



Avaya 1408 and 1416 Telephones - connected to Integral 5 - User Guide

16-603588
Issue 1
May 2010

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server"

means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://www.avaya.com/support/Copyright/>.

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support/>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Contents

Chapter 1: Introduction	9
Introduction to the 1400 Series Digital Deskphones	9
Overview of phone buttons and features	9
About LEDs	12
About this manual	13
Chapter 2: Making calls	15
Introduction to making calls	15
Calling an internal call number	15
Calling an external call number	15
Calling with a destination key	16
Calling a person from the call log	16
Calling a person from the phone book entry	17
Calling partners	17
Calling using the speakerphone	17
Requesting automatic callback	18
Redialing	18
Requesting automatic redialing	19
Joining another call (cut-in)*	19
Presenting yourself with specified call numbers *	20
Making an announcement	20
Making an individual announcement	21
Replying to an announcement	21
Calling anonymous	21
Chapter 3: Handling calls	23
Introduction to handling calls	23
Answering a call	23
Answering a call ringing at another phone (pick-up)	23
Answering a call for a partner	24
Forwarding calls to forwarding stations	24
Putting a call on hold	24
Muting a call	25
Referring back during a call (consultation call)	25
Switching between two calls (brokering)	25
Transferring a call	26
Answering an additional call (second call)	26
Chapter 4: Call diversion	27
Introduction call diversion	27
Diverting calls for your telephone	27
Diverting calls to your telephone	28
Diverting calls for another telephone*	29
Signaling calls on two telephones (twinning)	30
Diverting bundles*	31
Chapter 5: Three-party conference call	33
Introduction to three-party conference calls	33
Making a conference call	33

Expanding conference with another participant.....	33
Connecting conference participants with each other.....	34
Ending the conference call.....	34
Chapter 6: Conference bridge.....	35
Introduction conference bridge.....	35
Dialing into conference bridge.....	35
Managing conference bridge calls.....	36
Reserving conference bridge (one-time appointment).....	37
Reserving conference bridge (recurring appointment).....	38
Reserving a conference bridge for others.....	39
Checking and deleting reservations.....	39
Chapter 7: Managing the call log.....	41
Call log.....	41
Symbols in the call log.....	41
Viewing the call log.....	42
Removing entries from the call log.....	42
Deleting call log entries automatically.....	42
Adding an entry from the call log to the phone book.....	43
Adding additional entries in the call log.....	44
Chapter 8: Managing the phone book.....	45
Introduction to the phone book.....	45
Creating a new entry in the phone book.....	45
Editing an entry in the phone book.....	46
Deleting an entry.....	47
Chapter 9: Messages.....	49
Introduction messages.....	49
Viewing and deleting received text messages.....	49
Writing and sending own text messages.....	49
Sending a standard text.....	50
Sending a text message for an internal caller.....	50
Chapter 10: Mobile System Subscribers (Managed Mobility Access).....	53
Introduction MMA.....	53
Dialing into your system.....	53
Dialing into your system using callback.....	54
Calling using your system.....	54
Placing a call.....	54
Referring back.....	55
Starting a conference call.....	55
Ending a call.....	55
Modifying the twinning/call diversion number.....	56
Deactivating call diversion / twinning.....	56
Calling code dialing destinations.....	56
Chapter 11: Using the Avaya Menu.....	59
Call charges.....	59
Introduction to call charges.....	59
Viewing the charge display.....	59

Viewing charges for lines / subscribers.....	60
Deleting call charges.....	60
Locking the telephone.....	61
Telephone lock.....	61
Changing the PIN.....	61
Locking the telephone.....	61
Unlocking the telephone.....	62
Managing appointments.....	62
Appointments (reminders).....	62
Entering an appointment for today.....	63
Entering a one-time appointment.....	63
Entering a recurring appointment.....	64
Acknowledging an appointment.....	64
Deleting an appointment.....	65
Setting appointments for others.....	65

Chapter 12: Customizing your telephone.....67

Setting parameters for your telephone.....	67
Changing the acoustic signaling.....	67
Setting the ringing tone melody.....	68
Applying ring tone melodies.....	68
Setting the contrast.....	69
Setting the language.....	70
Adjusting the setting for handsfree operation.....	70
Deactivating ringing tone temporarily (Do not disturb).....	71
Activating night service.....	71
Activating automatic handsfree after dialing.....	72
Seizing exchange line automatically.....	73
Seizing external line automatically when going off-hook.....	73
Setting the number of redials.....	74
Setting redial interval.....	75
Setting the number send to external subscribers.....	75
Accepting calls automatically (Handsfree answer back).....	76
Turning direct dialing on or off.....	77
Deactivating second call.....	77
Assigning code numbers *.....	78
Extending call display.....	79
Deactivating VIP call signaling (pager) *.....	79
Removing telephone from hunt groups.....	80
Removing telephone from general call.....	80
Activating remote headset.....	81
Function, destination, line and partner keys.....	81
Introduction function keys.....	81
Assigning functions to keys.....	82
Assigning destinations to keys.....	82
Assigning lines to keys.....	83
Assigning partners to keys.....	84
Deleting key assignments.....	84
Conference bridge settings.....	85
Set up conference bridge *.....	85
Setup reservation permissions.....	85

Changing access PIN.....	86
Setup standard access *.....	86
Changing standard PIN *.....	87
Managed Mobility Access settings.....	88
Introduction MMA settings.....	88
Adding dial-in authorized numbers *.....	88
Changing dial-in authorized numbers *.....	89
Deleting dial-in authorized numbers *.....	90
Using call filter.....	91
Deleting entries from the call filter.....	92
Chapter 13: Settings for your telephone system.....	93
Introduction.....	93
Assigning operators for day service *.....	93
Assigning operators for night service *.....	94
Assigning call forwarding destinations *.....	95
Setting second call barring *.....	96
Setting date and time.....	97
Setting customer password *.....	97
Showing traffic statistics *.....	98
Chapter 14: Auxiliary devices.....	99
Button module DBM32.....	99
Using a headset.....	100
Chapter 15: Hotel functions.....	103
Introduction.....	103
Layout of the hotel functions on the DBM32 button module *.....	104
Checking in *.....	105
Checking out *.....	105
Querying call charges *.....	106
Listening to messages *.....	106
Messaging to guest: message at reception *.....	107
Setting direct dial to rooms *.....	107
Setting guest-to-guest connection *.....	108
Determining the charge limit *.....	108
Waking guests *.....	109
Chapter 16: Menus.....	111
Menu overview.....	111
Appendix A: Remote features.....	115
Changing call diversion remotely *.....	115
Index.....	117

Chapter 1: Introduction

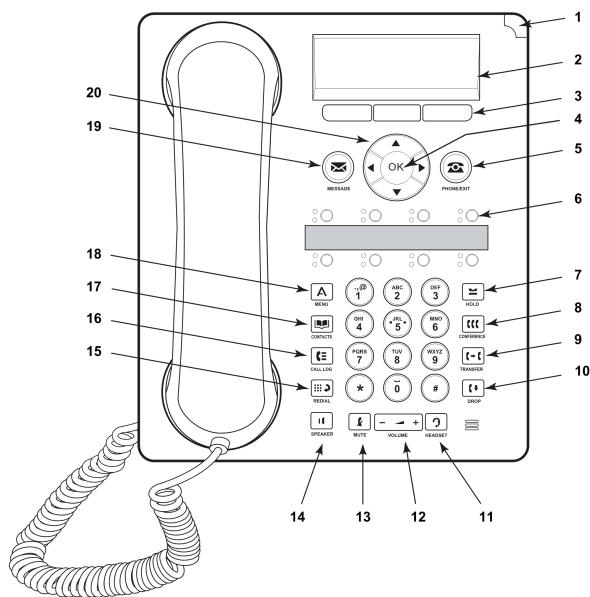
Introduction to the 1400 Series Digital Deskphones

The Avaya 1400 Series telephones are ISDN telephones for use with the Integral 5 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.

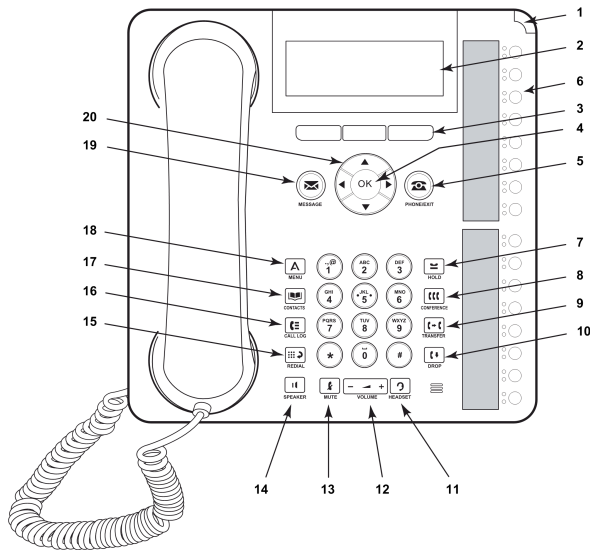
Not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.

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.
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. The top line shows the phone number and name you set and the date and time. The middle line (1408) or two lines (1416) display status information. The bottom line displays the softkey labels.
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

No.	Name	Description
		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.
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.
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.
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 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 green	Function is active, e. g. call diversion is set to on.
Off	Function is not active.

Table 2: Partner key LEDs

LED	Description
Steady green	Partner has set call diversion to.
Blinking red slow	Partner receives an internal call.
Blinking red fast	Partner receives an external call.
Steady red	Partner is on a call.

Table 3: Line key LEDs

LED	Description
Steady red	Line busy.
Off	Line free.
Blinking red fast	Calling / recalling
Blinking red slowly	Line waiting or allocated

Related topics:

[Assigning partners to keys](#) on page 84

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`.

If you have switched Direct dial on, the call number is dialled immediately and you cannot correct input errors.

2. Lift the handset.
-

Related topics:

[Turning direct dialing on or off](#) on page 77

Calling an external call number

-
1. Enter the external line code, for example 0.



