet answered. When you put an incoming call on hold, the ringing tone is turned off, and the call LED continues to flash. Putting an incoming call on hold is useful when you are performing another task, such as editing a phone book entry, that you want to complete before you answer the call.

-
1. Press **Hold** button, the active call will be keep on hold and you get a possibility to call another subscriber.
 2. Press **Drop** key to return back to the call or select the call on hold and press **OK**.
-

Muting a call

-
1. Press the **Mute** button during a call so that the other person cannot hear you.
 2. Press the **Mute** button again to unmute the call.
-

Deactivating your telephone display

Use this procedure to deactivate the call number of caller in the display. An example of when you might want to do this is if you do not want the name or number of the person with whom you are talking to appear in your telephone display.

-
1. Press the **Display** softkey.

The display is deactivated and the call number is not stored in all the call log lists.

2. To reactive the display, press the **Display** softkey again.

 **Note:**

When you deactivate your telephone display, the call number is not stored in the call log.

Transferring a call

-
1. Select **new call to ...**
 2. Press the **OK** button.
Your first call is put on hold.
 3. Dial the appropriate call number.
 4. When the party answers, announce the call.
If the party does not answer, press the **Drop** button to return to the call on hold.
 5. Press the **Transfer** button or hang up.
-

Answering an additional call (second call)

The feature Second call is activated on your telephone.

Use this procedure to answer an incoming call while on another call.

-
1. While on a call, select the number or name of the second call in the display.
 2. Press the **OK** button.
You are connected to the second call and the first call is put on hold.
-

To end the first call instead, press the **Drop** button.

Turning second incoming call on or off

If you do not want to answer an additional call (second call) during a call, you can deactivate the second call.

-
1. Select **Second call** in the display.
 2. Press the **OK** button.
 3. Press the **On/Off** softkey.
 4. Press the **Done** softkey.
 5. To activate the second call again from the Avaya Menu select **Settings > Display/Acoustics > Second call** and change the setting with the **On/Off** softkey.
-

Referring back during a call (consultation call)

Use this procedure to make a consultation call while on a call.

-
1. Select **new call to ...**
 2. Press the **OK** button.
Then your first call is on hold.
 3. Enter the call number of the person whom you want to consult.
 4. If the second call is not answered, you can return to the first by pressing **Drop**.
-

Chapter 4: Call diversion

Introduction to call diversion

You can divert your calls to someone else.

Different kinds of call diversion are possible:

- to: first destination unconditional
- to: alternative destination unconditional
- on busy: destination only when you are busy
- Ex.aft.time : destination for delayed call diversion (after time) only for external calls *
- Int.aft.time: destination for delayed call diversion (after time) only for internal calls *
- Double call: you set up your telephone so that another telephone rings together with it at the same time *.

* You need a special authorization to use this kinds of the feature. Please refer to your system administrator

If you have activated delayed call diversion, you may decide from case to case to answer a call yourself or to divert it after a certain time.

A particularly convenient way to set up a call diversion is to use a macro. You can then enable or disable this call diversion by pressing a single key.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Diverting calls

You want to divert your calls to someone else.

1. Press the **Avaya Menu** button.
2. Select **Divert call** .
3. Press the **OK** button.

4. Select the appropriate kind of diversion.
5. Enter the desired `call number`.
6. Press the **OK** button.
The status information **DIV to call number** appears in the display and the LED lights up.
7. To withdraw the diversion, select the appropriate status information and press the **OK button** .

Related topics:

[Diverting calls to voicemail](#) on page 43

Automatic call diversion *

Call diversion can be set in advance for a certain time slot. It is controlled by times and weekdays.

You need an appropriate authorization for this feature. Please ask your system administrator.

Two alternative destination numbers with different time slots can be programmed.

Automatic call diversion can override a call diversion that was set up manually. Once the automatic call diversion has finished, the manual call diversion becomes active again.

Call diversion on busy, Delayed call diversion and Double Call cannot be controlled using time slots.

First you have to define the time slot by **Start time**, **Stop time** and **weekday**. Afterwards you can activate or deactivate it.

Defining automatic call diversion *

Use this procedure to define the call number, time slot and weekdays, when you want all your calls diverted automatically.

-
1. Press the **Avaya Menu** button.
 2. Select **Divert call** .
 3. Press the **OK** button.
 4. Set automatic

5. Press the **OK** button.
 6. Enter the desired `call number`.
 7. Select **Start time**.
 8. Enter the time with hour and minutes.
 9. Select **Stop time**.
 10. Enter the time with hour and minutes.
 11. Select weekday.
 12. Press the **OK** button.
 13. Select the appropriate pattern, for instance **Mo-Fr**.
If you scroll down you can also set the properties for the second automatic call diversion.
-

Diverting calls automatically *

Use this procedure to automatically divert your incoming calls according to the time slot, weekday, and call number you have defined.

-
1. Press the **Avaya Menu** button.
 2. Select **Divert call** .
 3. Press the **OK** button.
 4. Select **Automatic 1** or alternative **Automatic 2**.
 5. Press the **OK** button.
The status message **DIV to call number** appears in the display and the LED lights up.
 6. To withdraw the diversion, select the appropriate status information and press the **OK button** .
-

Chapter 5: Follow-me

Introduction to follow-me *

When you are going to visit several colleagues one after the other and don't want to miss any call arriving meanwhile, you use the follow-me function.

This function allows you to use other telephones to set up or change the call diversion on your telephone.

You need to prepare this function on your own telephone first.

The follow-me function is prepared, activated and switched off by means of particular codes. The first one is used on your own telephone, the second on other telephones. Please ask your system administrator for the appropriate codes.

Preparing follow-me on your own telephone

-
1. Lift the handset.
 2. Press the asterisk * .
 3. Enter the first code.
 4. Replace the handset.
-

Activating follow-me on another telephone

When you arrive at the other telephone, you activate the prepared follow-me function, to divert your incoming calls to this other telephone.

-
1. Lift the handset.
 2. Press asterisk * .
 3. Enter the second code.
 4. Dial your own call number.
 5. Replace the handset.
-

Switching off follow-me on your own telephone

When you are back at your own telephone, you switch off the follow-me function.

-
1. Lift the handset.
 2. Press hash # .
 3. Enter the first code.
 4. Replace the handset.
-

Switching off follow-me on another telephone

If you don't want to return to your own telephone, you can switch off the follow me function on another telephone.

-
1. Lift the handset.
 2. Press hash # .
 3. Enter the second code.
 4. Dial your own call number.
 5. Replace the handset.
-

Chapter 6: Three-party conference

Introduction to three-party conference calls

You can use a three-party conference call to speak with two people at different locations on the same call. If the Multiple Conference feature has been enabled in your telephone system, up to seven people can be included in the conference call.

A conference between a call waiting (second call) and the first talking party is not possible.

Related topics:

[Introduction to multiple conference calls](#) on page 31

Making a conference call

1. While active on a call, press the **Conference** button.
 2. Enter the **call number** for the additional participant or use phone book/destination key.
When the additional participant answers, you are in a three-party conference.
 3. If the additional participant does not answer, press the **Drop** button to return to the first call.
-

If you use the **new call to ...** menu item to call the additional participant, you can first talk to the participant privately while the first caller is on hold. Then use the **Conference** button to connect all participants.

Talking with one participant in a conference call

Use this procedure if you are on a three-party conference call and want to talk privately with one participant.

-
1. Select the **call number** menu item of the participant with whom you want to talk privately.
 2. Press the **OK** button.
You can talk privately with the desired participant, while the other call is on hold.
 3. To return to the conference press the **Conference** button or select **conference with** from the menu.
-

Connecting conference participants with each other

If you are on a three-party conference call and want to connect the other participants to each other, press the **Transfer** button or replace the handset.

Ending the conference call

Press the **Drop** button.

Chapter 7: Multiple conference *

Introduction to multiple conference calls

If the Multiple conference feature has been enabled in your telephone system for your extension, you can include up to seven people in a conference call. (Otherwise you can use the three party conference.) The person who is responsible for initiating the conference is the controller. The others are passive participants.

Controller

The controller manages the conference and controls all participants and their status by means of the **List of all conf. users**. When the third participant is added in the conference, the **List of all confer. users** menu item appears. It shows the number of conference participants as well as name, call number and status of each. There are three possible status values:

- No details: the participant is taking part in the conference.
- **X** : the participant is on hold, when he has initiated a refer-back for example.
- **!** : the participant is taking part in the conference on behalf of another previous participant.

If there are only three participants in the multiple conference, the display is almost identical to the display of a three-party conference. Instead of the **List of all confer. users** menu item the conference participants are shown in the status information.

During a multiple conference, the controller can neither transfer calls nor cut in on calls.

The controller can usually have one connection on hold or eight connections on hold if Hold/Retrieve is enabled.

