

**ARCHDIOCESE OF CHICAGO**  
**AVAYA IP PHONE USER GUIDE**





Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen. The outer part of this key cluster rocks for up, down, left, and right movements.



Use the **Send/Enter** key, at the center of the Navigation key cluster, to confirm menu selections.



When a message is waiting, the Red **Visual Alerter/Message Waiting indicator** flashes. Also, this indicator flashes when the telephone ringer is on.

## Making a call- Using off-hook dialing

1. Lift the handset.
2. Dial the number.
3. To terminate the call, choose one of the following:
  - Return the handset to the cradle.
  - Press the **Goodbye** key.

## Using handsfree dialing

1. Choose one of the following:
  - Press the **Handsfree** key.
  - If a headset is connected, press the **Headset** key.
2. Dial the number.

### To disconnect a handsfree call

Press the **Goodbye** key.

### To mute a handsfree call

1. Press the **Mute** key. The LED indicator flashes.
2. Press the **Mute** key again to return to a two-way handsfree conversation.

## Using autodial

### To store an autodial number

1. Without lifting the handset, press the appropriate **AutoDial** key. The screen displays the word Autodial next to the appropriate key.
2. Using the dialpad, dial the phone number (including access code) to be stored on the selected **AutoDial** key.
3. Press the **AutoDial** key a second time to store the number on the selected key. After you store a number, the word Autodial disappears, and the stored number appears.
4. Assign a label to the key. After you assign the label, the number disappears and only the label appears on the screen next to the key.

### To use Autodial

1. Lift the handset.
2. Press an **AutoDial** key in the upper display area to dial the number associated with that key.

## While on an active call

### To place a call on hold

Press the **Hold** key. The LCD indicator flashes beside the line on hold.

### To retrieve a call on hold

Press the line (DN) key beside the flashing LCD indicator.

## Transferring a call

1. Press the **Transfer** soft key. The other party is put on hold and a dial tone sounds. The LCD indicator light flashes steadily.
2. Dial the DN number to which you are transferring the call or use the **Personal Directory**, **Redial List**, or **Callers List** to select a number to dial.
3. When that number rings or a person answers, press the **Transfer** soft key to connect the calling party.

**If the person called is not available, press the line (DN) key (next to the LCD indicator) to reconnect to the original call.**

## Using call park

Use the Call Park feature to hold temporarily (park) and retrieve a call from any IP Phone.

### To park a call on the System Park DN or your own DN:

During an active call, press the **Park** soft key twice.  
The call is parked on your DN unless a **System Park DN** is enabled to automatically park calls on the system.

### To park a call on a DN other than the System Park DN or your own DN:

1. Press the **Park** soft key.
2. Dial the DN where you want to park the call.
3. Press the **Park** soft key.

### To retrieve a parked call

1. Lift the handset.
  2. Press the **Park** soft key.
  3. Dial the DN where you parked the call.
- If a parked call is not retrieved within a specified period of time, it rings back to your IP Phone or to the attendant.

## Using last number redial

Choose one of the following:

— To redial using the handset:

- a. Lift the handset.
- b. Press the line (DN) key.

— To redial without lifting the handset, press the line (DN) key twice (the last number dialed is automatically redialed).

## Using call forward

1. Press the **Forward** soft key.
2. Dial the DN where you want to forward your calls.
3. Press the **Forward** soft key.

### To deactivate call forward

Press the **Forward** soft key and then the **Cancel** Soft Key

## Setting up a conference call

1. While on a call, press the **Conference** soft key to place the party on hold. You hear a dial tone.
2. Dial the number of the person you want to add to the conference call. You can talk privately to the person you are adding at this time.
3. Press the **Conference** soft key a second time to conference all parties together.

Repeat the above procedures to add up to 6 parties.

### If the person you attempt to add to the conference is unavailable:

1. Press the **Goodbye** key.
2. Press the line (DN) key beside the flashing status icon to return to your original call.

## Using Conferee Selectable Display – (If key is programmed on your phone)

**Note: Contact the helpdesk at x5227 to have this feature programmed on your phone.**

### To view active conferees

1. While on a conference call, press the **Conferee Selectable Display** key to turn on the LCD indicator. Each key press changes the screen to show a different active conferee. This action has no effect on the display of other IP Phones involved in the conference.
2. Press the **Goodbye** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.

### **To disconnect a conferee:**

1. While on a conference call, press the **Conferee Selectable Display** key until the conferee you want to disconnect appears on the screen.
2. Press the **DN** key on which the conference call is established.
3. Choose one of the following:
  - For a single conferee, press the **Goodbye** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.
  - For multiple conferees, repeat steps 1 and 2 until all conferees are disconnected. Then press the **Goodbye** key.

## **Virtual Office**

Allows you to activate another telephone in your office with your extension number and features.

### **Two ways to activate**

1. Press the **More** soft key and then press the **Virtual** soft key and **skip to number 4**

#### **OR**

1. Press the **Services** key.
2. Press the **Up/Down** navigation keys to scroll and highlight **Virtual Office Login**.
3. Press the **Enter** key.
4. At the prompt, **enter User ID** this is your telephone extension
5. Press the **Enter** key.
6. At the prompt, enter the home **Station Control Password (7277)**

### **To logout of Virtual Office**

1. Press the **Services** key.
2. Press the **Up/Down** navigation keys to scroll and highlight **Virtual Office Logout**.
3. Press the **Enter** key.

