MAIN PHONE SCREEN
The Main phone screen displays three call appearances which are labeled as your extension number. These three call appearances allow you to make and receive both internal and external calls.

SOFTKEYS
Use the 4 gray softkeys below the display to select features or options displayed on the screen. The softkey labels are dynamic and will vary depending on the feature that is currently selected. The softkey labels will change according to the options available for the selected line.

SCROLLING AND NAVIGATION
Use the up and down navigation arrows to scroll through lists. Use the right and left navigation arrows to scroll between menus and logs or to move the cursor during text input.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action.

PHONE BUTTON (Exit/ Escape)
Pressing the Phone button will return you to the main phone screen, whether you are viewing your programmed features, contact list, call log, or are in the Avaya menu.
MAKING A CALL
1. Lift the handset or press Speaker
2. Dial the internal or external phone number of the person you are calling.
3. To end the call, hang up the phone or press the Speaker button

Redialing a number (see Avaya Menu programming to adjust Redial settings)
If the 'One Number' setting is selected (in the Avaya Menu), press Redial and your phone will dial the number automatically. If 'List' is selected,
   1. Select Redial on the main phone screen
   2. Use the up and down navigation buttons to scroll and then select the person you want to call.
   3. Select Call or press the OK button

Calling a person from the Contacts list
1. Press the Contacts button
2. Use the up and down navigation buttons to scroll and then select the person you want to call.
3. Select Call or press the OK button

ANSWERING A CALL
When you receive an incoming call, the incoming call is selected automatically when you lift the handset, press the Speaker button or select Answer. However, if you are already on a call, you will need to put that call on hold and then scroll down and select the incoming call manually. You will also see two options on your screen for incoming calls, To VMail and Ignore.

   To VMail: Selecting this option will send the incoming call directly to your voice mailbox.

   Ignore: Selecting this option turns off the ringing for the current incoming call. This feature does not send calls immediately to your voice mailbox.

If you are on another call, the telephone displays the incoming call, and the softkeys provide options:
Press Ans Hold to put the first call on Hold when you answer the new call.
Press Ans Drop to automatically drop the first call when you answer the new call

MUTE
Pressing Mute during a call will make the person on the other end of the conversation unable to hear you. When activated, the Mute button light is on and the top line displays the Mute icon.

PLACING A CALL ON HOLD
During a call, you will need to be on the main phone screen to see the Hold option. Press the Phone button to return to the main phone screen. After placing a call on Hold, you must return to the phone that placed the call on hold to retrieve the call.

   To retrieve the held call,
   1. From the main phone screen, select the call appearance of the held call
   2. Press Resume or OK or the line button of the held call to retrieve the call.

TRANSFERING CALLS
1. While on an call, from the main phone screen select Transfer
2. Dial the extension number. If you wait on the line you can announce the call
3. Press Complete or hang up the phone, to transfer the call

TRANSFER FERRING CALLERS DIRECTLY TO A MAILBOX
While on an active call touch the Transfer softkey
Select the Transfer to VM appearance and wait until prompted to enter the extension number
Dial the extension number.
Press the Complete softkey to complete the transfer
CONFERENCE CALLING
This feature allows you to join up to 6 people (including yourself) on the same call.
You will need to be on the main Phone screen to see the Conf option. Press the Phone button to return to the main phone screen.

1. While on a call, from the main phone screen press Conf.
2. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
3. When the person answers, press Join or OK to add the person to the existing call.
4. Press Add and repeat these steps to add another person to the conference call.
5. Press Drop at any time to drop the last person added to the conference call

SEND ALL CALLS
This feature will appear on both the main phone screen as an option and in the feature list. When activated, all incoming calls will go directly to your voice mailbox. Each time a call comes to your extension, you will hear one abbreviated ring before the call goes into your mailbox.

1. From the main phone screen, scroll right to display the Features list.
2. Select Send All Calls.
3. Press Select or OK to turn Send All Calls on or off.

DIRECTORY, NEXT & CALL DISPLAY - The internal name directory
1. From the phone screen, press the Right Arrow button.
2. Select the Directory function.
3. Dial in the person’s name using the dial pad (Hint, use only one keystroke per letter: for Smith press 7, 6, 4, 8). Names appear at the top of the display.
4. Select Next for the next name that matches your search
5. Select Call Display to dial the displayed number or press Phone to exit without making the call.