Passive participants

Passive conference participants are added to the multiple conference by the conference controller. Their displays indicate the status information **Conference**.

Passive participants cannot set up another conference, but they can ...

- ... enter their connection in another conference.
- ... enter their connection in the queue by refer-back and then switch back to the conference.
- ... transfer their conference connection to another subscriber by refer-back.
- ... end their participation in the conference.

Related topics:

[Introduction to three-party conference calls](#) on page 29

Adding a participant to a multiple conference call

-
1. While active on a call, press the **Conference** button.
The multiple conference is put on hold.
 2. Enter the **call number** for the additional participant.
When the additional participant answers, the multiple conference is reactivated including the new one. When the third participant is added in the conference, the **List of all confer. users** menu item appears.
 3. If the additional participant does not answer, press the **Drop** button to reactivate the multiple conference.

If you use the **new call to ...** menu item instead to call the additional participant, you can first talk to this participant privately while the conference call is on hold. Then use the **Conference** button to reactivate it including the new participant.

Adding a participant by referring back

Use this procedure to add a participant to your multiple conference call via a consultation call.

If you select the **new call to** menu item to call the additional participant, you can first talk privately while the others are waiting and afterwards build the conference with the **Conference** button.

-
1. Select **new call to**
 2. Press the OK button.
The multiple conference is put on hold.
 3. Enter the **call number** for the additional participant.
When the additional participant answers you can talk privately, while the conference call is on hold. If the additional participant doesn't answer press the **Drop** button to return to the multiple conference call.
 4. Press the **Conference** button
The multiple conference is reactivated including the new participant. When the third participant is added, the **List of all confer. users** menu item appears.
-

Adding a waiting participant to a multiple conference

You are controller of a multiple conference having several waiting participants. That is, there are several refer-backs waiting. You can switch from one to another.

-
1. Select the appropriate refer-back **back to ...**.
 2. Press the OK button.
You are now reconnected with the waiting participant. The multiple conference is put on hold.
 3. Press the **Conference** button
The waiting participant is added to the conference and the multiple conference is reactivated.

To disconnect this connection instead, press the **Drop** button.

To switch back to the waiting conference call, select **Back to conference** .

Answering a call in a multiple conference

Use this procedure to answer an additional call while you are controller of a multiple conference.

-
1. Select the appropriate status information **call number** of the calling person.
 2. Press the OK button.
You are now connected with the new calling person. The multiple conference is put on hold.
 3. Press the **Conference** button, if **Hold/Retr** is activated.
The new caller is added to the multiple conference and the multiple conference is reactivated.
-

Transferring a multiple conference call as controller

Use this procedure to leave a multiple conference as controller without ending it.

-
1. Select **Transfer conference**
 2. Press the **OK** button.
-

The multiple conference continues without a controller, but at the original controller's responsibility.

When you are in the state **Hold/Retrieve locked/disabled**, you can alternatively replace the handset.

Ending the multiple conference call as controller

To end a multiple conference call as controller, replace the handset or press the Drop button.

Referring back as passive participant on a multiple conference call

Use this procedure to make a consultation call while on a multiple conference call as passive participant.

-
1. Select **new call to**
 2. Press the **OK** button.
The controller is made aware of this in the **List of all confer. users.**
 3. Enter the call number of the new conference participant.
 4. Once you are connected to this person, you can replace the handset to transfer the conference connection.
The controller is made aware of this in the **List of all confer. users.**
 5. To return to the multiple conference, if the called person does not answer, press the **Drop** button.
-

Disconnecting from a multiple conference call as passive participant




To disconnect from a multiple conference call as passive participant, replace the handset or press the **Drop** button.

Multiple conference *

Chapter 8: Managing the call log

Call log

You can use the call log to view a list of your recent calls or view separate lists of your outgoing, answered, or missed calls. Icons indicate the history of the calls:

Icon	call log list	max. number of entries
 >>	All calls	
	Missed calls (call list)	maximal 30 calls
	Answered calls	maximal 10 calls
>>	Outgoing calls (redial list)	maximal 10 calls

The most recent entry is at the top of each list. If you select one entry and press the **Details** softkey, you get a detailed display, including the time of the selected call.

You can selectively retrieve individual numbers and, if necessary, dial them. You can easily transfer a call number from the call log into your phone book.

Related topics:

[Calling a person from the call log](#) on page 14

Viewing the call log

You can view a separate list of all, answered, outgoing, or missed calls.

1. Press the **Call Log** button.
2. Press the **left/right arrow** button, to select the appropriate list.
3. Select the appropriate entry.
4. Press the **Detailed** softkey or the **ok** button.

The detailed display of the appropriate entry is shown.

Removing an entry from the call log

-
1. Press the **Call Log** or the **Redial** button.
 2. Press the **left/right arrow** button, to select the appropriate list.
 3. Select the desired call number.
 4. Press the **OK** button.
 5. Press the **Delete** softkey.
The entry is deleted immediately without confirmation prompt.
-

Adding an entry from the call log to the phone book

-
1. Press the **Call Log** or the **Redial** button.
 2. Select the desired call number.
 3. Press the **Details** softkey.
 4. Press the **Down** navigation button
 5. Press the **More** button
 6. Press the **+Contact** softkey.
 7. Enter a name if required.
 8. Press the **Save** softkey.
-

If an entry with the same call number already exists in the phone book, the status information `Number already exists` is displayed.

Chapter 9: Managing the phone book

Introduction to the phone book

Your telephone has a personal phone book. There you can store up to 268 phone numbers with their associated names, which are available only on your telephone.

You can then dial phone book numbers quickly and easily. You can modify the individual phone book entries yourself.

If you have authorization to access the main phone book, you can also find and dial entries there.

Entries from the redial list, call list and call log can be quickly and easily saved in the phone book. You can easily assign a phone book entry to a destination key.

Related topics:

[Calling a person from the phone book entry](#) on page 14

[Calling a person from a central phone book entry *](#) on page 15

Creating a new entry in the phone book

The number of free slots in your local phone book are displayed in the phone book status line.

Note:

You can add a caller's phone number to the phone book while you are talking to them: Press the **+Contact** softkey.

-
1. Press the **Phone book / Contacts** button.
 2. Press the **New** softkey.
 3. Enter name and call number.
Additionally you can enter a remark in the input field **Rem.** (max. 12 letters).
 4. Press the **OK** button.
 5. Press the **Save** softkey.
-

Adding an entry from the call log to the phone book

-
1. Press the **Call Log** or the **Redial** button.
 2. Select the desired call number.
 3. Press the **Details** softkey.
 4. Press the **Down** navigation button
 5. Press the **More** button
 6. Press the **+Contact** softkey.
 7. Enter a name if required.
 8. Press the **Save** softkey.
-

If an entry with the same call number already exists in the phone book, the status information `Number already exists` is displayed.

Editing an entry in the phone book

-
1. Press the **Phone book / Contacts** button.
 2. Select the entry you want to edit.
 3. Press the **OK** button.
 4. Edit the entry.
 5. Press the **Save** softkey.
-

 **Note:**

To reach the entry more quickly, you can also enter one or more of the first letters of the name.

You can also search for a name or phone number by using an asterisk "*" as a wild card (as you can on your PC). For example, if you input "**mobile", all entries which include the string "mobile" will be displayed.

Deleting an entry

-
1. Press the **Phone book / Contacts** button.
 2. Select the entry you want to delete.
 3. Press the **More** softkey.
 4. Press the **Delete** softkey.
-

Chapter 10: Voicemail System

Introduction to voicemail

Callers can leave messages for you similar to an answering machine, if a voicemail system is connected to your telephone system. You can call to retrieve these voice messages. Further more you can receive conventional text messages from a server.

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

Diverting calls to voicemail

Use the procedure *Diverting calls* and enter the call number of your voicemail system as destination.

To withdraw the diversion, select the appropriate status information and press the **OK** button.

Related topics:

[Diverting calls](#) on page 23

Managing voice messages *

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

-
1. Press the **Message** button.
 2. Select to the desired entry.
 3. Press the **OK** button.
Your telephone switches to handsfree and dials the call number of the voicemail system. Then you are guided through the operations of the voicemail system.
 4. To listen the voice message, follow the advice of your voicemail system.
 5. To delete the voice message, press the **Clear** softkey.

The appropriate entry flashes. Press the **Clear** button once more or the **OK** button to confirm.

Deleting all messages

The light at the right upper corner of your telephone indicates that you have voicemail messages waiting.

-
1. Press the **Message** button.
 2. Select **Delete all messages**.
 3. Press the **OK** button.
The selected menu item starts flashing.
 4. Press the **OK** button to confirm.
-

Chapter 11: Partners

Introduction to partners

Your system administrator can link together up to 16 telephones in your telephone system to create a partner group. You can set up your telephone so that you hear a short tone when one of your partners is called (partner beep). You can also set up and, if required, delete several partner diversions by pressing a few keys. To do this, the **Deputy key** function key must be set up.