Instead of entering the external line code, you can also press a line key. If you have activated LN on dialing you only need to dial the external number.

2. Enter the desired `call number`.
3. Lift the handset.

Related topics:

[Seizing exchange line automatically](#) on page 73

Calling with a destination key

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

Related topics:

[Introduction function keys](#) on page 81

Calling a person from the call log

-
1. Press the **Call Log** button.
 2. Select the desired call number.
 3. Lift the handset.

Related topics:

[Call log](#) on page 41

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.

3. Lift the handset.

Related topics:

[Introduction to the phone book](#) on page 45

Calling partners

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

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 activate the speaker additionally (**Monitoring**), press the **Speaker** button. To activate **Handsfree** 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, or the called person had another call while you are waiting.

In case of external calls, Automatic callback is only presented as an option if the network provider and the system connection support it.

-
1. Select the **Callback** softkey.
 2. Replace the handset.
Your telephone system calls you back as soon as the called number is free or free again.
 3. Lift the handset
Your telephone system calls the dialled call number again.
 4. To delete the automatic callback again:
 - a. Select status information **Callback act.**
 - b. Press the **OK** button.
 - c. Press the **Delete** softkey.
-

Redialing

You can redial one of the last numbers called.

If you selected a special number to present to the call recipient, this will also be used for redial.

-
1. Press the **Redial** button.
 2. Select the desired call number.
 3. Lift the handset.
-

Requesting automatic redialing

Note:

You can specify the number of automatic redial attempts and the time between two attempts in the **Dial settings**.

You can only use Automatic redial if you are calling on a digital exchange line.

The external number dialed is busy. The **Auto redial** menu item is offered.

-
1. Select the **Auto redial** menu item.
 2. Press the **OK** button.
 3. Replace the handset, if you have lifted it.
-

Result

Automatic redial is stopped if you press any button or lift the handset.

Related topics:

[Setting the number of redials](#) on page 74

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 **Cut-In**.
 2. Press the **OK** button.

Each person on the call will hear a cut-in tone. You are now included in the call.

3. To disconnect from the call, press the **Drop** button, or replace the handset.
-

Presenting yourself with specified call numbers *

If your system is configured to do so, every time you make an external call you can select the number you want to present to the call recipient. This is called Calling Line Identification Presentation (CLIP). The number could represent your “service”, “head office” or “workshop”, for example.

You can assign the numbers with which you want to present yourself to the function keys. If you press one of these function keys before lifting the handset when making an external call, the number selected will be presented to the party called.

 **Note:**

If you have deactivated number display for external calls, you will not be offered numbers for presentation.

1. Enter the desired external call number.
 2. Select the desired group number or name, you want to present, e.g. **dial with 987654321**.
 3. Lift the handset.
Your selected number is shown to the call recipient.
-

Making an announcement

You can also make announcements to subscribers currently not in a call in your telephone system via the loudspeakers fitted in the telephones. You can address individual subscribers, a selected group or all subscribers.

1. Lift the handset.
2. Select **Announce**.

When you want to make an "Announcement to all subscribers", you can also simply press the **Announce** function key and make your announcement.

3. Press the **OK** button.
 4. Select who you want to send the announcement to, e.g. **Announcement to Group 1**.
 5. Press the **OK** button.
You can now make your announcement.
-

Making an individual announcement

Use this procedure to make a announcement to a subscriber you are just calling and whose telephone is ringing.

-
1. Press the **Announce** function key.
You can now make your announcement.
 2. The called subscriber can answer the announcement directly by lifting the handset during the announcement.
-

Replying to an announcement

Use this procedure to reply to a general or group announcement you have heard.

-
1. Lift the handset.
 2. Select **Answer announcement**.
 3. Press the **OK** button.
The caller who made the announcement is called.
-

Calling anonymous

Anonymous calling must be supported by your network provider.

-
1. Enter the call number.
 2. Select **Anonymous call**.
 3. Press the **OK** button.
Your number will not be transmitted to the called party for your next external call.
 4. Lift the handset.
-

Chapter 3: Handling calls

Introduction to handling calls

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

You will be shown the number or name the caller dialled, e.g. when you receive a diverted call.

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, external, message, and VIP calls have different ringing tones.

Related topics:

[Setting the ringing tone melody](#) on page 68

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)

You hear another telephone ringing.

-
1. Press the **Avaya Menu** button.
 2. Select **Call Pickup**.

A list of incoming calls will be shown.

3. Press the **OK** button.
 4. Lift 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.
-

Forwarding calls to forwarding stations

You receive an external call and wish to divert the call to the call forwarding stations.

 **Note:**

The call forwarding stations must have been set up in the telephone system.

-
1. Select **Forward call**.
 2. Press the **OK** button.
The call is forwarded to the call forwarding stations.
-

Related topics:

[Assigning call forwarding destinations *](#) on page 95

Putting a call on hold

To place your current call on hold:

Press the **Hold** button, to take the call of hold, press **Hold** again.

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.
-

Referring back during a call (consultation call)

During a call:

-
1. Press the **Hold** button.
Your first talking partner is waiting and cannot hear what you say.
 2. Enter the call number you wish to refer back to.
Carry out refer-back call.
 3. Press the **Hold** button again.
The refer-back call is ended and you can speak to the first talking partner again.
-

Switching between two calls (brokering)

You want to switch back to a first talking partner who has been put on hold.

-
1. Select **Return to ...**.
 2. Press the **OK** button.

You can now talk to the first talking partner. The second partner is put on hold.

Transferring a call

-
1. Press the **Hold** button.
Your first call is put on hold.
 2. Dial the appropriate call number.
You do not need to wait until the call is accepted.
 3. 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.

 **Note:**

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

Chapter 4: Call diversion

Introduction call diversion

You can divert incoming calls to another extension. You can set this up both for your own and other telephones. You can also divert calls to your telephone. In all these variants, you can choose

- whether this should always take place,
- only if the telephone is busy
- or only if the telephone is not answered within a specified time period.

You can arrange to have incoming calls signalled on both your own phone and another, external phone, e.g. your GSM mobile. This is called twinning.

You can also set up and change all call diverts from outside the telephone system.

Related topics:

[Changing call diversion remotely *](#)

Diverting calls for your telephone

1. Press the **Avaya Menu** button.
2. Select **Call diversion**.
3. Press the **OK** button.
4. Select **Divert to**.
5. Enter the call number to which you would like calls to be diverted. You must add an additional line code (usually “0”) in front of an external number.

You can also press an appropriate destination or partner key instead of entering the number.

If dial-in authorized call numbers are registered for you for Managed Mobility Access (MMA) they are shown. You can select these destinations directly.

6. Select one of the following:
 - immediately
 - after time
 - on busy
7. Press the **OK** button.
The status information **Divert to ...** - appears in the display. Alternatively, a clock symbol is shown for call diversion after "after time" or a B for call diversion "on busy".
8. To deactivate call diversion:
 - a. Select the appropriate status information.
 - b. Press the **OK** button.
 - c. Press the **Delete** softkey.



Caution:

You can set up call numbers for which your telephone rings even when you have activated "Call diversion to, immediately"

Related topics:

[Adding dial-in authorized numbers *](#) on page 88

[Using call filter](#) on page 91

Diverting calls to your telephone

1. Press the **Avaya Menu** button.
2. Select **Call diversion**.
3. Press the **OK** button.
4. Select **Divert from**.
5. Enter the internal call number of the telephone for whom you want to set up call diversion to your own telephone.
You can also press an appropriate destination or partner key instead of entering the number.
6. Select one of the following:
 - immediately
 - after time

- on busy
7. Press the **OK** button.
The status information **Divert from 1234-** appears in the display. Alternatively, a clock symbol is shown for call diversion after "after time" or a B for call diversion "on busy".
 8. To deactivate call diversion:
 - a. Select the appropriate status information.
 - b. Press the **OK** button.
 - c. Press the **Delete** softkey.

Result

When you receive a diverted call, you will also be shown the number that the caller has dialled.

Diverting calls for another telephone*

1. Press the **Avaya Menu** button.
2. Select **Call diversion**.
3. Press the **OK** button.
4. Select **Divert for**.
5. Enter the internal call number of the telephone for whom you want to set up call diversion.
You can also press an appropriate destination or partner key instead of entering the number.
If a call diversion has already been set up, it is displayed. To delete an existing call diversion, press **Delete** softkey.
The old one is automatically deleted if it is not possible to have both call diversions in parallel.
6. Press the **New** softkey.
7. Enter the internal or external call number of the telephone to whom the calls are to be diverted. You must add an additional line code (usually "0") in front of an external number.
If dial-in authorized call numbers are registered for you for Managed Mobility Access (MMA) they are shown. You can select these destinations directly.

8. Select one of the following:
 - immediately
 - after time
 - on busy
9. Press the **OK** button.
Both subscribers involved will get the status information **Divert from ... - or Divert to ... -**. Alternatively, a clock symbol is shown for call diversion after "after time" or a B for call diversion "on busy".

Related topics:

[Introduction MMA](#) on page 53

Signaling calls on two telephones (twinning)

Twinning and call diversion "after time" to your voicemail can be set simultaneously.

-
1. Press the **Avaya Menu** button.
 2. Select **Call diversion**.
 3. Press the **OK** button.
 4. Select **Divert to**.
 5. Enter the external line code (usually "0") and external number of the telephone you want to ring when a call is received.
 6. Select **twinning**.
 7. Press the **OK** button.
The status information **twinning ...-** appears in the display.
 8. To deactivate twinning:
 - a. Select the appropriate status information.
 - b. Press the **OK** button.
 - c. Press the **Delete** softkey.
-

Diverting bundles*

Call diversion can be set up to take place at the public exchange. Internal users can telephone without hindrance.

The cost of the diverted call is allocated to the subscriber who activated the diversion. The caller only pays the costs up to the public exchange. The call units for the diversion are not logged in your telephone system.