**NOTE:** If you forget to logout of the phone you were using follow the steps below.

When you get back to your desk, on the phone press the VIRTUAL key, enter your extension number and press enter, then the password (7277) press enter and your phone will logout from the remote phone and log you back on to your desk phone.

## **Using Speed Call**

Allows you to dial a two digit code and have the system dial the number associated with that code.

### **To program personal speed call**

1. Press the **SpdCtl** key
2. Enter the 2 digit code for the number you want to program
3. Enter the 4 digit extension number, or 9,1, area code and number you want to program
4. Press the **SpdCtl** key

### **To Use Speed Call**

Lift handset, press the **SpdCtl** key, dial the 2 digit code, then the system will dial the pre-programmed number.

## Pickup Group

Allows you to pick up a call ringing at another telephone within your department (group)

Lift the handset and press the **pickup** key and you will have the call.

## Pickup Direct

Allows you to pick up a call ringing at a specific telephone.

Lift the handset, press the **DNPickup** key, dial the extension of the ringing telephone you wish to answer.

**NOTE: These features need to be defined by the system administrator.**

## Mute Key

Mute will turn off the microphone

To mute a call, press the **mute** key, LCD will flash.

To cancel mute, press the **mute** key, LCD will turn off.

## Shift/Outbox Key

The **Shift/Outbox** key allows you to access the second layer of your programmed keys.

Press the **Shift/Outbox** key, press the button you need to access.

**NOTE: You may or may not have any programmed keys on the second layer.**

## To Access the Archdiocese Of Chicago Phone Directory

The enhanced directory is available by pressing the blue **"Expand"** key to the right of the keypad. Use the center navigation buttons to highlight the "Directory" icon and then press the "center" button of the navigation tool to open the directory.

This directory is easier to use because you only need to press each key once to spell out the name that you seek, and the phone continuously updates the screen with possible names you're looking for. When the name you seek is visible, use the navigation control to highlight it, then press the center button on the navigation control to select it.

If the information, then displayed, is for the person you seek, use the navigation control to highlight which number, of those present, that you would like to dial. Then, press the center button and then the button below the "OK" that will appear on the screen, to dial the number.

## Changing Telephone Options

Allows you to adjust volume and ring type, among other features.

1. Press the **Services** key.
2. Press the **Up/Down** navigation keys to scroll and highlight **Telephone Options**.
3. Press the **Enter** key.
4. Press the **Up/Down** navigation keys to scroll and highlight an option (for example, **Language...**).
5. Press the **Enter** key. The display provides information required to adjust your selection.
6. Choose one of the following:
  - Press the **Select** soft key to save changes and return to the **Telephone Options** menu.
  - Press the **Cancel** soft key to keep existing configurations

### Adjusting the volume

To adjust the volume, press the **Services** key and select **Telephone Options**, and select **Volume adjustment...**

#### To adjust the volume:

1. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
  - **Ringer**
  - **Handset listen**
  - **Handsfree listen**
  - **Headset listen**
  - **Buzzer**
2. Press the **Enter** key.
3. To increase or decrease the volume, do one of the following:
  - Press the **Down** and **Up** soft keys.
  - Press the **Up/Down** navigation keys.
4. Choose one of the following:
  - Press the **Select** soft key to save the volume level and return to the **Telephone Options** menu.
  - Press the **Cancel** soft key to keep existing configurations.

### Choosing a ring type

The Ring type... option configures the IP Phone ring tone. To choose a ring type, press the **Services** key, select **Telephone Options**, and select **Ring type...**

#### To select a ring type:

1. Press the **Up/Down** navigation keys to scroll and highlight one of the ring types.  
Or
2. Press the **Play** soft key to sample the ring tone.



3. Choose one of the following:
  - Press the **Select** soft key to save the ring type and return to the **Telephone Options** menu.
  - Press the **Stop** soft key and use the **Up/Down** navigation keys to select a different ring type.
  - Press the **Cancel** soft key to keep existing configurations.

## Changing Feature Key Labels

Allows you to rename the label displayed next to a feature key.

1. Press the **Services** key.
2. Press the **Select** key.
3. Use the up and down **Navigation** keys to highlight **change FeatureKey** label.
4. Press the **Select** key twice.
5. Press the feature key that you wish to change the label of.
6. Press the **Clear** key to remove the existing feature key label.
7. Using the dialpad, enter the new feature key label.
8. Press the **Select** key.
9. Press the **Quit** key to cancel out of this feature.

## Changing Call Log Options To All Calls Under the Callers Button

Allows you to change how calls are logged in your Callers Button

1. Press the **Services Key**
2. Highlight **Telephone Options** and press the center enter key
3. Scroll down to **Call Log Options** and press the center enter key
4. Highlight **Incoming Calls** and press the center enter key
5. Highlight **Log Mode: Unanswered** and press the center enter key
6. Scroll to **log all calls** and press the center enter key
7. Press the **Select key** and then the **Quit Key**

This will log all calls to your callers button.

The default is to log only unanswered calls.