By default, all partners are assigned to function keys, also referred to as partner keys. The LEDs of the partner keys provide information about your partners' activities.

Related topics:

[About LEDs](#) on page 10

[Assigning functions to keys](#) on page 72

[Creating a destination key](#) on page 73

Setting up partner names

You can allocate a long and a short name to each partner call number.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner name**.

11. Press the **OK** button.
 12. Select the call number of the desired partner.
 13. Press the **OK** button.
 14. Select **Long name**.
 15. Enter the appropriate name.
 16. Select **Short name**.
 17. Enter the appropriate name.
 18. Press the **Done** softkey.
-

Calling partners

-
1. Press the appropriate partner key.
 2. Talk using the speakerphone, or lift the handset to talk using the handset.
-

Answering a call for a partner

When a partner's telephone rings, the corresponding LED on your telephone flashes. You can pick up that call and answer as deputy.

-
1. Press the Partner key and wait until the call reaches your own telephone.
 2. Lift the handset.
-

Assigning partners to another key

By default, all partners are assigned to the function keys. Use this procedure to assign a partner to a different key.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Change Partner position**.
 11. Press the **OK** button.
 12. Select the desired partner.
 13. Press the **OK** button.
 14. Press the partner or function key that you want to assign.
The previous key assignment is displayed.
 15. Press the **Save** softkey.
The partner is now assigned to the new key.
-

Hiding partner keys

Use this procedure to hide the partner signaling for one of your partners.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Hide/show partner keys .**

11. Select the partner key whose partner signalling you don't want to get any longer.
 12. Press the **Change** softkey.
 13. Press the **Done** softkey.
-

Activating partner beep

Use this procedure if you want to hear a short tone (beep) every time your partner is called.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Set partner beep....**
 11. Press the **OK** button.
 12. Select the partner for whom you want to activate the partner beep.
 13. Press the **OK** button.
 14. Select **Audio**.
 15. Press the **Change** softkey several times to select one of the following:
 - Beep
 - Ringing tone
 - off
 16. Press the **Done** softkey.
If you set **Ringing tone** instead of **Beep**, the normal ringing tone sounds on your telephone when your partner is called.
-

Assigning partners on the button module*

Use this procedure to transfer all your partners from your telephone's keys to the keys of a button module.

 **Note:**

The button module is not supplied as standard with your telephone.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt my partners....**
 9. Press the **OK** button.
 10. Select **Assign partner to DSS module**.
The partners are transferred to the LEDs of the button module in their current order.
The previous key assignments on the buttons are overwritten.
 11. Select **Assign partner to telephone** in order to transfer the partners back to the telephone. The former key assignments of the button module are re-established.
-

Diverting your calls to a partner

Use this procedure to divert your calls from outside the partner group to one of your partners.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.

5. Press the **OK** button.
6. Select **Partner ...**
7. Press the **OK** button.
8. Select **Set/delete partner div**
9. Press the **OK** button.
10. Select **Partn. div. from my phone....**
11. Press the **OK** button.
12. Select the partner to whom you want to divert calls, displayed with **off**
13. Press the **OK** button.
14. Select **on**
15. Press the **OK** button.
The partner diversion is now activated, displayed in the status information.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Diverting partner calls to your telephone

You want to answer calls on behalf of your partners. Use this procedure to divert their calls to your own telephone.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partner div. to my phone....**
 11. Press the **OK** button.
 12. Select the partner, whose calls you want to divert to your telephone, displayed with **off**

13. Press the **OK** button.
14. Select **on** .
15. Press the **OK** button.
Partner diversion is now activated. The appropriate LED flashes.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Diverting calls from one partner to another *

If you have the appropriate authorization, you can set up a partner diversion from any partner to another.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **Partnerdiv. from/to others**.
 11. Press the **OK** button.
 12. Select **Set partner division**.
 13. Press the **OK** button.
All partner are displayed.
 14. Select one of the partners as source for the diversion.
All possible combinations with this source partner are displayed.
 15. Select the combination with the target partner to whom you wish to divert calls.
 16. Press the **OK** button.
The selected combination is displayed with **off**.
 17. Press the **Change** softkey.
The selected combination is displayed with **on**
 18. Press the **Done** softkey.

Partner diversion is now activated.

Diverting partner calls to partners, extended *

If you have the appropriate authorization, you can divert any call of a partner group to any call number for another partner. This means that call diversion can be activated to a partner's mobile or home call number.

A maximum of five status displays for extended partner diversion can be displayed. Partner names are replaced by the number in extended partner diversion.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Set/delete partner div**
 9. Press the **OK** button.
 10. Select **CFF partner diversion key 1..5**.
 11. Press the **OK** button.
 12. Press the **Enter** softkey.
 13. Select the partner whose calls shall be diverted.
 14. Press the **OK** button.
 15. Enter the call number.
 16. Press the **OK** button.
 17. The function key is allocated.
-

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

Setting the deputy key *

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Applications/Partner**.
5. Press the **OK** button.
6. Select **Partner ...**
7. Press the **OK** button.
8. Select **Set/delete partner div**
9. Press the **OK** button.
10. Select **Set deputy key**.
11. Press the **OK** button.
12. Press **Deputy** to select the partner, from whom you want to divert .
13. Press the **OK** button.
14. Select partner and select all partners you want to define as your deputies and turn them to on.
15. Press the **OK** button.
16. Now the deputies are selected, you need to program the function key “deputy key” to activate/deactivate of defined deputy diversion.

Related topics:

[Setting up a macro \(diversion and pick-up\)](#) on page 76

[Function and destination keys](#) on page 71

Adding a partner to a partner group *

Use this procedure to add a new partner to your partner group.

The phone numbers of the subscribers in the partner groups must be set up by your system administrator.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Expand partner group**.
 11. Press the **OK** button.
 12. Enter the call number of the partner you want to add to your partner group.
 13. Press the key to which you want to assign the new partner.
-

Removing a partner from a partner group *

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Reduce partner group**.
 11. Press the **OK** button.

12. Select the partner who you want to remove.
 13. Press the **Delete** softkey.
-

Restricting partner signaling *

Use this procedure if you don't want the partners displays to show whether you are on a call, whether you are being called, whether a call diversion exists for you, etc.

The "Restrict partner signaling" function must be enabled by your system administrator.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications/Partner**.
 5. Press the **OK** button.
 6. Select **Partner ...**
 7. Press the **OK** button.
 8. Select **Adapt partner group size**.
 9. Press the **OK** button.
 10. Select **Restrict signaling Off**.
 11. Press the **Change** softkey.
The display switches to **On**.
 12. Press the **Save** softkey.
 13. To enable partner signaling again select **Restrict signaling On**.
-

Reserving a line as executive line

You can reserve an external line for another partner (executive) using your telephone. In this way, for example, a secretary can reserve a line for the boss.

The **Executive** function key must be set up on the secretary's telephone by the administrator.

-
1. Press the **Executive** key.
 2. Press the partner key of the partner for whom you want to reserve a line.
 3. Press the **OK** button.
The status message *Line busy* appears in the display of the partner telephone.
The partner can continue to dial as usual.
-

Related topics:

[Assigning functions to keys](#) on page 72

Setting up a connection for a partner

Your partner (executive) asked you to set up a connection substitutionally.

-
1. Make a call to the appropriate call number.
 2. Select **New call to...**
 3. Press the **OK** button.
 4. Press the partner key.
 5. Replace the handset.
The partner is connected to the other party. Your own telephone is free again. This procedure is like *Transferring a call* with the help of the partner key, further more you don't need to wait for the other person answering.
-

Filtering *

Filtering is a function for executives and their secretaries or receptionists. Filtering groups are formed with several executives and several secretaries for this purpose. An incoming call for an executive is initially signaled at the secretary's telephones. If required, it can subsequently be transferred to the executive. The filtering function is a special partner diversion.

The executives activate the filtering function for external or internal or for all calls. In general, the secretaries can switch on or off to control their readiness to receive a call. When filtering is active, a filtered call is signaled at all active secretary's telephones in the filtering group. The connection is established to the receptionist who accepts the call first.

The system administrator initializes the filtering function and sets up the filtering groups. Filtering can be activated for one executive to several receptionists. One receptionist can deal filtering for several executives.

You as a member can assign the function keys for filtering, only if the filtering function has been initialized by your administrator. You can set up the names and a partner beep. But you cannot alter the filtering group.

Related topics:

[Assigning functions to keys](#) on page 72

Dealing the filtering function as an executive *

Your telephone has two toggle function keys **INT** and **EXT** with LEDs. The display shows you:

- < which receptionists are ready to get your incoming calls.
- > which other executives have diverted their incoming calls.