-
1. Press the **Avaya Menu** button.
 2. Select **Call diversion**.
 3. Press the **OK** button.
 4. Select **Bundle 1 (2, 3, ...)**.
 5. Press the **OK** button.
 6. Enter the external call number to which all calls via this bundle are to be diverted.
 7. Press the **OK** button.
 8. Press the **OK** button.
The status information **Bundle 1 ...** appears in the display.
-

Chapter 5: Three-party conference call

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.

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

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, press the **Conference** button again to start the conference.
3. If the additional participant does not answer, press the **Drop** button to return to the first call.

 **Note:**

If you use the **Hold** button to put the first call on hold instead and then call the additional participant, you can first talk to the participant privately while the first caller is on hold. Then select the **Conference with ...** menu item to connect all participants.

Expanding conference with another participant

Conferences can be expanded to up to 9 participants. Conferences with external participants are always limited to three participants.

Three-party conference call

If you set up a Conference bridge in your system, up to 9 different subscribers can join the conference bridge. With a conference bridge set up additional conferences with more than three participants are no longer possible.

-
1. While you are in a three-party conference press the **Conference** button.
 2. Enter the call number of the new participant.
When you are connected to the number, all the parties can talk to each other.
-

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 6: Conference bridge

Introduction conference bridge

Your system provides you with a virtual conference room (bridge). All conference participants which have dialed into the bridge are connected to one another.

- Depending on the structure of your system, up to 9 internal and external subscribers can dial into the conference bridge.
- There are access PINs to secure dialing into the conference bridge, or the "Standard PIN" can also be used (during non-reserved times).
- Reservations can only be made in a preset 15 minute pattern. There must be a gap of at least 15 minutes between two reservations.
- A moderator is not required. But if so the moderator is able to mute participants and select one participant as single and only speaker.

Dialing into conference bridge

You can dial into the conference bridge from any internal or external telephone. The conference bridge must normally be reserved in advance for the duration of the conference.

You can use a non-reserved conference bridge at any time using the "Standard PIN" if this has been enabled by your system administrator.

-
1. Dial the phone number of the conference room from an internal or external telephone. Wait for a dial tone.
 2. Enter your access PIN number.
All conference subscribers hear a brief alert tone. You are now part of the conference.

If you are alone in the conference bridge, you will hear on-hold music.
 3. To leave the conference: Replace the handset.

 **Note:**

If the conference bridge is reserved again immediately after your conference (15 minutes later), an alert tone sounds to warn you that the conference is approaching its end. 10 minutes before the beginning of the next conference, the connection is ended.

Managing conference bridge calls

The inviting participant has specific managing rights in a conference bridge (moderator). He can activate a lecture mode (only one participant has speaking rights, all others are muted) and drop participants selectively out of the conference. In a conference without the inviting participant, all participants have the rights of a moderator.

Their displays are showing all participants currently in the conference. Each participant is marked with

- **M** when muted or being listener in lecture mode
- **S** when being the speaker in lecture mode

-
1. To start the lecture mode select the designated speaker.
 2. Press the **OK** button.
 3. Select **Speaker**.
 4. Press the **OK** button.
The new speaker appears on the top of the displayed conference participants, marked with a **s**. All other participants are muted.
 5. To change the speaker, select the new designated participant and proceed just like for the first speaker.
 6. To return from the lecture mode, select the current speaker.
 7. Press the **OK** button.
 8. Select **End lecture mode**.
 9. Press the **OK** button.
All participants can talk to each other again.
 10. To disconnect one conference participant specifically, first select the desired one.
 11. Press the **OK** button.
 12. Select **Clear connection**.
 13. Press the **OK** button.

The selected participant is dropped from the conference.

Reserving conference bridge (one-time appointment)

You must have permission to reserve a conference room. The default access PIN must be activated or amended.

-
1. Press the **Avaya Menu** button.
 2. Select **Conference bridge**.
 3. Press the **OK** button.
 4. Select **My conference**.
 5. Press the **OK** button.
 6. Press the **New** softkey.
A list of the next 90 days appears.
 7. Select the desired date.
 8. Press the **OK** button.
 9. Select the desired start time.
Appointments which are already reserved are marked with a cross. They cannot be reserved.
 10. Press the **OK** button.
A line appears next to the start time to show it is selected.
 11. Select the desired end time.
 12. Press the **OK** button.
Date and time of your reservation is shown.
 13. Press the **OK** button.
The conference appointment is reserved.

Next steps

Now let all the conference subscribers know the date, the number of the conference bridge and your access PIN.

Reserving conference bridge (recurring appointment)

You can reserve the conference bridge for recurring appointments. This could be, for example, a weekly group meeting on Friday at 9:00.

-
1. Press the **Avaya Menu** button.
 2. Select **Conference bridge**.
 3. Press the **OK** button.
 4. Select **My conference**.
 5. Press the **OK** button.
 6. Press the **New** softkey.
 7. Press the **Series** softkey.
 8. Select the desired weekday.
 9. Press the **OK** button.
 10. Select the desired start time.
Appointments which are already reserved are marked with a cross. They cannot be reserved.
 11. Press the **OK** button.
A line appears next to the start time to show it is selected.
 12. Select the desired end time.
 13. Press the **OK** button.
Date and time of your reservation is shown.
 14. Press the **OK** button.
The conference appointment is reserved.

Next steps

Now let all the conference subscribers know the date, the number of the conference bridge and your access PIN.

Reserving a conference bridge for others

If you have permission, you can also reserve a conference bridge for others. Dialing into the conference bridge is then secured with the access PIN for the subscribers you have set up the conference for.

-
1. Press the **Avaya Menu** button.
 2. Select **Conference bridge**.
 3. Press the **OK** button.
 4. Select **Conference for others**.
 5. Press the **OK** button.
 6. Enter the call number of the subscriber for whom you want to reserve the conference bridge.
 7. Press the **OK** button.
 8. Press the **New** softkey.
-

Checking and deleting reservations

Own reservations can be checked and deleted at any time.

-
1. Press the **Avaya Menu** button.
 2. Select **Conference bridge**.
 3. Select **My conference**.
A list of all reservations calls is shown. Each entry shows the time period reserved and for whom the reservation was made for.
 4. Select the reservation to be deleted from the list.
 5. If applicable, press the **Delete** softkey to delete the reservation.
 6. To confirm, press the **Delete** softkey again.
-

Conference bridge

Chapter 7: Managing the call log

Call log

If you do not answer an external call, the caller's number will be stored in the call log together with the time and date of the call. You can also have other entries made in the call log, e.g. internal calls or conversations with external callers.

The most recent entry is at the top of each list.



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.

You can set entries to be deleted after a predefined time.

Related topics:

[Calling a person from the call log](#) on page 16

Symbols in the call log

Symbol	Meaning
!	New
	Missed call
	Answered call
#	Call answered by voicemail Message waiting in voice mailbox
→	Diverted call, showing calling number and originally called number

Viewing the call log

-
1. Press the **Call Log** button.
 2. Select the appropriate entry.
 3. Press the **OK** button.
The detailed display of the appropriate entry is shown.
-

Removing entries from the call log

If you call back an entry from the call log and a connection is established, the entry in the call log will be deleted automatically. Use the following procedure to delete entries selectively.

-
1. Press the **Call Log** button.
 2. Select the desired call number.
 3. Press the **Delete** softkey.
 4. Press one of the following softkeys:
 - **Entry**, to delete the shown entry.
 - **All**, to delete all entries in the list.
-

Deleting call log entries automatically

You can set call log entries to be deleted automatically after a certain time. You can protect individual entries from being deleted.

You can select the following intervals: 10 minutes, 1 hour, 1 day, 1 week, 1 month or "off".

 **Note:**

The new setting is only valid for new call log entries and has no effect on existing entries.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Call log**.
 7. Press the **OK** button.
 8. Select **deleted after**
The right window margin shows the time after which new call log entries will be automatically deleted.
 9. Press the **Modify** softkey several times if necessary until the desired time is displayed.
 10. Press the **Back** 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 **OK** button.
 4. Press the **+Contact** softkey.
 5. Press one of the following softkeys:
 - **Pers.** for an entry in your personal phone book
 - **Common** for an entry in the common phone book
 6. Enter a name if required.
 7. Press the **Save** softkey.
 8. Press the **OK** button.



Note:

If you have entered a number without a name, you can edit the entry later and save it under a name.

Adding additional entries in the call log

You can set additional entries to be made in the call log.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Call list**.
 7. Press the **OK** button.
 8. Change the following settings if applicable:
 - **Int. call list (on)** to show missed internal calls
 - **Call list (on)** to show conversations you have had with external callers
 - **Call list diversion (A+B, A, B)** to manage whose call list will show a call having been diverted:
 - (A) the call list of the called participant
 - (B) the call list of the participant the call was diverted to
 - (A+B) in both of these call lists
 9. Select **Back**.
 10. Change **Call display A→ B (on)** to show the number that the caller dialed.
-

Chapter 8: Managing the phone book

Introduction to the phone book

Your telephone has a personal phone book. You can store up to 100 individual numbers with names which will only be available on your telephone.

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

Up to 800 numbers and names can be stored in the central phone book; these are available to all users. You can also enter and change these entries if you have appropriate access rights.

Related topics:

[Calling a person from the phone book entry](#) on page 17

Creating a new entry in the phone book

1. Press the **Phone book / Contacts** button.
2. Press the **New** softkey.
3. Press one of the following softkeys:

 **Note:**

The shown options depend on your rights and on the number of entries already in the respective phone book.

- **Pers.**, for an entry in your personal phone book
- **Common**, for an entry in the general phone book

4. Enter call number.

It may be necessary to enter an external line code and a dial pause before an external number. You can obtain more information from your telephone system administrator.

If you want to enter an internal number, you have to press **Option** > **internal call number** before making the entry.

5. Press the **OK** button.
6. Enter name.
7. Press the **Save** softkey.

Result

The entries in your personal phone book correspond to the code dial destinations starting from number 900.

Code dialing destinations 900 to 904 can also easily be dialed by Managed Mobility Access (MMA).

