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## LEDs

### Table 1: Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

### Table 2: Feature Button LEDs

LED	Description
Steady green	Feature is active.
Blinking green	Feature is pending (request is being processed and not immediately available).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

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## Scrolling and navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

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## Answering and making a call

### Answering a call

- If you are not on another call, do one of the following:
  - Lift the handset.
  - Press the call/line appearance button whose green LED flashes for the incoming call.
  - Press the **Answer** softkey if one appears.
  - Press the **Speaker** button to answer using the speakerphone.
  - Press the **Headset** button to answer using the headset.
  - If you are using a wireless headset, press the **ON** button.
- If you are on another call, do one of the following:
  - Press the call/line appearance button whose green LED flashes for the incoming call.
  - Press the **Answer** softkey if one appears.

### Making a call

- Lift the handset, press the **Speaker** button, press the **Headset** button, or press an available call/line appearance button.
- Dial the number you want to call.

## Putting a call on hold

- Press the **Hold** button to put your active call on hold.
- To resume the call when there is more than one call on hold, do one of the following:
  - Press the call/line appearance button.
  - Scroll to the call and press the **Resume** softkey or the **OK** button.
- To resume the call when there is only one call on hold, do one of the following:
  - Press the **Hold** button.
  - Press the call/line appearance button.
  - Press the **Resume** softkey.
  - Press the **OK** button.

## Transferring a call

- If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
- Press the **Transfer** button.
- Dial the telephone number, call the person from the contacts list, or call the person from the call log.
- Press the **Transfer** button or the **Complete** softkey to transfer the call.

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## Conference calls

### Making a conference call

- While active on a call, press the **Conference** button.
- Do one of the following:
  - Dial the telephone number.
  - Call the person from the contacts list.
  - Call the person from the call log.
- Press the **Conference** button or the **Join** softkey to add the person to the existing call.

### Adding a person on hold to a conference call

- From the Phone screen, select your active conference call.
- Press the **Conference** button.
- Do one of the following:
  - Press the call/line appearance button for the call on hold. Be sure not to choose the call/line appearance button for the call that is on soft hold.
  - Scroll to the call on hold, and press the **Resume** softkey.
- Press the **Join** softkey or the **Conference** button to add the person to the conference call.

### Dropping the last person added from a conference call

While active on a conference call, press the **Drop** button.

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## Advanced telephone features

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

### Forwarding a call

- Press the **CFrwd** feature button.  
You hear a dial tone prompting you to dial the forwarding number.
- Dial the number you want to forward your calls to.  
After you dial the number, you hear a confirmation tone.
- To turn call forwarding off, press the **CFrwd** feature button.  
The forwarding icon no longer appears on the top line of your phone display, and the green LED next to the feature button turns off.

## Send all calls

1. Press the **SAC** feature button to send all calls to coverage.
2. To turn the feature off, press the **SAC** feature button.

## Calling a person from the corporate directory

1. Press the **Directory** feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. Press the **Next** feature button to view the next name alphabetically in the directory, if necessary.
4. Press the **Make Call** feature button when you see the name you want.
5. To exit the Directory, press the **Phone/Exit** button or the **Exit** softkey.

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## Contacts

### Calling a person from the contacts list

1. Press the **Contacts** button.
2. Scroll up or down to select the person or number you want to call.
3. Press the **OK** button or the **Call** softkey.

### Adding a new contact

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **New** softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:
  - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
  - b. Pause before entering the next character if the characters are on the same key.
  - c. To enter a space, press **0**.
  - d. Enter remaining letters or numbers.
  - e. Press **Bksp** to delete the last character.
5. Press the **OK** button or the **OK** softkey.
6. Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey or the **OK** button.

### Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** softkey.
4. Press the **Edit** softkey.
5. Scroll up or down to choose the field you want to edit.
6. Use the dialpad and softkeys to make changes to the contact information.
7. Press the **Save** softkey or the **OK** button to save your changes.

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## Call log

### Calling a person from the call log

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **Call** softkey or the **OK** button.

### Adding an entry from the call log to your contacts list

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.

5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.

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## Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, configure call logging, select the display language, view network settings, and log out.

The Avaya Menu has six sub-menus:

<b>Screen/Sound</b>	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
<b>Call Settings</b>	Lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.
<b>Applications</b>	Lets you turn call logging on and off as well as turn logging of bridged calls, line calls, and line calls answered by others on and off.
<b>Advanced Options</b>	Lets you select the display language; set automatic gain control on the handset, headset, and speaker; or initiate a manual backup/restore if you have a backup/restore file server. See your system administrator for more information.
<b>Network Information</b>	Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
<b>Log Out</b>	Lets you log out of your telephone to prevent unauthorized use during your absence.

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## Changing the language

1. Press the **A** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select a display language.
7. Press the **Select** softkey or the **OK** button to change to the selected language.
8. Press the **OK** button to confirm selection.

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## For more information

Go to [www.avaya.com/support](http://www.avaya.com/support) for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

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