-
1. To activate the filtering function for incoming external or internal calls or all calls, press the **Ext** or the **Int** function key or both of them.
 2. To withdraw the filtering function, press the appropriate key once more.
-

Dealing the filtering function as a secretary *

Your telephone has a **FILTER** function key. The according LED as well as the status display remain active as long as filtering is active for at least one executive. Furthermore the display shows you

- > which executives have diverted their incoming calls.
- < which other receptionists are also active for filtering.

-
1. To activate the filtering function, press the **Filter** function key.
 2. To accept a signaled call, lift the handset or press the **Speaker** button.
 3. To transfer an accepted call to the executive, press the appropriate partner key and the **Transfer** button or replace the handset.
 4. To deactivate the filtering function, press the **Filter** function key again.
-

Chapter 12: Private User Mobility

Private User Mobility *

The Private User Mobility feature allows you to log on to any telephone inside the telephone system and have access to your personal settings (call list, redial, call diversion, and callbacks). Callers will reach you on this telephone when they dial your call number. Charging units incurred are allocated to your call number.

To use the PUM function, it must be enabled in the telephone system. Furthermore two function keys must have the functions **Log on** and **Log off** assigned to them (look at the UsersGuide).

This function is protected by the same PIN as the locking function. To use PUM, this PIN have exact six digits.

Related topics:

[Assigning functions to keys](#) on page 72

[Changing the PIN](#) on page 92

Logging on to the telephone

1. Press the **Log in user** function key.
 2. Enter your personal call number.
 3. Select **Password:**.
 4. Enter your PIN.
The PIN is displayed by asterisks *.
 5. Select **Log in user**.
 6. Press the **OK** button.
A status message appears in the display. You are now logged in to this telephone and you can use it exactly like your own set.
-

Logging off the telephone

Press the **Log out user** function key.

Your personal settings (call list, redial, call diversion, callbacks entered) are cleared.

 **Note:**

You are logged off automatically if another subscriber logs on to this telephone.

Chapter 13: Favorite screen

Introduction to favorite screen

In the favorite screen you can gather functions and destinations that you use frequently. A maximum of twelve entries are possible. Then you can reach these functions or destinations very easily.

In addition to providing another way of accessing the features, you can use the favorite screen to confirm the features programmed on the feature buttons if, for example, a feature button label is missing or labeled incorrectly.

Toggling between the favorite screen and the telephone status

Press the **left/right arrow** button.

Displaying the favorite screen in the idle mode

You can set your telephone to show the favorite screen in the idle mode instead of the telephone status.

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Display/Acoustics**.
5. Press the **OK** button.

6. Select **Favorite screen active Off**.
 7. Select **On/Off** softkey.
 8. Press the **Save** softkey.
-

Entering a function into the favorite screen

You can add your favorite functions into the favorite screen for easy access.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set function keys**.
 7. Press the **OK** button.
 8. Select the favorite function, which you want to add.
 9. Press the **OK** button.
 10. Select **Add to Favorite Screen**.
 11. Press the **OK** button.
-

Related topics:

[Assigning functions to keys](#) on page 72

Entering a destination into the favorite screen

You can add a destination into the favorite screen.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.

4. Select **Keys**.
5. Press the **OK** button.
6. Select **Set destination keys**
7. Press the **OK** button.
8. Select **Edit destination key**
9. Press the **OK** button.
10. Select **Press destination key**.
11. Press the **OK** button.
12. Press the appropriate destination key.
13. Select **Add to Favorite Screen**.
14. Press the **OK** button.

Related topics:

[Assigning a destination from the phone book to a key](#) on page 73

Deleting a function or a destination from the favorite screen

You can remove seldom used functions or destinations from the favorite screen.

-
1. Press the **left/right arrow** button, to select the favorite screen.
 2. Select the function or the destination that you wish to delete.
 3. Press the **Delete** softkey.
Caution: The entry is deleted without confirmation.
-

Favorite screen

Chapter 14: Customizing your telephone

Introduction to customizing your telephone

This section provides procedures to set parameters for your telephone, such as the ring tone melody and language. It also provides procedures to manage your function and destination keys, save personal data, manage VIP functions, make anonymous calls, and turn direct dialing on or off. These procedures are performed using options provided in the Avaya menu.

Setting parameters for your telephone

Turning acoustic signaling on or off

You can set the signal tone, ringing tone, and VIP ringing tone to on or off. When for instance the ringing tone is turned off, you will hear only a short beep when you are called.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Do not disturb**.
 7. Press the **OK** button.
 8. Select one of the following:
 - **Signal tone**
 - **Ringing tone**
 - **VIP ringing tone**
 9. Press the **On/Off** softkey.

10. Press the **Done** softkey.
 11. To reactivate one of these tones, scroll to the relevant menu item and press On/Off softkey again.
-

Changing the acoustic signaling

Use this procedure to change the volume of several tones. You can change the individual settings during a call by pressing + or - on the **Volume** button.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set acoustics**.
 7. Press the **OK** button.
 8. Select the tone you want to change.
 - **Handset**
 - **Loudspeaker**
 - **Ringing tone**
 - **Alerting Tone**
 - **Signal Tone**
 - **Headset volume**
 9. Increase or reduce the volume by pressing + or - on the **Volume** button
The new setting sounds immediately to be checked.
 10. Press the **Save** softkey.
-

 **Note:**

You can also change any setting by pressing the numeric key of the desired setting, the right or left Navigation arrows, or the + or - on the **Volume** button.

Setting the ringing tone melody

You can assign different melodies to incoming calls (internal, external, VIP and partner / line).

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set acoustics**.
 7. Press the **OK** button.
 8. Select **Select ringer melody**.
 9. Press the **OK** button.
 10. Select the call type you want to change.
 - **Internal calls**
 - **External calls**
 - **VIP calls**
 - **Partner/Line**
 11. Press the **OK** button.
 12. Select the melody you want.
 13. Press the **OK** button.

The new ringing melody is played.
-

 **Note:**

You can change the melody's playback speed under **Set melody**.

Related topics:

[Introduction to handling calls](#) on page 19

Setting the contrast and the brightness

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set contrast** or **Set brightness**.
 7. Increase or reduce the contrast or brightness with the right or left navigation button.
 8. Press the **Done** softkey.
-

If you want to reset the acoustic and contrast settings to the as-supplied status, select **Default setting** and confirm with the **OK** button.

Setting the language

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Switch language**.
 7. Press the **OK** button.
 8. Select the language you want to use for display texts.
 9. Press **Select** softkey.
-

Adjusting the setting for handsfree operation

You can adjust the handsfree settings for the conditions prevailing in your office and surroundings.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set handsfree**.
 7. Press the **Change** softkey to select one of the following.
 - **echo**
 - **normal**
 - **muffled**
 8. Press the **Done** softkey.
 9. Select **Handsfree**.
-

Displaying your name and call number on your telephone

You can save your name and call number to have it shown on the display.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Set own call number**.
 7. Press the **OK** button.
 8. Enter your telephone's name and call number.
 9. Press the **Save** softkey.
-

Setting key beep tones to on or off

You can have every press of a key signaled by a beep (key beep).

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Key beep (off)**.
 7. Press the **OK** button.
 8. Press the **On/Off** softkey.
 9. Press the **Done** softkey.
 10. To turn the key tone off again, switch the function to **Key beep (Off)** again.
-

Displaying time zones *

You can set the time zone so that the current date and time of one of 26 cities from around the world appears in your telephone display.

The time that your telephone shows for a city can differ from the actual time in that city due to differences in summer and winter times in the various countries.

-
1. Press the **Avaya Menu** button.
 2. Select **Time zones....**
 3. Press the **OK** button.
 4. Select the appropriate city.
 5. Press the **OK** button.
-

Saving emergency numbers

You can save ten call numbers that you can dial even if your telephone is locked.

 **Caution:**

The emergency numbers must also be set up in your telephone system, otherwise they cannot be selected when the telephone is locked!

 **Note:**

When using the central lock in your telephone system, the emergency numbers are those defined in your telephone system, not the emergency numbers you saved on your telephone.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Set emergency numbers**.
 7. Press the **OK** button.
 8. Select one of the following:
 - **Emergency destin. SOS 1**
 -
 - **Emergency destin. SOS 10**
 9. Press the **OK** button.
 10. Enter name and call number.
 11. Press the **Assign** softkey.
 12. Press the function key to which you want to assign the emergency number. You can now see which function or call number was previously assigned to the key.
 13. Press the **Save** softkey.
-

If you press the function key to which the emergency number is assigned, your telephone will automatically switch to handsfree operation and dial the saved emergency number.

Function and Destination keys

Function and destination keys

Use the buttons as function keys or as destination keys. Partner keys are special destination keys.