Related topics:

[Assigning function keys specifically \(changing code dialing destinations\)](#)

[Calling code dialing destinations](#) on page 56

Editing an entry in the phone book

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



Note:

To reach the entry more quickly, you can enter one or more of the first letters of the name. Call numbers you have stored in the phone book without a name can be found there under the name " " (space).

3. Press the **Edit** softkey.
 4. Edit the entry.
 5. Press the **OK** button.
-

Deleting an entry

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

Chapter 9: Messages

Introduction messages

You can send a text message to subscribers in your system, e.g. when the caller does not answer or the connection is busy. The messages can consist of standard texts prepared by your system administrator or your own text.

Text messages can only be received by phones with displays. A maximum of 10 messages can be accepted.

Viewing and deleting received text messages

An alert tone sounds when a message arrives.

-
1. Select the received text message, e.g. **Miller: Coffee**.
You will be shown the sender and the message text.
 2. Press the **Delete** softkey.
-

Writing and sending own text messages

-
1. Press the **Avaya Menu** button
 2. Select **Message**.
 3. Enter the desired text.
 4. Press the **OK** button.
 5. Enter internal call number.

The text message will be sent immediately.

Sending a standard text

To be able to select from standard texts, these must first have been entered into the system.

-
1. Press the **Avaya Menu** button.
 2. Select **Message**.
 3. Press the **Message** button.
 4. Select the desired standard text.
 5. Press the **OK** button.
 6. Change or add to the message, e.g. to include a name or time.
 7. Press the **OK** button.
 8. Do one of the following:
 - Enter internal call number you want to send the message to.
 - Select **Message to all** to send the message to all subscribers.
- The text message will be sent immediately.
-

Sending a text message for an internal caller

-
1. Press the **Avaya Menu** button.
 2. Select **Message**.
 3. Press the **Message** button.
 4. Select the desired standard text.
 5. Press the **OK** button.
 6. Change or add to the message, e.g. to include a name or time.
 7. Press the **OK** button.

8. Select **Message to caller**.
 9. Press the **OK** button.
The text is saved and a status information appears in your display. Any internal caller who tries to call you will now get the message shown on his display.
-

Messages

Chapter 10: Mobile System Subscribers (Managed Mobility Access)

Introduction MMA

You can dial into your system remotely and then make a call as if you were using your company telephone (MMA, Managed Mobility Access). The number of the telephone making the call must be registered and it must support DTMF dialling.

If you use "Callback" your system automatically calls back after you dial in. This is a non-chargeable service for you.

If you make calls through the system, the person called cannot tell whether you are calling from the office or using an external telephone. The display always shows your internal number.

Registered numbers can easily be set up as twinning / diversion destinations or be changed. This can be done from your company telephone or remotely.

Related topics:

[Diverting calls for another telephone*](#) on page 29

[Introduction MMA settings](#) on page 88

Dialing into your system

Ask your system administrator for the dial-in number of your system.

-
1. Dial the dial-in number for your system from a registered external telephone.
 2. The Integral 5 picks up the call. Wait for a dial tone.
You can now make calls as if you were an internal subscriber.
-

Dialing into your system using callback

 **Note:**

This feature has to be set up by your system administrator.

-
1. Dial the dial-in number for your system from a registered external telephone with the callback setting activated.
Wait for a ringback tone. After a short time, the Integral 5 disconnects. You will hear the busy tone.
 2. Replace the handset.
Your system will ring you back after about 10 seconds.
 3. Answer the Callback.
You will hear the dial tone and you can now make calls as if you were an internal subscriber. Any call charges incurred are charged to your system.
-

Calling using your system

Placing a call

You have established a connection to your system from a registered telephone. You hear the dial tone.

 **Note:**

The first five entries recorded in your personal phone book can easily be accessed as code dialing destinations by pressing #1...#5 (relates to entries 900 to 904).

-
1. Enter the call number.
 2. Carry out the call.
-

Referring back

You are in a conversation.

-
1. Press * 7 keys.
The first talking partner is waiting and cannot hear what you say.
 2. Enter the number you want to consult.
Carry out the refer-back call.
 3. Press * 7 keys again.
The refer-back call is ended and you are speaking again with your first talking partner.
-

Starting a conference call

You are in a conversation.

-
1. Press * 5 keys.
The first talking partner is waiting and cannot hear what you say.
 2. Enter the number of the second conference partner. Wait until he has accepted the call.
 3. Press * 5 keys again.
The three of you can now speak with each other.
-

Ending a call

Press * 8 keys.
The current call is ended. You hear the dial tone and can now place a new call across the system.

Modifying the twinning/call diversion number

You have established a connection to your system from a registered telephone. The telephone from which you are calling must have caller display activated.

You hear the dial tone.

-
1. Press the # key.
 2. Press the * key.
Twinning/Call diversion is now activated to the telephone you are currently calling. Whether you switched on twinning or call diversion is defined in the settings for each number registered.
-

Deactivating call diversion / twinning

You have established a connection to your system from a registered telephone. The telephone from which you are calling must have caller display activated.

You hear the dial tone.

-
1. Press the # key.
 2. Press the 0 key.
Twinning/Call diversion is switched off. Whether you switched off twinning or call diversion is defined in the settings for each number registered.
-

Calling code dialing destinations

 **Note:**

You can note your code dialing destinations on a card which you can keep with you at all times.

You have established a connection to your system from a registered telephone. You hear the dial tone.

-
1. Press the # key followed by the code number of the code dialing destination you want to call, e.g. 2 for "902".

The code dialing destinations correspond to the first entries in your personal phone book.

Assigning code dialing destinations to the codes: Code dialing destination 900 -> Code number 1, Code dialing destination 901 -> Code number 2, ... Code dialing destination 904 -> Code number 5.

2. Carry out the call.
-

Related topics:

[Assigning function keys specifically \(changing code dialing destinations\)](#)

[Creating a new entry in the phone book](#) on page 45

Chapter 11: Using the Avaya Menu

Call charges

Introduction to call charges

During a call, you can view the current charges.

You can view the charges for your last call.

All call charges incurred since the last reset are stored and totaled in your telephone system. You can check the charges for each subscriber and each line separately.

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

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 the total charges, select **Total**.
-

Viewing charges for lines / subscribers

-
1. Press the **Avaya Menu** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select one of the following:
 - **Total subs.**, for showing the charges for a specific subscriber,
 - **Total line**, for showing the charges for a specific line.
 5. Enter the extension or line number, e.g. 01 for line 1.
Instead of entering a line number, you can simply press the corresponding line key.
-

Deleting call charges

-
1. Press the **Avaya Menu** button.
 2. Select **Charges**.
 3. Press the **OK** button.
 4. Select the charge display you want to clear.



Note:

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

5. Press the **OK** button.
 6. Press the **Delete** softkey.
-

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,

Changing the PIN

You need a PIN (Personal Identification Number) to lock your telephone against unauthorized users and to unlock it again.

The default setting for the PIN is "0000".

In case you have forgotten your PIN please contact your system administrator.

-
1. Press the **Avaya Menu** button.
 2. Press the **Lock** function key.
 3. Press the **PIN** softkey.
 4. Enter the current PIN (default setting: 0000).
If you make a mistake when entering your PIN: press the **Back** softkey and start again from the beginning.
 5. Press the **OK** button.
 6. Enter the new one.
-

Locking the telephone

Use this procedure to lock your telephone.

-
1. Press the **Avaya Menu** button.
 2. Press the **Lock** function key.
 3. Press the **OK** button.
The status information **Phone locked** is shown.
-

Unlocking the telephone

-
1. Select **Phone locked**.
 2. Press the **OK** button.
 3. Enter the current PIN.
-

Managing appointments

Appointments (reminders)

You can set your telephone to remind you of important appointments. You can be reminded of up to three appointments. You can specify whether you wish to be reminded once, on several days 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.

Entering an appointment for today

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**, and if necessary select **Own appointm.**
All set appointments will be shown.
 3. Select an appointment, which is marked empty, e.g. **Appt. 1**.
 4. Press the **OK** button.
 5. Press the **Today** softkey.
 6. Enter the time in the form "hours minutes", e.g. 1050 for 10:50 hrs.
 7. Select a standard text if required.
To be able to select from standard texts, these must first have been entered into the system.
 8. Enter or add any text.
 9. Press the **OK** button.

Result

At the specified time, a signal tone sounds and the text you have entered is displayed.

Entering a one-time appointment

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**, and if necessary select **Own appointm.**
All set appointments will be shown.
 3. Select an appointment, which is marked empty, e.g. **Appt. 1**.
 4. Press the **OK** button.
 5. Enter the date and time in the form "day month hours minutes", e.g. 04081150 for 4 August at 11:50 hrs.
 6. Select a standard text if required.
To be able to select from standard texts, these must first have been entered into the system.

7. Enter or add any text.
8. Press the **OK** button.

Result

At the specified time, a signal tone sounds and the text you have entered is displayed.

Entering a recurring appointment

1. Press the **Avaya Menu** button.
2. Select **Appointments**, and if necessary select **Own appointm.**
All set appointments will be shown.
3. Select an appointment, which is marked empty, e.g. **Appt. 1**.
4. Press the **OK** button.
5. Press the **Series** softkey.
You are shown all the days of the week in abbreviated form for which the recurring appointment applies. Appointment reminders are enabled for Monday to Friday by default.
6. Select day of week if required to change standard setting.
7. Press the **Modify** softkey.
The setting for this day is changed and the initial letter of the corresponding day appears or disappears.
8. Enter the date and time in the form "hours minutes", e.g. 1150 for 11:50 hrs.
9. Select a standard text if required.
To be able to select from standard texts, these must first have been entered into the system.
10. Enter or add any text.
11. Press the **OK** button.

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.

Press the **OK** button.

The signal tone stops and the appointment reminder will be deleted in the display.