CALL FORWARD
To forward all your calls to a destination number (either an extension number or external number if applicable)

To enable:
- Select Call Forward (you will hear dial tone)
- Using the dial pad enter the destination number
- You will hear a confirmation tone and Call Forward will be highlighted

To disable:
- Select Call Forward
- Call Forward will clear

MESSAGE BUTTON
Button will be lit for new voicemail messages.
1. Press the Message button
2. Follow the voicemail main menu to access your mailbox.

Volume
Use to adjust Ringer, Handset, Speaker, and Headset volumes.
- Press while on-hook to adjust ringer volume.
- Press while using the handset to adjust handset volume.
- Press while active on speaker to adjust speaker volume.
- Press while active on headset to adjust headset volume.

AVAYA MENU
This menu allows you to access and make changes to options and settings on your phone.

Adjusting the Redial setting
1. Press Home.
2. Select Options & Settings or Phone Settings.
3. Select Call Settings.
4. Press Select or OK.
5. Select Redial.
6. Press Change or OK to toggle between One Number and List.
7. Press Save.
Displaying the Call Timer
1. Press HOME
2. Select Options & Settings
3. Press Select or OK
4. Select Call Settings
5. Press Select or OK
6. Select Display Call Timers
7. Press Change or OK
8. Press Save

Configuring Visual Alerts
When the Visual Alerting option is turned ON, incoming calls cause the LED in the top right corner of the phone to flash.
1. Press HOME
2. Select Options & Settings
3. Press Select or OK
4. Select Call Settings
5. Press Select or OK
6. Select Visual Alerting
7. Press Change or OK
8. Press Save

Adjusting the brightness or contrast of the display
1. Press HOME
2. Select Options & Settings
3. Press Select or OK
4. Select Screen & Sound Options
5. Press Select or OK
6. Select either Brightness or Contrast
7. Press Select or OK
8. Scroll to the right or left to adjust the brightness or the contrast
9. Press Save or OK

Setting contact names to display during calls
You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.
1. Press Home.
2. Select Options & Settings or Phone Settings.
3. Press Select or OK.
4. Select Call Settings.
5. Press Select or OK.
6. Select Pair Contacts to Calls.
7. Press Change or OK to change the setting to On or Off.
8. Press Save.

Changing the ring pattern
1. Press HOME
2. Select Options & Settings
3. Press Select or OK
4. Select Screen & Sound Options
5. Press Select or OK
6. Select Personalized Ringing
7. Press Change or OK to see a list of the available ring patterns
8. Select a ring pattern to listen to it
9. Press Play or OK to hear it again
10. Press Save to make it your ring pattern

Two ring tone categories are available — Classic or Rich. Each category contains eight distinctive ring patterns. The ring tone currently selected displays on the prompt line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
CONTACTS
You can store up to 250 names and up to 3 telephone numbers per name.

1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed
   - Pause before entering the next character if the characters are on the same key.
   - Enter remaining letters or numbers.
   - Press Bksp to delete the last character.

   Note:
   - If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press Bksp to remove the character to the left of the cursor.

4. Select the next field.
5. Enter the telephone number and press Primary if applicable.
   The primary number is the one that will always display without having to go into Contact details.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
   If you have another number for this contact, scroll down and repeat Steps 5 - 7.
8. You can add up to two additional numbers for this contact, but you can designate only one number as primary.
9. Press Save or OK.

CALL HISTORY
When you have one or more missed calls, the History button will be lit. The Missed Calls icon along with the number of missed calls will be displayed on the top line of your phone.

Viewing the History
1. Press the History button.
2. Scroll to the right or left to view separate lists of your answered, outgoing, or missed calls.
3. Select the entry you want to view.

Calling a person from the call history
1. Press the History button
2. Use the up and down navigation buttons to scroll and then select the person you want to call. To view another log (Answered Calls, Missed Calls, Outgoing Calls), use the right navigation button to scroll through the logs.
3. Select the person you want to call
4. Select Call or press the OK button

Adding an entry from the call history to your contacts list
1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.