Related topics:

[Setting the deputy key *](#) on page 53

[Using the button module BM32](#) on page 106

Assigning functions to keys

Functions which you use frequently can be assigned to programmable function keys. You can then execute these functions simply by pressing the appropriate keys.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set function keys**.
 7. Press the **OK** button.
 8. Select function you want to assign to the key.
 9. Press the **OK** button.
 10. Press the key to which you want to assign the new function. You can now see the function or call number previously assigned to the key.
 11. Press the **Save** softkey.

 **Note:**

A partner key can not be simply overwritten. If the key you want is previously set as partner key, this assignment must be cleared, before you can assign a different destination or a function.

Related topics:

[Entering a function into the favorite screen](#) on page 62

[Reserving a line as executive line](#) on page 55

[Introduction to partners](#) on page 45

[Filtering *](#) on page 56

[Private User Mobility *](#) on page 59

Creating a destination key

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Keys**.
5. Press the **OK** button.
6. Select **Set destination keys**.
7. Press the **OK** button.
8. Confirm **Set new destination** with **OK** button.
9. Enter name and call number.
10. Press the **Assign** softkey.
11. Press the key to which you want to assign the new destination. You can now see the function or call number previously assigned to the key.
12. Press **Save** softkey.

 **Note:**

A partner key can not be simply overwritten. If the key you want is previously set as partner key, this assignment must be cleared, before you can assign a different destination or a function.

 **Note:**

To create a destination key, you can also press an unassigned key in idle mode, and then enter the call number you want to assign to that key

Related topics:

[Introduction to partners](#) on page 45

Assigning a destination from the phone book to a key

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.

4. Select **Keys**.
5. Press the **OK** button.
6. Select **Set destination keys**.
7. Press the **OK** button.
8. Confirm **Set new destination** with the **OK** button.



Note:

You can also directly press an unassigned key in idle mode to open this menu item.

9. Select **Copy phone book entry**.
10. Press the **OK** button.
11. Select the entry you want to assign to the key.



Note:

To go to the desired entry more quickly, you can also enter one or more of the first letters of the name.

12. Press the **OK** button. The name and call number are displayed and can be edited as required.
13. Press the **Assign** softkey.
14. Press the key to which you want to assign a new destination. You can now see the function or call number previously assigned to the key.
15. Press the **Save** softkey.

Related topics:

[Entering a destination into the favorite screen](#) on page 62

Changing an existing destination

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set destination keys**.
 7. Press the **OK** button.

8. Select **Edit destination key**.
9. Press the **OK** button.
10. Press the key that you want to edit. You can now change the name and the call number.
11. Press **Save** softkey.

 **Note:**

A partner key can not be simply overwritten. If the key you want is previously set as partner key, this assignment must be cleared, before you can assign a different destination or a function.

 **Note:**

You can also change the existing destination by pressing the associated function key and select the **Edit destination key** menu item.

Deleting key assignments

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Keys**.
5. Press the **OK** button.
6. Select one of the following:
 - **Set destination keys**
 - **Set function keys**
7. Press the **OK** button.
8. Select one of the following:
 - **Delete destination key**
 - **Delete entry**
9. Press the **OK** button.
10. Press the key whose assignment you want to delete.
You can now see the function or call number previously assigned to the key.
11. Press **Delete** softkey.
The key is now free again.

Setting up a macro (diversion and pick-up)

You can assign multi-step macro functions to your telephone's function keys, the multi-step macro functions are applicable to the Avaya 1416 Telephone. This means that you can, for example, activate and deactivate a fixed call diversion by pressing a single key. If you assign a partner diversion to a function key, you can activate a partner diversion or switch between two fixed diversion destinations by pressing a single key.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Keys**.
 5. Press the **OK** button.
 6. Select **Set macro function**.
 7. Press the **OK** button.
 8. Select the macro function you want to assign to the key.
 - **Call diversion 1** or
 - **Call diversion 2** or
 - **Call pick-up 1** or
 - **Call pick-up 2**
 9. Press the **OK** button.
 10. Enter the phone number, to which you want to divert calls (call diversion) or from which you want to pick-up calls on your telephone (pick-up).
 11. Press the **Assign** softkey.
 12. Press the key to which you want to assign the macro function. You can now see the function or call number previously assigned to the key.
 13. Press the **Save** softkey.

Related topics:

[Answering a call ringing at another phone \(pick-up\)](#) on page 19

[Introduction to call diversion](#) on page 23

[Diverting partner calls to your telephone](#) on page 50

[Diverting your calls to a partner](#) on page 49

[Setting the deputy key *](#) on page 53

[Diverting partner calls to partners, extended *](#) on page 52

Relocating the telephone

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Relocate**.
 7. Press the **OK** button.
The data is saved locally in the telephone. The status message **Relocation prepared** appears.
 8. Plug the telephone in at the new location.
The status message **Relocation initiated** appears on the idle telephone display.

When the relocation is finished, **Telephone relocated** appears.
 9. To cancel the relocation, select **Security > Relocate > OK**.
-

Saving personal data

Saving personal data

For security, you can save your personal telephone settings both locally in the telephone itself and - if enabled by your system administrator - centrally in your communication server. In the communication server, your data is protected with a password. Your system administrator can save or copy your personal telephone data from a central location. But you are able to block central data saving.

Saving data locally

1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data locally**.
 9. Press the **OK** button.
-

Saving data locally automatically

1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data at [00:00]**.
 9. Enter time at which you want the local data to be saved.
 10. Select **Done**.
-

Saving data centrally

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save data centrally**.
 9. Enter your PIN.
The PIN appears as asterisks "*" in the display.
 10. Press **Done** softkey.
-

Allowing/barring central data saving

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Security**.
 5. Press the **OK** button.
 6. Select **Save data**.
 7. Press the **OK** button.
 8. Select **Save centrally**.
 9. Press the **OK** button.
 10. Enter your PIN.
 11. Press **Change** softkey.
 12. Press **Done** softkey.
-

VIP functions

Preparing VIP functions

You can set up special functions between telephones of your system, provided you have made the appropriate preparations. To do this, certain pre-settings on both the sending and the receiving telephone have to be the same. Two typical applications of the VIP function are described:

1. Using the executive telephone as a two-way intercom system to the secretary.
2. Announcements from the executive telephone

The sending telephone is called the *executive telephone* and the receiving telephone the *secretary telephone*.

1. Using the executive telephone as a two-way intercom system to the secretary

Setting up the executive telephone

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **VIP**.
5. Press the **OK** button.
6. Enter the current PIN.
7. Press the **OK** button.
8. Select **Send VIP functions**.
9. Press the **Change** softkey several times, if necessary, until the setting **Authorized** is displayed.
10. Select **Set VIP partner**.

11. Select one of the following:
 - Entry from phone book
 - Entry from key assignment
 - Ind.emerg.call
 - Partner
12. Press the **OK** button.
13. Select the entry for the secretary telephone.
14. Press the **OK** button.
15. Select **sent to user**.
16. Press the **Change** softkey several times, if necessary, until the setting **Ann.&Ackn.** is displayed.

**Note:**

If you select **on** instead of **Ann.&Ackn.** only the VIP ring tone will be heard on the secretary phone when the secretary phone is called by the executive phone. Several settings have to be made on the secretary phone for this purpose.

17. Press the **Done** softkey.
-

Setting up the secretary telephone

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **VIP**.
5. Press the **OK** button.
6. Enter the current PIN.
7. Press the **OK** button.
8. Select **Recv.VIP**.
9. Press the **Change** softkey several times, if necessary, until the setting you want is displayed.
 - **all callers** if you want VIP functions to be possible for all subscribers
 - **Authorized** if you want VIP functions to only be available to subscribers you specify or have already specified in the **Set VIP partner** menu.
10. Select **Set VIP partner**.

11. Select one of the following:
 - Entry from phone book
 - Entry from key assignment
 - Ind.emerg.call
 - Partner
 12. Press the **OK** button.
 13. Select the entry for the executive telephone.
 14. Press the **OK** button.
 15. Select **receive from user (off)**.
 16. Press the **Change** softkey.
 17. Press the **Done** softkey.
-

2. Making announcements from the executive telephone

Setting up the executive telephone

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **VIP**.
5. Press the **OK** button.
6. Enter the current PIN.
7. Press the **OK** button.
8. Select **Send VIP functions**.
9. Press the **Change** softkey several times, if necessary, until the setting **Authorized** is displayed.
10. Select **Set VIP partner**.
11. Select one of the following:
 - Entry from phone book
 - Entry from key assignment

- Ind.emerg.call
 - Partner
12. Press the **OK** button.
 13. Select the entry for the secretary telephone.
 14. Press the **OK** button.
 15. Select **sent to user**.
 16. Press the **Change** softkey several times, if necessary, until the setting **announcem.** is displayed.