Deleting an appointment

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**, and if necessary select **Own appointm.**
 3. Select the desired appointment.
 4. Press the **OK** button.
 5. Press the **Delete** menu item.
-

Setting appointments for others

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**.
 3. Press the **OK** button.
 4. Select **Appointment for other**.
 5. Press the **OK** button.
All existing appointments for this subscriber will be displayed.
 6. Now enter the new appointment just as you would set your own appointments.
-

Chapter 12: Customizing your telephone

Setting parameters for your telephone

Changing the acoustic signaling

Use this procedure to change the volume of several tones.

 **Note:**

You can change the individual settings during a call by pressing **+** or **-** on the **Volume** button. You can also change any setting by pressing the numeric key of the desired setting or by pressing the right or left navigation arrows.

-
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 **Acoustics / Contrast**.
 7. Press the **OK** button.
 8. Select one of the following:
 - **Ringtone**
 - **Monitor**
 - **Handset**
 - **Headset**
 9. Increase or reduce the volume by pressing the right or left navigation button.

The new setting sounds immediately to be checked.

10. Press the **Back** softkey.
-

Setting the ringing tone melody

You can assign different melodies to each call type:

- Internal call: Call from inside your telecommunications system
- External call: Call from outside your telecommunications system
- Message call: When a message is received
- VIP ringtone: Call from an entry in the call filter list

-
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 **Acoustics / Contrast**.
 7. Press the **OK** button.
 8. Select the call type you want to change.
 9. Change the setting with the right or left navigation button.
New ring settings are sounded immediately in order to be checked.
 10. Press the **Back** softkey.
-


Applying ring tone melodies

Your system administrators can make special ring tones for all numbers on your system. This means that calls for "Service", "Head office" or "Workshop" can easily be recognized from the ring tones. You can apply these ring tones to your telephone.

The setting only affects external calls and VIP calls.

-
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 **MSN call type (off)**.
 7. Press the **Modify** softkey.
 8. If you wish to hear your personal ring tones again, change the setting back to **(off)**.
 9. Press the **Back** softkey.
-

Setting the contrast

-
1. Press the **Avaya Menu** button.
You can access the acoustics and contrast menu directly from your telephone's idle status using the **Volume** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Display/Acoustics**.
 5. Press the **OK** button.
 6. Select **Acoustics/Contrast**.
-  **Note:**
If you want to reset the acoustic and contrast settings to the as-supplied status, select **Default setting** and confirm with the **OK** button.
7. Press the **OK** button.
 8. Increase or reduce the contrast with the right or left navigation button.
 9. Press the **Back** softkey.
-

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 **Language**.
 7. Press the **OK** button.
 8. Select the language you want to use for display texts.
 9. Press the **OK** button.
Your telephone will reset itself. All display texts will now be in the selected language.
-

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 **Acoustics/Contrast**.
7. Press the **OK** button.
8. Select **Handsfree**.
9. Change the setting with the right or left navigation button.
 - **1**: Normal connection (medium volume)
 - **2**: Quiet or long-distance connection

- **3:** Loud connection purely digital or internal connection. This is normally the best setting if you are using your telephone's build-in-loudspeaker.
- **4:** When you have connected an additional loudspeaker.

10. Press the **Back** softkey.

Deactivating ringing tone temporarily (Do not disturb)

If you do not wish to be disturbed, you can temporarily deactivate the ringing tone.

You can still make internal and external calls yourself without any restrictions even when you have activated "Do not disturb".

 **Caution:**

You can set up call numbers for which your telephone rings even when you have activated "Do not disturb" (Call filter).

-
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 to switch on and off.
The caller hears the busy tone or an announcement if you have switched on "Do not disturb".
-

Related topics:

[Using call filter](#) on page 91

Activating night service

You can activate a desired night service at any time.

The system can activate night service automatically at times programmed by your system administrator. The calling stations for the night service can be set in the menu **Settings > System functions**.

-
1. Press the **Avaya Menu** button.
 2. Select **Night service**.
 3. Press the **OK** button.
 4. Select **Night service 1 (or 2, 3, autom. Night service)**.
 5. Press the **Modify** softkey.
The night service is activated immediately ("autom. Night service" only at the programmed times).

Only the last activated night service becomes effective in each case. All night services that were previously activated are deactivated.

Related topics:

[Assigning operators for night service](#) * on page 94

Activating automatic handsfree after dialing

When you call an external subscriber: Use this procedure to set your telephone to switch automatically to handsfree.

-
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 **Autom. handsfree (off)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.
-

Seizing exchange line automatically

You can automatically seize an exchange line every time you dial with the handset on hook. You then never have to dial the external line code.

-
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 **LN on dialing (off)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.

Result

If you have switched on "LN on dialing", you must first press the **Hold** button to make an internal call.

Related topics:

[Calling an external call number](#) on page 15

Seizing external line automatically when going off-hook

You can automatically seize an external line whenever you lift the handset. You then never have to dial the external line code.

-
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 **Line / off-hook (off)**.
7. Press the **Modify** softkey.
8. Press the **Back** softkey.
The new setting is saved.

Result

If you have switched on "Line/off-hook", you must first press the **Hold** button to make an internal call.

Setting the number of redials

When you activate automatic redial: Use this procedure to set how often the dialing is to be repeated automatically.

You can choose between 0, 3, 5 or 10 redials.

-
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 **Number of redials**.
 7. Press the **Modify** softkey several times until the desired number of redials is shown.
If the setting is **0**, the **Auto. redial** menu item will not be shown while calling external numbers.
 8. Press the **Back** softkey.
The new setting is saved.

Related topics:

[Requesting automatic redialing](#) on page 19

Setting redial interval

When you activate automatic redial: Use this procedure to set the time that elapses between two automatic redials.

You can select times of 15, 30, 60, 90 or 120 seconds.

-
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 **Redial every ... s**.
 7. Press the **Modify** softkey several times until the desired time interval is shown.
 8. Press the **Back** softkey.
The new setting is saved.
-

Setting the number send to external subscribers

For external calls, you can specify whether a number is passed to the subscriber. You can also specify whether this is your internal extension number or only the company telephone number.

This feature must be supported by your network provider.

 **Note:**

You can also suppress number display for the next call only (Anonymous calling)

-
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 **Remote no. disp**.

7. Press the **Modify** softkey several times until the desired setting is shown:
 - **off**, to switch the number display off completely,
 - **own**, to send your internal extension number (e.g. 7505-12)
 - **Master**, to send only your company telephone number (e.g. 7505-0).
8. Press the **Back** softkey.
The new setting is saved.

Result

If enabled in your system, you will be offered those numbers with which you can present yourself when dialing.

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 **Dial settings**.
 5. Press the **OK** button.
 6. Select **Handsfree AB...**
 7. Press the **OK** button.
 8. Press the **Back** softkey.
The new setting is saved.

Result

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 (on)**.
 7. Press the **OK** button.
 8. Press the **Back** softkey.
The new setting is saved.
 9. To reactivate direct dialing turn the function to **Direct dial (On)** again.
-

Related topics:

[Calling an internal call number](#) on page 15

Deactivating second call

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

-
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 **Second call (on)**.
7. Press the **Modify** softkey.
8. Press the **Back** softkey.
The new setting is saved.

Result

If you are making a call and have switched off second call, a caller will receive the busy signal.

Assigning code numbers *

Every outgoing and incoming call can be assigned a code number. This enables the call to be assigned to a project or client number.

The code number can also be called up during an external call.

-
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 **Code:**.
If already set up, the current code number is displayed.
 7. Press the **OK** button.
 8. If applicable do one of the following:
 - To change code, enter new code number,
 - To deactivate code, press **OK** button,
 - To delete code, select **Delete** and press **OK** button.
 9. Press the **Back** softkey.
The new setting is saved.
-

Extending call display

You can set your telephone to always display not only the caller's number or name but the number which they dialed. This tells you whether the caller wants to speak to service or the workshop, for example.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Call display A->B (off)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.
-

Deactivating VIP call signaling (pager) *

If a VIP call (pager) has been set up for your telephone: Use this procedure to temporarily remove calls from the VIP call signalling. Calls are no longer signaled, e.g. on a pager or logged.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **VIP call (on)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.

The new setting is saved.

Removing telephone from hunt groups

If your telephone is assigned to one or more hunt groups: Use this procedure to temporarily remove your telephone from these hunt groups.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Hunt group (on)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.
-

Removing telephone from general call

An incoming external call will be signalled on all the telephones in your system if you have not set up an answering station (general call). You can set up your telephone so that it does not ring in the case of a general call.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **General call (on)**.

7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.
-

Activating remote headset

Use this procedure to activate the use of a cordless convenience headset.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Remote headset (off)**.
 7. Press the **Modify** softkey.
 8. Press the **Back** softkey.
The new setting is saved.
-

Function, destination, line and partner keys

Introduction function keys

Functions, call numbers, partners or lines which you use frequently can be assigned to freely programmable function keys. You can then execute the functions, seize the line or dial the call numbers simply by pressing the key.

A partner can be any internal subscriber to your telephone system. If you place a partner on the function key then the LED informs you as to the telephone status of the partner.



Note:

All the procedures described in this user manual assume a standard assignment of the function keys.

If you re-assign function keys, please bear in mind that this may change the operating procedures. Functions assigned to keys no longer appear in the menu.

Related topics:

[Calling with a destination key](#) on page 16

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 **Function keys**.
 5. Press the **OK** button.
The description and current assignment of all keys will be displayed.
 6. Select the key you want to change or assign.
 7. Press the **OK** button.
 8. Select function you want to assign to the key.
 9. Press the **OK** button.
 10. Press the **OK** button.
-

Assigning destinations to keys

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

5. Press the **OK** button.
The description and current assignment of all keys will be displayed.
 6. Select the key you want to change or assign.
 7. Press the **OK** button.
 8. Select **Destination key**.
 9. Press the **OK** button.
The call numbers or names stored in your individual phone book are displayed.
 10. Select the destination you want to assign to this key.
 11. Press the **OK** button.
 12. Press the **OK** button.
You can now call the destination with this key.
-

Assigning lines to keys

1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Function keys**.
 5. Press the **OK** button.
The description and current assignment of all keys will be displayed.
 6. Select the key you want to change or assign.
 7. Press the **OK** button.
 8. Select **Line**.
 9. Press the **OK** button.
 10. Select the line you want to assign to this key, e.g. **Line 2**.
 11. Press the **OK** button.
 12. Press the **OK** button.
You can now seize Line 2 with this key.
-

Assigning partners to keys

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Function keys**.
5. Press the **OK** button.
The description and current assignment of all keys will be displayed.
6. Select the key you want to change or assign.
7. Press the **OK** button.
8. Select **Partner**.
9. Press the **OK** button.
All internal subscribers are displayed.
10. Select the subscriber you want to assign to this key.
11. Press the **OK** button.
12. Press the **OK** button.
The subscriber is now set up as a partner and is accessible directly via this key. The key's LED informs you as to the partner's telephone status.

