
Scrolling and Navigation

To switch between call appearances and features, use the Features button or Phone button in the upper right of the Phone screen to switch between call appearances and features. Touch Features to move from the Phone screen to the Features list, or touch Phone to move from the Features list to the Phone screen.

When a list item has a “Details” button (a blue right-facing arrow), touching it shows more information about the item. For example, touching the arrow to the right of a contact name produces a detail screen showing all the numbers on file for that person.

You act on objects such as a line or softkey by touching them or by touching the on-screen softkey labels. Softkey labels change according to the context. For example, touch a contact to place a call to that person, touch a line on the Phone screen to answer an incoming call, to go off hook to place a call, or to resume a call on hold.

The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, access Web-based applications to get information about the time and weather in different parts of the world, display a calculator, view your phone and network settings, use Favorite speed dial buttons, and log out. The exact content of your Home screen depends on how your administrator has set up your system but it normally includes the following standard Avaya features:

You can also use Contacts to put speed dial icons for up to Favorite numbers on your Home screen. Your administrator may make other Web-based applications available to you, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. Depending on how many Avaya applications, contact favorites, and/or Web-based applications are administered, you may have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker** to answer using the speakerphone, or press **Headset** to answer using the headset.

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or touch an idle call appearance line.
2. Dial the number you want to call. If you have a favorite icon on the Home screen for the person you want to call, just touch that icon to initiate dialing.

Putting a call on hold

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **Hold**.
3. Touch **Resume** or the call appearance of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Transferring a Call

1. From the Phone screen, with the call you want to transfer active, touch **Transfer**.
2. Dial the number to which you want to transfer the call.
3. Touch **Complete** to transfer the call.

Forwarding calls

1. Touch **Forward**.
2. Touch the forwarding feature you want to activate or deactivate.
When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
3. Enter the number to which you want to forward your calls as the destination and touch **Enter**.
After you enter the forwarding number, you hear a confirmation tone.

Conference calls

Setting up a conference call

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, touch **Conference**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the list.
4. When the person answers, touch **Join** to add the person to the existing call.
5. Touch **Add**.
6. Repeat these steps to add another person to the conference call.

About Features

Your administrator may also place selected features on softkeys on the call appearance (Phone) screen. Frequently used features can also be set up on the Quick Touch panel, if the panel is activated. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

From the Phone screen, touch the **Features** button at the upper right corner to view the Features menu. If you don't see a Features button, scroll right to display the Features menu.

Send All Calls

Touch **Send All** or touch **Forward** to access the main Forwarding menu, then touch Send All Calls to turn Send All Calls on or off.

Contacts



Note:

If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

Searching for a contact

1. Press **Contacts**.
2. With the phone on-hook, use the dialpad to start typing the name for which you want to search.
3. When you see the contact you want:
 - Touch the contact's phone number to dial the person, or
 - Touch the **Details** button next to the contact's phone number to select a different phone number for or see detail information about this contact.

Calling a person from the contacts list

1. Press the **Contacts** button.
2. Locate the contact you want by starting to type the person's name as it is listed.
3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the detail information for the contact, then touch the desired number.

Adding a new contact

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the keyboard.
4. Touch the **check mark** to move to the number entry screen.

5. Enter the primary telephone number using the keyboard. The primary number is the first number entered and the one that will always display on the Contacts list without having to go into contact details.
6. Touch the **check mark** to indicate you are finished entering the name and primary telephone number.
The telephone displays your entries in a business card format.
7. Take one of the following actions:
 - To change the name, touch that line and edit the entry following Step 3.
 - To change the number, touch that line and edit the entry.
 - Touch a blank line to add another number using the on-screen keyboard, then touch the applicable icon representing the type of number (mobile, work, or home). Repeat this step if you want to add a third number for the new contact. If you select handle, provide a value that represents the extension number, an "at" @ symbol, and the company name, for example, 21234@avaya.com. You can then determine the contact's presence based on handle icons that appear next to this person's name/number.
 - Touch **Cancel** to return to the Contacts list without saving the new contact information.
 - Touch **Primary** to change the primary number.
8. Touch **Save**.

Editing a contact

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **+** to add another number for the contact or touch **Edit** to edit the name or any of the numbers.
5. To edit a name or number, take one of the following actions:
 - Touch **Primary** to change the primary number.
 - Touch the Name or number you want to edit.
 - Touch a blank line to add a number.
 - Touch **Cancel** to return to the Contacts list.
6. Use the onscreen keyboard to make changes to the contact information.
7. Touch **Done**.
8. To change other contact information, repeat Steps 5 through 7.
9. When you finish changing contact information, touch **Save**.

Changing the primary contact number

If a contact has two or three numbers, the primary contact number is the first number in the list. It is the number dialed when you touch a contact in the Contacts list. By default, the first number you enter for a contact is the primary number.

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you want to become the new primary number.
7. Touch **Done**.
8. Touch **Save**.

3. If you don't see the name of the person you want, scroll down until the name displays.
4. When you see the name of the person you want to call, touch it to dial the corresponding number.

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. Touch the **Details** button of the number you want to add to your Contacts list.
3. Touch **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Touch **Save**.

Changing the display language

1. Press **Home**.
2. Touch Settings.
3. Touch Options & Settings.
4. Touch Screen & Sounds.
5. On the Screen and Sounds menu, touch Language & Region.
6. Touch Language.
7. Touch the language to which you want to change.
8. Touch **Yes** to confirm the selected language or **No** to return to the language list without changing the language.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

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Call History

Calling a person from call history

1. Press the **History** button.
2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.



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