 **Note:**

If you select **on** instead of **announcem.** only the VIP ring tone will be heard on the secretary phone when the secretary phone is called by the executive phone. Several settings have to be made on the secretary phone for this purpose.

17. Press the **Done** softkey.
-

Setting up the secretary telephone

The secretary telephone is set up exactly like the secretary telephone in an Intercom configuration described above.

Using the VIP functions

After having made one of the preparations

1. Using the executive telephone as a two-way intercom system to the secretary
2. Making announcements from the executive telephone

you can use the VIP functions:

-
1. Press the relevant destination key for the secretary telephone or select the phone book entry.
 2. Press the **Speaker** button or lift the handset.
 "Intercom": "Handsfree" is automatically activated on the secretary telephone. The two parties can now speak to each other.

"Announcement": The loudspeaker is activated on the secretary telephone. You can make an announcement.

 **Note:**

You can program an "Announcement" function key. This considerably shortens the process of configuring VIP announcement with reply. Press this function key and enter the call number or press a destination key. If the called subscriber has activated "Receive VIP", the call leads to "announcement with reply". Both the calling and called subscriber receive a conversation window.

This feature may not be available. Your system administrator must configure it for your extension as well as for the extension of the other person. See your system administrator for more information.

Making anonymous calls

You can determine whether your phone number is to be shown to the other parties. This function must be enabled in the communication server.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Dial settings**.
 5. Press the **OK** button.
 6. Select **Anonymous (Off)**.
 7. Press the **OK** button.
 8. Press the **On/Off** softkey.
 9. Press the **Done** softkey.
Anonymous call appears in the status display.
-

 **Note:**

If you want the other parties to be able to see your phone number again, switch the function to **Anonymous (Off)** again.

Accepting calls automatically (Handsfree answer back)

You can set up your telephone so that incoming internal calls are accepted automatically. If you receive a call, you will hear a short signal tone and your telephone's microphone and loudspeaker are activated immediately. This means that you can speak to the caller right away.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Answer Call**.
 7. Press the **OK** button.
 8. Select **Handsfree AB...**
 9. Press the **left/right arrow** button, to toggle the option.
 10. Press the **On/Off** softkey.
 11. Press the **Save** softkey.

The status information **Handsfree answer back** appears on the display.

Next steps



Note:

If you want to switch "Handsfree answer back" off again, switch the function to **Handsfree answer back (on)** again.

Turning direct dialing on or off

By default, direct dialing is set to on. Then dialing begins immediately when the first digit or a destination is pressed.

You can turn this setting off. Then you can type in a whole call number first and then dial it as a block. You can then check the call number again and correct it if necessary.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.

3. Press the **OK** button.
 4. Select **Dial settings**.
 5. Press the **OK** button.
 6. Select **Direct dial**. You can set the following parameters:
 - Direct destination dial
 - Direct digital dial
 - Refer-Back destination
 - Headset
 7. Press the **OK** button.
 8. Press the **On/Off** softkey.
 9. Press the **Done** softkey.
 10. To reactivate direct dialing turn the function to **Direct dial (On)** again.
-

Turning CSTA Answer Call on or off *

The Computer Service Telephone Application (CSTA) links your telephone network and your PC network together.

When the CSTA Answer Call function is activated in your telephone system a CSTA Answer Call icon appears on your PC monitor screen. You can select this icon to answer an incoming call on your telephone in handsfree mode.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Answer Call...**
 - a. Select **CSTA Answer Call**.
 - b. Press **OK**.
 7. Press the **OK** button.
 8. Enter your **PIN**.

9. Select one of the following: **On** or **Off**.
10. Select the **Done** softkey.

Chapter 15: Using the Avaya Menu

Introduction to the Avaya menu

This chapter provides the procedures to manage call charges, lock your telephone, manage your appointments, and customize your telephone. These procedures are performed using options provided in the Avaya menu.

Managing call charges

Introduction to call charges

All call charges incurred since the last reset are stored and totaled in your telephone system. You can view the charges for your last four calls and delete the charges shown in the display.

You can also have the current charges displayed during a call in units or in currency.

Furthermore, your system also record and account for the call charges for single projects or private calls separately.

Displaying charges during a call

-
1. Press the **Avaya Menu** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select **Charges (off)**.
 5. Press the **Change** softkey.

The charges will appear in the top line of the display while on a call.

Viewing the charge display

1. Press the **Avaya Menu** button.
 2. Select **Charges**.
 3. Press the **OK** button.
The charges for the last call are selected.
 4. To view charges for one of the last four calls, select the appropriate line.
 5. To view the total charges, select **Total call charg**.
-

Deleting call charges

1. Press the **Avaya Menu** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select **Delete single counter**.
 5. Press the **OK** button.
-

 **Note:**

If you want to clear the totals for all calls, you must have this function enabled by your system administrator.

Switching the charge display to units

1. Press the **Avaya Menu** button.
2. Select **Charges**.
3. Press the **OK** button.
4. Select **Charge displ. (amount)**.

5. Press the **Change** softkey.
 6. Press the **Done** softkey.
-

Recording charges for private calls and projects *

You want to dial a number with a project PIN or private PIN.

-
1. Enter the external line code that is set up in your telephone system for dialing with a project or private code, e.g. 1.
This external line code may have 1 to 5 digits.
 2. Enter the code that is set up in your telephone system for private calls or the relevant project, e.g. 3433.
This code may have 1 to 12 digits.
 3. Enter the desired `call number`.
 4. Lift the handset.
-

The charges for this call are now recorded and accounted in the system with the appropriate project or private code.

 **Note:**

For security reasons, the code is not shown in the display or in the redial or call list. The number with the code cannot be transferred to the phone book. If you would like to call back a call number from the redial or call list with a project code, you have to manually enter the external line code and project code in the redial or call list display.

Locking the telephone

Telephone lock

Locking your telephone prevents unauthorized use during an absence. To unlock your telephone, a Personal Identification Number (PIN) is required.

The following functions are still available when the telephone is locked:

- Answering calls,
- Dialing internal call numbers,

- Dialing emergency call numbers,
- Activating and deactivating call diversions.

Changing the PIN

A PIN is required to unlock your telephone. Before you lock your telephone for the first time, you must change the PIN from the default setting. Your PIN must be four to six digits; the first digit cannot be 0 or 1; and it must not be identical to your call number. After you change your PIN from the default setting, you can change it again at any time. If you forget your PIN, see your system administrator.

If central locking is enabled in the system, the default PIN is "00000" (if five-digit) or "000000" (if six-digit). Contact your system administrator for more information.

-
1. Press the **Avaya Menu** button.
 2. Select **Lock** .
 3. Press the **OK** button.
 4. Select **Change PIN**.
 5. Press the **OK** button.
 6. Select **Old PIN** and enter the current PIN.
 7. Select **New PIN** and enter the new one.
 8. Press the **Save** softkey.
-

Related topics:

[Private User Mobility](#) * on page 59

Locking the telephone

Before you perform this procedure, you must change the PIN from its default setting.

-
1. Press the **Avaya Menu** button.
 2. Select **Lock**.
 3. Press the **OK** button.
 4. Press the **OK** button once more.
The status information **Telephone locked** is shown.
-

Unlocking the telephone

-
1. Select **Telephone locked**.
 2. Press the **OK** button.
 3. Enter the current PIN.
 4. Press the **Done** softkey.
The status information is cleared.
-

Setting automatic locking *

If Automatic locking has been activated, the telephone will be locked every day at the same time.

-
1. Press the **Avaya Menu** button.
 2. Select **Lock**.
 3. Press the **OK** button.
 4. Select **Automatic locking**.
 5. Press the **OK** button.
 6. Scroll to the desired setting.
 7. Press the **OK** button.
-

 **Note:**

This lock function is only put into effect after the phone has returned to idle (where applicable).

Automatic locking is not applied if the telephone has already been locked.

Managing appointments

Appointments (reminders)

You can set your telephone to remind you of important appointments. You can be reminded of up to 10 appointments. You can specify whether you wish to be reminded once or every day.

When the time of the appointment arrives, a signal tone sounds and the message you have entered for the appointment appears in the display.

You can selectively delete appointments you have entered.

Appointment message

At the specified time, the signal tone sounds and the appointment message appears in the display.

If you specified a call number when entering the appointment, it is shown in the display after acknowledgement of the appointment signal. You then only need to lift the handset or press the **Speaker** button to call the desired call number.

The `Appointment expired` message remains in the display until you have scrolled through all the expired entries (marked with "!") in the **Appointments** menu.