Related topics:

[About LEDs](#) on page 12

Deleting key assignments

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Function keys**.
5. Press the **OK** button.
The description and current assignment of all keys will be displayed.
6. Press the key whose assignment you want to delete.

You can now see the function or call number previously assigned to the key.

7. Select **delete**.
 8. Press **Delete** softkey.
The key is now free again.
-

Conference bridge settings

Set up conference bridge *

The conference bridge can only be reserved by authorized subscribers. Each of these subscribers can change the access PIN themselves.

A standard PIN can also be set up for a conference bridge. This means that anyone can dial into the conference bridge providing it is not reserved.

Setup reservation permissions

You can give individual subscribers the option of reserving the conference bridge.

You must have the right to set up reservation permissions.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Conference bridge**.
 7. Press the **OK** button.
 8. Select **Permission for**
 9. Enter the number of the subscriber for whom you want to enable reservation permissions.
You are shown the access PIN and whether the subscriber can reserve the conference bridge, e.g. **PIN: 0000 Not active**.

10. Select **Activate**.
 11. Press the **OK** button.
The subscriber can now reserve the conference bridge using the access PIN set.
-

Changing access PIN

You can change your access PIN for the conference bridge at any time. The changed access PIN applies immediately, even for conferences which have already been reserved and which are still open.

If you have permission, you can also change the access PIN for other subscribers.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Conference bridge**.
 7. Press the **OK** button.
 8. Select **PIN: 0000**.
 9. Press the **OK** button.
 10. Enter the new access 4-digit PIN.
Different conferences can have the same access PIN.
You have changed the access PIN.
-

Setup standard access *

With a standard PIN, the conference bridge can be used at times at which it is not reserved.

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

4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Conference bridge**.
 7. Press the **OK** button.
 8. Select **Standard PIN**.
 9. Press the **OK** button.
You are shown that the standard PIN cannot be used, e.g. **PIN: 0000 Not active**.
 10. Select **Activate**.
 11. Press the **OK** button.
 12. Press the **Back** softkey.
You can now access the conference room using the standard PIN.
 13. To block accessing the conference bridge with the standard PIN again: Enter the **Standard PIN** menu, select **Deactivate** and confirm with the **OK** button.
The standard PIN is marked **Not active** again.
-

Changing standard PIN *

1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Conference bridge**.
 7. Press the **OK** button.
 8. Select **Standard PIN**.
 9. Press the **OK** button.
 10. Select **PIN: 0000 Not active**
 11. Press the **OK** button.
 12. Enter the new standard 4-digit PIN.
 13. Press the **Back** softkey.
The default PIN has been changed and can be used.
-

Managed Mobility Access settings

Introduction MMA settings

Up to 50 external numbers can be registered on your system to use Managed Mobility Access (MMA).

Each external number is assigned to a fixed internal subscriber. Each internal subscriber can be assigned to more than one external number.

The internal subscriber can be given the option of using callback and editing his numbers.

By default, a normal call diversion can be activated to telephones with registered numbers. For each registered number, you can configure that twinning is activated instead of call diversion.

Related topics:

[Introduction MMA](#) on page 53

Adding dial-in authorized numbers *

If you have permission, you can register for any internal subscribers new numbers which are authorized to dial in.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Mobility**.
 7. Press the **OK** button.
 8. Enter the call number of the internal subscriber for whom you want to register a new number.
A list of all the external numbers already registered appears.
 9. Press the **New** softkey.

10. Select a number you want to register from the list or enter the external number (with dialing code), e.g. 0696 50512.

The number list contains all the external numbers on the call log of the internal subscriber.



Note:

This saves a lot of keying in numbers. For example, you could simply call your extension using the mobile whose number you want to register. The number appears in your call log and you can easily add it as a registered number.

11. If necessary, press the **Options** softkey and select and modify one or several of the following settings:
 - **Callback (off)**: To allow callback option, change setting to **(on)**.
 - **Editable (off)**: To allow editing option, change setting to **(on)**.
 - **Twinning (off)**: To set twinning instead of call diversion, change setting to **(on)**.
12. If necessary, press the **Back** softkey to quit the **Options** menu.
13. Press the **OK** button.
The number is registered and now appears in the list of registered numbers.

Result

All registered numbers appear in the **Call diversion > Divert to** menu as twinning or call diversion destinations.

Related topics:

[Diverting calls for your telephone](#) on page 27

Changing dial-in authorized numbers *

If you have permission, you can change the telephones (registered numbers) which can dial into your telephone system.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Mobility**.
 7. Press the **OK** button.

- A list of all the external numbers registered appears.
8. Select the number whose settings you want to change.
 9. Press the **OK** button.
 10. Change the external number as usual.
 11. If necessary, press the **Options** softkey and select and modify one or several of the following settings:
 - **Callback (off)**: To allow callback option, change setting to **(on)**.
 - **Editable (off)**: To allow editing option, change setting to **(on)**.
 - **Twining (off)**: To set twinning instead of call diversion, change setting to **(on)**.
 12. If necessary, press the **Back** softkey to quit the **Options** menu.
 13. Press the **OK** button.
The amended number has been registered.
-

Deleting dial-in authorized numbers *

You can delete registered numbers again.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Mobility**.
 7. Press the **OK** button.
 8. Enter the phone number of the internal subscriber for whom you want to delete a registered number.
A list of all the external numbers registered appears.
 9. Select the number you want to delete.
 10. Press the **Delete** softkey.
 11. Press one of the following softkeys:
 - **Entry**, to delete the shown entry.
 - **All**, to delete all entries in the list.
-

Using call filter

Calls from subscribers in the call filter list are still signaled even when you have set up "Do not disturb". The call filter list contains up to 10 entries.

You can set up a special ringtone for calls from numbers on the call filter list (VIP ringtone).

 **Caution:**

You can also use the call filter to prevent call diversion for selected numbers. If in addition to "Call divert to, immediate" you also set up "Do not disturb", only your telephone will ring when a call is received from entries in the call filter list. All other calls are diverted immediately

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Call filter**.
 7. Press the **OK** button.
 8. Press the **New** softkey.
A list is shown of all entries in the general directory and your personal directory.
 9. Enter one or more initial letters of the name until the desired subscriber is shown.
Instead of entering initial letters you can scroll through the phone book to the desired entry.
 10. Press the **OK** button.
The subscriber is added to the call filter list.
 11. Press the **Back** softkey.
-

Related topics:

[Diverting calls for your telephone](#) on page 27

[Deactivating ringing tone temporarily \(Do not disturb\)](#) on page 71

Deleting entries from the call filter

1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **Applications**.
 5. Press the **OK** button.
 6. Select **Call filter**.
All call filter entries are shown.
 7. Select the entry you want to delete.
 8. Press the **Delete** softkey.
 9. Press one of the following softkeys:
 - **Entry**, to delete the shown entry.
 - **All**, to delete all entries in the list.
 10. Press the **Back** softkey.
-

Chapter 13: Settings for your telephone system

Introduction

You can perform many of the settings for your telephone system from your Avaya 1400 Series telephones. The settings apply to all the telephones in your system.

- External callers can often reach your company using various different numbers. For each of these numbers you can define which phones should ring. These telephones are referred to as the operator for this number.

You can set these up for normal daytime operation (day service), three different night variations (night service 1 to 3) and as call forwarding after a time delay.

- If you want to operate several operators alone, you can issue a "busy" signal to every new caller as soon as you are in a call. This is called second call barring.
- You can change the date and time globally for the whole system.
- You can determine a customer password so that you can e.g. manage your telephone system with the ICT tool.
- You can query statistical information for your telephone (traffic statistics).

Assigning operators for day service *

You can assign an operator for each external line. The operator can consist of up to 5 telephones.

An operator is not absolutely essential. If no operator is allocated to the number, a general call takes place.

All exchange lines can be assigned to one telephone as the sole operator.

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

3. Press the **OK** button.
 4. Select **System functions**.
 5. Press the **OK** button.
 6. Select **Day service**.
 7. Press the **OK** button.
 8. Enter the two-digit number of the line for which you want to set up operators.
You can also simply press the corresponding line key instead of entering the line number.
 9. Select the number for which you want to set up an operator.
 10. Press the **OK** button.
 11. Enter the internal number of the telephone which is to be set up as an operator, e.g. 13.
 12. If necessary enter four further internal numbers of telephones which are also to be set up as operators.
 13. If necessary select **Next line** and set up operators for this line.
 14. Press the **Back** softkey.
The new setting is saved.
 15. To change answering stations you have already set up simply enter the new operators.
-

Assigning operators for night service *

There is often a need for a telephone system to handle calls differently at night than during the day. Here, you can set up specific operators for night service. Three different night service options are possible.

Different classes of service during night service must be specifically programmed (see Integral manual). You can program times when the system automatically activates a night service (see Integral manual).

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

5. Press the **OK** button.
6. Select **Night service**.
7. Press the **OK** button.
8. Enter the two-digit number of the line for which you want to set up operators.
You can also simply press the corresponding line key instead of entering the line number.
9. Select the number for which you want to set up an operator.
10. Press the **OK** button.
11. Enter the internal number of the telephone which is to be set up as an operator, e.g. 13.
12. If necessary enter four further internal numbers of telephones which are also to be set up as operators for this night service.
13. If necessary select **Next line** and set up operators for this line.
14. Press the **Back** softkey.
The new setting is saved.
15. To change operators you have already set up simply enter the new operators.