Entering a new appointment

1. Press the **Avaya Menu** button.
2. Select **Appointments**.
3. Press the **OK** button.
4. Select the **New** softkey.
5. Select **Time** and enter the time.
6. Optionally select **Date** and enter the date (default is today).
7. Optionally select **Text** and enter the appointment message, to be displayed at the specified time.
8. Optionally select **Call no.** and enter a call number, if you want to call someone at the specified time.
9. Select **Appointment**.
10. Select the **Change** softkey.

11. Press the **right/left** button, to choose one of the following:
 - off
 - one-time appointment
 - daily appointment
 12. Press the **OK** button.
The new appointment is indicated as status information.
-

Acknowledging an appointment

Use this procedure to acknowledge an appointment. When the specified time is reached, a signal tone sounds and the entered `appointment` message appears on the display.

-
1. Press the **ok** softkey to turn off the signal tone.
The status information `Appointment expired` appears in the display.
If you specified a call number when entering the appointment, it is displayed now.
 2. Lift the handset or press the **Speaker** button to dial the desired call number.
-

Viewing appointments

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**.
 3. Press the **OK** button.
The list of all entered appointments is shown, including the expired appointments.
-

Deleting an appointment

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**.
 3. Press the **OK** button.

Using the Avaya Menu

4. Select the desired appointment.
 5. Press the **OK** button.
 6. Press the **Delete** menu item.
-

Chapter 16: Menus

Menu overview

The following table contains an overview of the menu structure of the Avaya 1400 Series telephones. The first three menu levels are shown. The menu structure shown here may differ from the actual menu structure on your telephone. Deviations from the menu overview shown here may arise due to the features used, the accessories in use and the assignment of the function keys. Remarks and notes are shown in *italic font*.

Menu item in basic menu	One menu level lower	One menu level lower
Call diversion	to	
	to	
	on busy	
	Ex. aft. time	
	Int. after time	
	Double call	
	Automatic 1	
	Automatic 2	
	Set automatic	to
		StartTime 1
		StopTime 1
		Weekday 1
		to
	StartTime 2	
	StopTime 2	

Menu item in basic menu	One menu level lower	One menu level lower
		Weekday 2
	Call diversion key 1	Number:
	Call diversion key 2	Number:
	Partner diversion	Partner diversion from my Phone Partner diversion to my Phone Partner diversion from/to others Set deputy key Set/delete Partner diversion Partner diversion key 1 Partner diversion key 2
Appointments	Appointment data (only if appointment entered)	
	Enter new appointment On NDL phones only as soft key available	Time 00:00
		Date XX.XX.XX
		Text
		Call no.
Appointments		
Charges	Charge display for last call	
	... for next-to-last call	
	... for third-last call	
	... for fourth-last call	
	Total call charg	
	Charges	
	Charge displ.	
Lock	Lock telephone	

Menu item in basic menu	One menu level lower	One menu level lower
	Change PIN	Old PIN
		New PIN
		Re-enter PIN
		Save PIN
	Automatic locking	
	Lock at 00:00	
Time zones	Current time zones	
Settings	<i>The complete settings menu is shown in the following separate table.</i>	

Menu settings overview

The following table contains an overview of the settings menu structure of the Avaya 1400 Series telephones. Three menu levels are shown starting with the appropriate settings submenu.

Menu item in setting menu	One menu level lower	One menu level lower
Display/Acoustics	Second call	
	Do not disturb	Ringing tone
		Signal tone
		VIP ringing tone
	Set acoustics	Handset
		Loudspeaker
		Ringing tone
		Alerting tone
		Signal tone

Menu item in setting menu	One menu level lower	One menu level lower
		Headset volume
		Select Ringer melody...
	Set contrast	
	Set brightness	
	Switch language	<i>Number and variety of languages depends on the software image loaded in the telephone</i>
	Set handsfree	
	Set own call number	Name
		Call no.
	Display date/time	
	Request time / partner / DSS	
	Recogn. partial nos.	
	Favorite Screen active	
	Keys	Set destination keys
Edit destination key		
Delete destination key		
Set functions keys		<i>All possible functions are listed</i>
Set macro function (<i>only 1416</i>)		Call diversion 1
		Call diversion 2
		Call pick-up 1
		Call pick-up 2
		Going
Coming		
Display key assignement		

Menu item in setting menu	One menu level lower	One menu level lower	
	Key beep		
Dial settings	Anonymous call		
	DTMF duration		
	Direct dial	Direct dest. dial	
		Direct digit dial	
Refer-back dest			
Applications	Part of group line		
	Partner	Adapt my partners	
		Set/delete partner diversion	
		Adopt partner group size	
	CC user function		
	Answer call	CSTA answer call Handsfree AB Handset On/Off	
	DSS direct call	Set DSS direct call dest	
		Ed. DSS direct call dest	
		Del. DSS direct call dest.	
	Security	Save data	Save data at:
Save data locally			
Save data centrally			
Save centrally			
Set emergency numbers		Emergency destin. SOS 1	
		...	
		Emergency destin. SOS 8 (1408) or 10 (1416)	
Relocate telephone			

Menus

Menu item in setting menu	One menu level lower	One menu level lower
Info/Service	Info	HW type, Refer. no, Bootstrap, Software, Load date, Protocol, Serial no.
	Tone ringing	<i>sounding</i>
	Display	<i>test procedure</i>
	Set contrast	
	Set brightness	
	Test LED	<i>all LED's are switched on</i>
	Keypad	Press key
	Speech path	Handset
		Monitoring
	Test memory	<i>Result is shown</i>
VIP	PIN	Send VIP functions
		Recv. VIP
		Set VIP partner
Remote Headset		
Display call list		

Chapter 17: Appendix Remote features

Introduction to remote features

Use these procedures at different locations (for instance at home) being connected to your telephone system via a public network. You can make external calls using the telephone system or you can divert incoming calls from your telephone to another destination.

Calling remote using the system *

You can call your telephone system from outside, e.g. to make expensive overseas calls via the system. The charges are then incurred by the system.

This is possible from any telephone with DTMF suffix dialling. In many cases, you can use only certain pre-set telephones for this feature. Your system administrator will inform you.

"Calling remote using the system" must be enabled by your system administrator. Your system administrator will also tell you the source discrimination code and whether a PIN is required.

-
1. Dial the call number of your telephone system from the external telephone.
 2. Enter the source discrimination code for your telephone system.
You will hear a dial tone as confirmation.
 3. If necessary, enter your PIN.
 4. Enter the system's external line code and the call number you want to call via the telephone system.
This number is dialled immediately.
-

Changing call diversion remotely *

You can call your telephone system from outside to set up or change a call diversion for your telephone or for other telephones.

This is possible from any telephone with DTMF suffix dialling. In many cases, you can use only certain pre-set telephones for this feature. Your system administrator will inform you.

"Changing call diversion remotely" must be enabled by your system administrator. Your system administrator will also tell you the source discrimination code and whether a PIN is required.

-
1. Dial the call number of your telephone system from the external telephone.
 2. Enter the source discrimination code for your system.
You will hear a dial tone as confirmation.
 3. Enter the call number of the person for whom you want to change the call diversion.
 4. If necessary, enter your PIN.
 5. To set up or to change the call diversion, enter the codes for Activate follow-me, beginning with an asterisk.
 6. Enter the system's external line code and the new destination to which you want to divert the calls.
As confirmation, an acknowledgement tone sounds after a short time.
 7. To deactivate the call diversion, enter the code for Deactivate follow-me.
-

Chapter 18: Auxiliary devices

Introduction to auxiliary devices

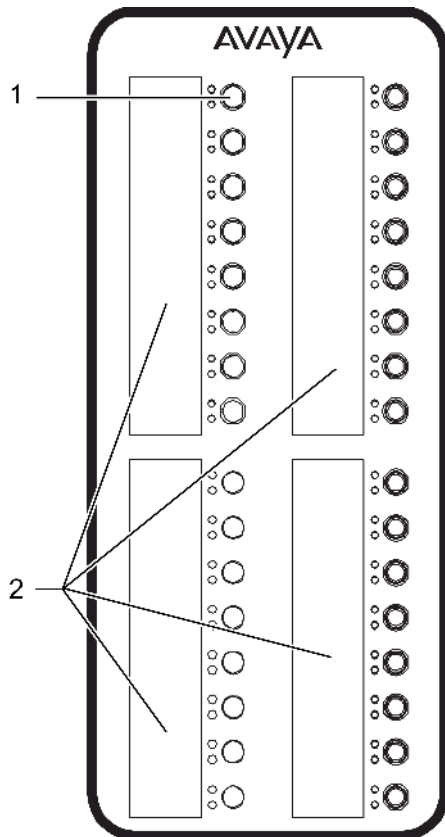
Use the procedures provided in this chapter, if you have a headset or a button module connected to your telephone.

Button module BM32

A BM32 button module provides 32 buttons. You can connect one or two BM32 to your Avaya 1416 telephone. No button module can be connected to the Avaya 1408 telephone.