Next steps

Switching on night service: See **Night service** menu.

Related topics:

[Activating night service](#) on page 71

Assigning call forwarding destinations *

Up to five call forwarding destinations can be set up for each exchange line. Call forwarding takes place after a set time when a operator is called via the exchange line. The time before the call is forwarded can be set globally for the system between 0 and 300 seconds.

If call forwarding is set up for the operator but no forwarding destination has been specified, the call is forwarded as a general call.

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

5. Press the **OK** button.
6. Select **Call forwarding**.
7. Press the **OK** button.
8. Enter the two-digit number of the line for which you want to set up operators.
You can also simply press the corresponding line key instead of entering the line number.
9. Select the number for which you want to set up an operator.
10. Press the **OK** button.
11. Enter the internal number of the telephone which is to be set up as an call forwarding destination, e.g. 13.
12. If necessary enter four further internal numbers of telephones to which the call should be forwarded.
13. If necessary select **Next line** and set up operators for this line.
14. Press the **Back** softkey.
The new setting is saved.
15. To change operators you have already set up simply enter the new operators.

Related topics:

[Forwarding calls to forwarding stations](#) on page 24

Setting second call barring *

You must have authorization to set up second call barring. Numbers must be approved for setting up second call barring.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **System functions**.
 5. Press the **OK** button.
 6. Select **Second call barring**.
 7. Press the **OK** button.
A list of numbers for which second call barring is to be set up is displayed.

8. Select the number for which you want to change second call barring.
9. Press the **OK** button.
10. If necessary select other numbers for which you want to change the setting.
11. If necessary press the **OK** button.
12. Press the **Phone/Exit** button.
The new setting is saved.

Result

If you are in a call a further external caller would get a busy tone, even if other phones in the call distribution are free.

Setting date and time

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **System functions**.
 5. Press the **OK** button.
 6. Select **Date / time**.
 7. Press the **OK** button.
 8. Enter the date: day month year, e.g. 050110 for January 5th 2010.
 9. Enter time: hours minutes, e.g. 1051 for 10:51 am.
The day of the week is set automatically.
 10. Press the **Back** softkey.
The new setting is saved.
-

Setting customer password *

You can determine a customer password so that you can e.g. manage your telephone system with the ICT tool. The password can consist of letters and digits.

-
1. Press the **Avaya Menu** button.
 2. Select **Settings**.
 3. Press the **OK** button.
 4. Select **System functions**.
 5. Press the **OK** button.
 6. Select **Customer pswd**.
 7. Press the **OK** button.
 8. Enter the old password if one has already been assigned.
 9. Enter the new customer password (new PIN) as four digits.
 10. Press the **Back** softkey.
The new setting is saved.
-

Showing traffic statistics *

You can retrieve statistical information for your telephone.

-
1. Press the **Avaya Menu** button.
 2. Select **Traffic statistics**.
 3. Press the **OK** button.
Information about calls since data was last deleted will be shown.
 4. To reset the counter, select **Delete**.
The data will now be recorded again from the current date.
-

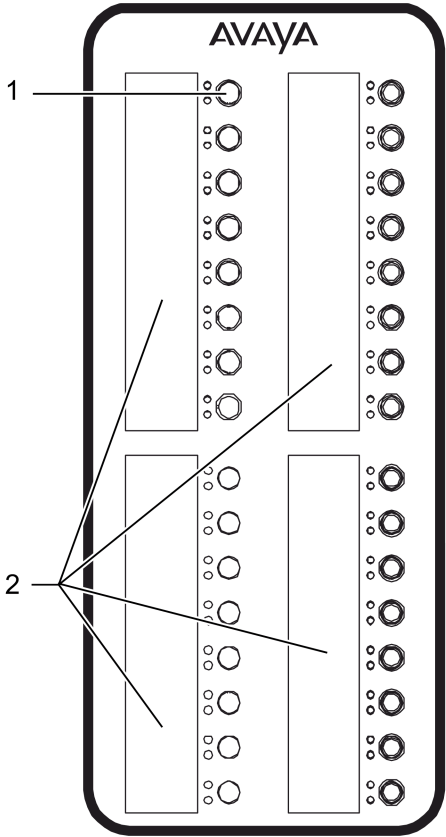
Chapter 14: Auxiliary devices

Button module DBM32

A DBM32 button module provides 32 buttons. You can connect one or two DBM32 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

Dialing with the DBM32 button module:

Use the DBM32 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.

Table 4: LED indications

LED	Connection
Blinking red fast	Partner receives an external call.
Blinking red	Partner receives an internal call.
Steady red	Partner is on a call.

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).

Answering calls:

Press the **Headset** button.

Continuing a headset call with the handset:

Lift the handset and continue the conversation as normal.

Continuing a handset call with the headset:

Press the **Headset** button. You will be speaking to the other party via the headset. The button's LED lights up.

Continuing a handset call with the headset:

Press the **Headset** button. You will be speaking to the other party via the headset. The button's LED lights up.

Ending a headset call and disconnecting:

Press the **Headset** button and replace the handset if necessary.

Starting a call:

Enter the call number and press the **Headset** button.

Switching on monitoring:

You can switch on monitoring on the telephone while you are on a call with the headset. Press the **Speaker** button. The button's LED lights up.

Chapter 15: Hotel functions

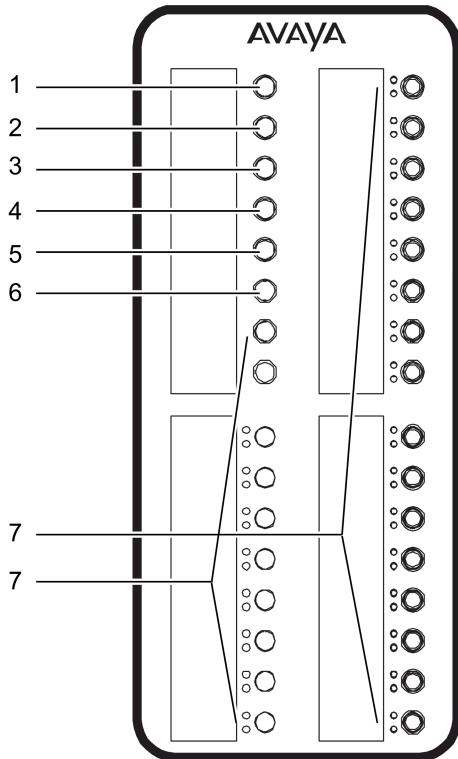
Introduction

You can use the hotel functions in small to medium-sized hotels and guest houses. Your system administrator can connect up to three DBM32 modules to the Avaya 1416 telephone for executing these functions.

Available functions include checking guests in and out, viewing guest charges, disabling direct inward dial to rooms, waking up guests, etc.

You can also hook up a printer to the telephone system for printing out charge reports and wake-up requests.

Layout of the hotel functions on the DBM32 button module *



No.	Name	Description
1	Check-in / Check-out	For checking guests in and out.
2	DDD (Disable Direct Dial)	An external caller cannot directly dial the guest's room, but must be connected via the switchboard.
3	Message	The switchboard can send a message to a room telephone.
4	Disable guest-to-guest	Others guests cannot use their room telephones to call this guest directly, but must be connected via the switchboard.
5	Charge limit	The guest can only incur charges up to the amount specified in the telephone system.
6	Exit	For ending an operating procedure. The DBM32 module returns to displaying the calling status of the room telephones.
7	Other keys	Destination keys for guests.

Checking in *

-
1. Press the **Check-in** button.
 2. Press the button for the desired room.
 3. Select the desired language.
You can choose between several languages for the menu displays on the guest telephone.
 4. Press the **OK** button.
The guest is checked in. The button lights up.

Result

The menu displays on the guest telephone and the voice announcements of a voice mail box (if any) will be in the selected language. The guest acquires the full, non-restricted class of service upon check-in. The charges memory for the previous guest is erased.

Checking out *

-
1. Press the **Check-in** button.
 2. Press the button for the desired room.
 - *If the key light goes off:* No charges have been incurred and all messages on the guest's voice mail box have been listened to.
Check-out is complete.
 - *If the button LED flashes:* Charges have been incurred or there are messages on the guest's voice mail box that have not been listened to.
You can query the charges and you can ask the guest to listen to the messages.
 3. Press the **Exit** button.
The DBM32 module returns to displaying the calling status of the room telephones.
-

Result

All the guest's messages, wake-up calls, call diversions and callbacks are deleted upon check-out. Direct dial from other rooms is disabled.

On checking out, an automatic printout of the total is also possible. Consult your system administrator if necessary.

Querying call charges *

1. Press the **Avaya Menu** button.
2. Select **Charges**.
3. Press the **OK** button.
4. Press the button for the room again.
The charges are displayed.
5. Select one of the following:
 - **Printout**, for sum of charges,
 - **Total printout**, for details of individual calls.
6. Press the **OK** button.
The charges for this guest will be printed out.
7. Select **Reset charge meter**.
8. Press the **OK** button.
The charges for this guest are deleted.
9. Press the **Back** softkey.
10. Press the button for the room again.
The guest is checked out or a message is displayed that there are still messages that have not been listened to.

Listening to messages *

A menu item shows how many messages on the guest's voice mail box have not been listened to.

-
1. Select this menu item, e.g. **101: New messages (2)**.
 2. Open the voice mail box by calling the voicemail server.
 3. Enter the room number.
 4. Press the **OK** button.
The connection to the guest's voice mail box is established.

The voice mail box can be transferred to another telephone in the usual way (See transferring a call). There, the customer can listen to the messages on his voice mail box on pressing the * key.

5. Press the button for the room again.
The guest is now checked out. All messages that have not been listened to are deleted.
-

Messaging to guest: message at reception *

-
1. Press the **Message** button.
 2. Press the button for the desired room.
 3. Press the **Exit** button.
The DBM32 module returns to displaying the calling status of the room telephones.

"Message" appears on the display of the room telephone. If the room telephone does not have a display, the LED for signaling a call will light up.

If the guest rings back, the "Message" indication will be canceled or the LED will go out.
 4. To delete the message: Press the key for the desired room again.
-

Setting direct dial to rooms *

If direct inward dial to a room is disabled, an external caller cannot reach this guest directly but must be connected via the switchboard.

-
1. Press the **DDD** (Disable Direct inward Dial) button.
The button LEDs of all rooms which cannot be called directly light up.
 2. Press the button for the desired room.
The button LED lights up or goes out, depending of the new DDD status of the room.
 3. Press the **Exit** button.
The DBM32 module returns to displaying the calling status of the room telephones.
-

Setting guest-to-guest connection *

If a guest-to-guest connection is disabled, this guest cannot be called directly by other guests, who must instead be connected via the switchboard.

-
1. Press the **Disable guest-to-guest** button.
The button LEDs of all rooms which cannot be called directly from other room telephones light up.
 2. Press the button for the desired room.
The button LED lights up or goes out, depending of the new guest-to-guest connection status of the room.
 3. Press the **Exit** button.
The DBM32 module returns to displaying the calling status of the room telephones.
-

Determining the charge limit *

When the charge limit for a room is activated, this guest can only incur charges up to the specified limit. As soon as a guest reaches the charge limit, they hear a signal tone. They can still finish the present call, but cannot make any more external calls. A message that the guest has exceeded the charge limit appears on the reception telephone. The charge limit is the same for all guests.

-
1. Press the **Charge limit** button.
The button LEDs of all rooms which an activated charge limit light up.
 2. Press the button for the desired room.

The button LED lights up or goes out, depending of the new charge limit status of the room.

3. Press the **Exit** button.
The DBM32 module returns to displaying the calling status of the room telephones.
-

Waking guests *

With the wake-up call, you can send your own text or one prepared by your system administrator. You can change that text or compose one yourself.

If the guest does not react to the wake-up call, a message to that effect appears on the reception telephone.

Using the printer, a log is kept of when the wake-up call was entered, when it was made, and when it was acknowledged (or not, after a certain time).

Wake-up times can also be entered by the guest himself at the guest telephone. Voice-controlled operation is described in the manual for the voice mail box.

-
1. Press the **Avaya Menu** button.
 2. Select **Appointments**.
 3. Press the **OK** button.
 4. Select **Appointments for others**.
 5. Press the **OK** button.
 6. Press the button for the desired room.
 7. Press the **OK** button.
All existing appointments for that room will be displayed.
 8. Now enter the desired time for the wake-up call just as you would for your own appointments.
 9. To delete one of the shown appointments: Just select it and press the **Delete** softkey.
-

Chapter 16: Menus

Menu overview

The following contains an overview of the menu structure of the Avaya 1400 Series telephones connected to Integral 5. 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 and the accessories in use. Remarks and notes are shown in *italic* font.

Menu item in basic menu	One menu level lower	One menu level lower
Call pickup		
Call diversion	Divert to	
	Divert from	
	Divert for	
	Bundle [x]	
Appointments	Own appointment	
	Appointment for others	
Call charges	Last call	
	Total	
	Total subs.	
	Total line	
	Total call charges	
Lock	Lock telephone	
Message		
Night service	Night service 1	
	Night service 2	
	Night service 3	
	autom. Night service	

Menus

Menu item in basic menu	One menu level lower	One menu level lower	
Conference bridge	Own conference		
	Conference for others		
Settings	Display/Acoustics	Acoustics/Contrast	
		Partner beep	
		Do not disturb	
		MSN call type	
		Language	
		Function keys	
		Dial settings	Autom. Handsfree
			LN on dialling
			Line / off-hook
			Number of redials [0]
			Redial every [s]
			Answ.Back
			Second call
			Remote no. disp.
			Direct dial
			Code [0000]
		Applications	Call log
			Call filter
			Mobility
			Conference bridge
			Remote Headset
			General call
			Hunt group
			VIP call
			Self-assignment
			Call display A->B
			Serial Call
	System functions	Individual destinations	
		General speed dial	

Menu item in basic menu	One menu level lower	One menu level lower
		Day service
		Night service 1 (2, 3)
		Call forwarding
		Date/time
		Customer pswd ... *)
Traffic statistics		

*) Further menu options will be displayed if the Service department has enabled you to program the corresponding functions: subscriber names, substitute terms, classes of service, system times, call bar groups, call bar numbers, software lock, auto. Night service, forwarding variants, gate stations, assignment control, call charge functions, paper format, call charge display, call charge threshold, call charge factor, second call barring.

Appendix A: Remote features

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 tell you the remote control access number and PIN and also the codes for activating and deactivating call diversion.

-
1. Dial the remote control access number from the external telephone.
 2. Enter your internal number.
 3. Enter your PIN.
 4. Enter the Codes for Activate Call diversion.
 5. Enter the Diversion target number.
 6. To deactivate the diversion enter the appropriate code.
 7. To set up or to change the call diversion, enter the codes for Activate follow-me, beginning with as asterisk.
 8. 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.
 9. To deactivate the call diversion, enter the code for Deactivate follow-me.
-

Index

A

acknowledging	
appointment	64
adjusting	
handsfree operation	70
announcement	
replying	21
anonymous calling	21
answered calls	16
answering	
calls	23
on hold	24
partners	24
pick-up	23
second call	26
answering stations	93, 94
appointment	62–65
delete	65
for today	63
one-time	63
automatic handsfree	
after dialing	72

B

brightness	69
brokering	25
bundles	31
button module	99
buttons	9

C

call charges	59
call display	
extending	79
call diversion	27, 115
changing remotely	115
call filter	91, 92
deleting entries	92
call forwarding	
destinations	95
call log	41–44
additional entries	44
entry in phone book	43

symbols	41
call log entries automatically	42
call log lists	16
call numbers	
presenting different	75
presenting specified	20
callback	
automatic	18
calling	15–17, 21
anonymous	21
external	15
internal	15
partners	17
phone book entry	17
speakerphone	17
with a destination key	16
charge limit	
hotel	108
charges	59, 60, 106
last calls	59
lines	60
subscribers	60
total	59
Checking in	105
Checking out	105
code dialing	
MMA	56
Code number	78
conference	
expanding	33
conference bridge	35–38, 85–87
access PIN	86
changing standard PIN	87
dial into	35
managing calls	36
releasing reservation permission	85
releasing standard access	86
reserving one-time	37
reserving recurring	38
set up	85
conference call	33, 34
three-party	33
conference room	35
consultation call	25
contrast	69
customer password	97
cut-in	19

D

date	97
day service	93
DBM32	99 , 104
hotel functions	104
deleting	42 , 65
appointment	65
destination key	
LEDs	12
destination keys	82
destinations	
assigning keys	82
on keys	82
direct dial	
hotel rooms	107
direct dialing	77
discrimination code	115
diverting	27–29 , 31
after time	27–29
bundles	31
for another telephone	29
from	28
on busy	27–29
to	27
unconditional	27–29
Do not disturb	71
double call	27
DTMF suffix dialling	115

E

editing	
phone book entry	46
ending	34
external line	
seizing when off-hook	73

F

follow-me	115
forwarding calls	24
function key	
LEDs	12
functions	
assigning keys	82

G

general call	80
guest-to-guest connectionl	

hotel	108
-------------	---------------------

H

handling	
calls	23
handsfree	17
handsfree answer back	76
handsfree operation	
setting	70
handsfreeautomatic after dialing	72
headset	
activating	81
remote headset	81
hotel	105–109
call charges	106
charge limit	108
checking in	105
checking out	105
direct dial	107
guest-to-guest connection	108
messages	106
waking guests	109
hotel functions	103 , 104
DBM32	104
hotel reception	107
hunt groups	80

J

joining	
another call	19

K

keys	9 , 82
assigning functions	82
assigning numbers	82

L

language	70
lecture mode	36
LEDs	
on keys	12
legal notices	2
line keys	83
lines	
assigning keys	82
on keys	83
LN on dialing	73

lock	61
locking	61
telephone	61

M

making a call	15 , 16
Managed Mobility Access	53 , 88
settings	88
menu	
overview	111
message	
deleting	49
own	49
sending standard texts	50
to caller	50
viewing	49
writing	49
messages	49 , 106 , 107
missed calls	16 , 42
MMA	53–56 , 88–90
call diversion	56
callback	54
change registered numbers	89
code dialing destinations	56
conference call	55
deleting registered numbers	90
dial system	53
end call	55
modify call diversion number	56
modify twinning number	56
place call	54
refer-back call	55
register numbers	88
settings	88
monitoring	17
muting	25

N

night service	71 , 94
activating	71

O

on hold	
putting	24
outgoing calls	16
overview	9

P

pager	79
-------------	--------------------

participant	34
partner	
assigning keys	82
partner key	
LEDs	12
partner keys	84
partners	
answering	24
calling	17
on keys	84
pick-up	24
permission	
conference bridge reservation	85
phone book	17 , 43 , 45–47
calling entry	17
deleting entry	47
editing entry	46
new entry	45
pick-up	23 , 24
partners	24
PIN	61 , 86 , 87
conference bridge	86 , 87

R

reception	
messages	107
redial	
interval	75
repetition time	75
redial list	43
redialing	18 , 19
automatic	19
redials	
number of	74
referring back	25
reminder	62
remote	
changing call diversion	115
removing	42
replying	
announcement	21
requesting	
automatic callback	18
automatic redialing	19
ring tone	
melodies	68

S

second call	
-------------------	--

deactivating77	transferring	
second call barring96	call26
settings		on hold26
telephone system93	twinning30
signaling calls			
on two telephones30	<hr/>	
source discrimination code115	U	
speakerphone17	unlocking	
switching		telephone62
between calls25	<hr/>	
symbols		V	
call log41	VIP call79
<hr/>		<hr/>	
T		W	
telephone system		waking guests109
settings93		
time97		
traffic statistics98		