Your system administrator can assign the buttons according to your preferences. The following options are available to you:

- Call numbers of your partners
- Individual destinations (frequently used call numbers)
- Functions, e.g. door opener, call diversion or hotel functions, etc.



1	Buttons with LEDs
2	Strips for labeling

Use the BM32 buttons just like the destination or partner keys located directly on your telephone: Lift the handset and then press the button for the desired subscriber.

Using the button module BM32

Use the BM32 buttons like the destination or function keys located on your telephone.

—————
 To make a call, press the button for the desired person.
 —————

Related topics:

[Function and destination keys](#) on page 71

Using a headset

You can connect a headset to your telephone. Before you can use a cordless convenient headset you must activate it.

 **Caution:**

Prevent damage to your hearing! If you use a headset continually, loud sounds in the earphone can, over a long period of time, lead to hearing damage. Therefore, always reduce the volume during loud conversations to a pleasant level (use the **— Volume** button).

-
1. To make a call, enter the call number and press the **Headset** button.
 2. To answer a call, press the **Headset** button.
 3. If you are on a headset call and somebody shall overhear it, he or she can lift the handset.
Using the handset somebody can listen, but not talk.
 4. To continue a headset call using the handset, lift the handset and press the **Headset** button.
You continue the conversation with the handset as usual.
 5. To continue a handset call using the headset, take the headset and press the **Headset** button.
You now talk via the headset. The button's LED lights up.
 6. If you are on a handset call and somebody shall overhear it, take the headset and press the **Headset** button, give him or her the handset.
 7. To end a headset call and disconnect, press the **Headset** button and replace the handset if necessary.
 8. To switch on monitoring, press the **Speaker** button.
The button's LED lights up.

 **Note:**

Even if you have activated "direct dialling" or "answer call" via headset this will not be supported with usual wireless headsets. Please ask your administrator.

About operating cordless headsets

Operating a cordless headset is different from operating a corded one:

- Instead of pressing the **HEADSET** key on the telephone, you have to press the **Talk** button on the headset itself. Do not press the **HEADSET** key on the telephone. Otherwise you will not be able to answer or to end calls as usual.
- Second calls are not signaled in the headset.
- The ringing tone on the telephone may not be set to **Off**. Otherwise calls will not be signaled in your headset.
- When **Automatic line seizure** has been set (IntelliStand): You immediately dial when you lift the headset from the cradle. Replace the headset in the cradle to automatically disconnect the call.

Chapter 19: Appendix Contact Center

If you are agent of a Contact Center and want to know what functions and buttons does your telephone provide for this purpose, look it up. Refer to your system administrator or your supervisor, if you need more information.

The system administrator is in charge of your telephone system, to set the *Auto answer mode* for instance or to control the usability of certain features. Your supervisor is in charge of the Contact Center, to organize the agent groups or define the job codes for instance as well as to cut-in your calls, if you request help.

Logging into the Contact Center

You can log into the Contact Center using your personal call number and your personal password. After logging in, you will receive Contact Center calls and furthermore your own calls with your personal call number.

Pausing

You can switch temporarily out of the Contact Center. You need your personal password to switch in again. Meanwhile the status information **User pause enabled ...** is shown in the display.

Accepting in Auto answer mode

You can accept Contact Center calls automatically on your headset. At the end of the conversation, the call is automatically disconnected and you can immediately get the next Contact Center call. The status information **Auto answer on ...** is shown in the display. Either you may activate or deactivate this mode during the *Login dialog* or it is set by your system administrator.

Signing on to an agent group / Signing off from an agent group

Up to five agent groups can be assigned to your telephone at any time. You can sign on and off each of these agent groups individually.

Changing your password

You can change your personal password at any time, if you have the necessary authority.

Lengthening and Canceling wrap-up time

After each Contact Center call you have a certain amount of time, called *wrap-up time*, to complete on-screen data entry for instance. You can lengthen it manually (if you have the authority) or cancel it prematurely. During this time either the status information **Wrap-up time automatic ...** or **Wrap-up time manually ...** is shown in the display.

Entering the job code

According to how your system is set up, you can or must enter a job code for each Contact Center call for statistical purpose. Please ask your supervisor about the defined job codes, their length and their meaning.

You are prompted by **Enter job code** in the display. Enter the appropriate job code and press the **Send** softkey. If you don't enter a correct job code in a certain time, you are reminded by **Job code missing** or by **Invalid job code** (if your input is wrong).

Requesting help of the supervisor

If you need help during a Contact Center call, there are two steps for requesting supervisor support: either silent monitoring (called *Supervisor Assistance*) or intervention moreover (called *Supervisor Emergency*). The supervisor can listen to your call or even cut into your call at any time.

Contact Center buttons

If you are an agent in a contact center, you have eight buttons and some function keys or softkeys to control its features. All buttons have two LEDs red and green as well as a paper label indicating their meanings.

CC function

Pressing this function key you open the *Login dialog* to enter your password for the Contact Center and to set the *Auto answer* mode (if you have the authority).

Sign on / Sign off

This button controls **Sign on** and **Sign off** to the selected agent group (toggle button). The according LED informs, when all the agent groups are signed off, or when the telephone system enforced a **Sign off**.

The involved agent softkeys are displayed as **Sign on** or **Sign off** simultaneously.

Red LED	Green LED	Description
off	on	when the agent is signed on all selected agent groups
blinking	off	when all agent groups are signed off
blinking	off	when the telephone system carried out forced Sign off
blinking	off	when the <i>Pause</i> state is activated, because all agent groups are signed off.

Job Code

If a job code is designed it can be optional or mandatory. This button controls its input. It is activated only when a job code is designed. Press this button to open the input dialog for an optional job code in the display.

Red LED	Green LED	Description
---------	-----------	-------------

off	on	The job code is designed, you can optionally enter a job code.
blinking	on	The job code is mandatory, you have to enter a job code.

Cancel Wrap-up time

Pressing this button you can finish the *Wrap-up time*. It is activated either automatically by the system or manually by pressing the **Wrap-up time manual** button (no toggle function).

The LED as well as the display inform you about the *Wrap-up time* state.

Red LED	Green LED	Description
off	on	when the <i>Wrap-up time</i> is activated — either automatically or manually —, you can finish it.

Wrap-up time manual

This button activates the special state *Wrap-up time manual* (to lengthen the automatic wrap-up time, if you have the authority). You can deactivate it by pressing the **Cancel Wrap-up time** button (no toggle function).

The red LED as well as the display inform you about the special state *Wrap-up time manual*.

Red LED	Green LED	Description
on	off	The special state <i>Wrap-up time manual</i> is activated.

Pause

This button activates the *Pause* state. When you press this button next time, an input dialog opens in the display to input the password for the end of the *Pause* state.

The LED as well as the display inform you whether the *Pause* state is activated or not.

Red LED	Green LED	Description
blinking	off	when the <i>Pause</i> state is activated.

Programming of Agent groups

This button controls the programming of five agent groups. They are identified by numbers from *001* until *250*. Ask your supervisor for which agent groups you shall sign on and which priority you shall specify. To open a dialog for programming in the display during runtime (if you have the authority), press this button, and enter three digits for the appropriate number, followed in the next line by the according priority.

The LEDs are off.

Supervisor Assistance

This toggle button controls your request for silent Supervisor Assistance. To withdraw your request press it once more.

Red LED	Green LED	Description
blinking	off	when you have requested silent Supervisor Assistance.
off	on	when the supervisor is listening via Silent Monitoring / Coaching .



Supervisor Emergency

This toggle button controls your request for intervention, called Supervisor Emergency. To withdraw your request press it once more.

Red LED	Green LED	Description
blinking	off	when you have requested intervention, called Supervisor Emergency.
off	on	when the supervisor has cut-in via Cut-In .

Select Agent group

This softkey controls the selection of at most five agent groups, for which the agent wants to sign on or sign off. If the agent has signed on one agent group at least, this softkey manages *Sign on* or *Sign off* for additional agent groups, you don't have to use the **Sign on / off** button.

Icon	Description
X	you have selected this agent group, but you don't have signed on so far.
▶▶◀◀	you are signed on this agent group
1,2,...,5	index for this agent group at your telephone
xx	number of calls in the waiting filed (at most 99)
 blinking	urgent information first level, alternating with the number of calls in the waiting filed
 blinking	urgent information second level, alternating with the number of calls in the waiting filed

Chapter 20: Abbreviations

Abbreviation	Description
CTI	Computer Telephony Integration
ELC	External Line Code
MOD	Button module socket
MSN	Manufacturer Serial Number
PIN	Personal Identification Number
PUM	Private User Mobility
TCM	Terminal Configuration Manager
TAPI	Telephony Application Programming Interface
USB	Universal Serial Bus
VIP	Very important person

Abbreviations

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