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Candour
COMMUNICATIONS

Avaya IP Office PBX System

Avaya
1408/
1416

User
Guide

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Systems Settings
System Manager Role

To Personalise the Voicemail Greetings

1. Dial the message retrieval code.

2. Messages will automatically begin to play.

3. Dial 3 at any time during this message playback.

You will hear several options:

- Dial 1 to listen to current greeting.

- Dial 2 to record a new greeting.

- Dial 3 to Save new greeting.

- Dial 4 to save new greeting as a repeating message (will play over and over to caller without giving the option to leave a message).

Note: After recording a new greeting you must dial 3 before you hang up to save and activate this new greeting.

When recording a new greeting it is recommended that the handset be used for improved audio quality.

<div style="background:orange">

Systems Settings
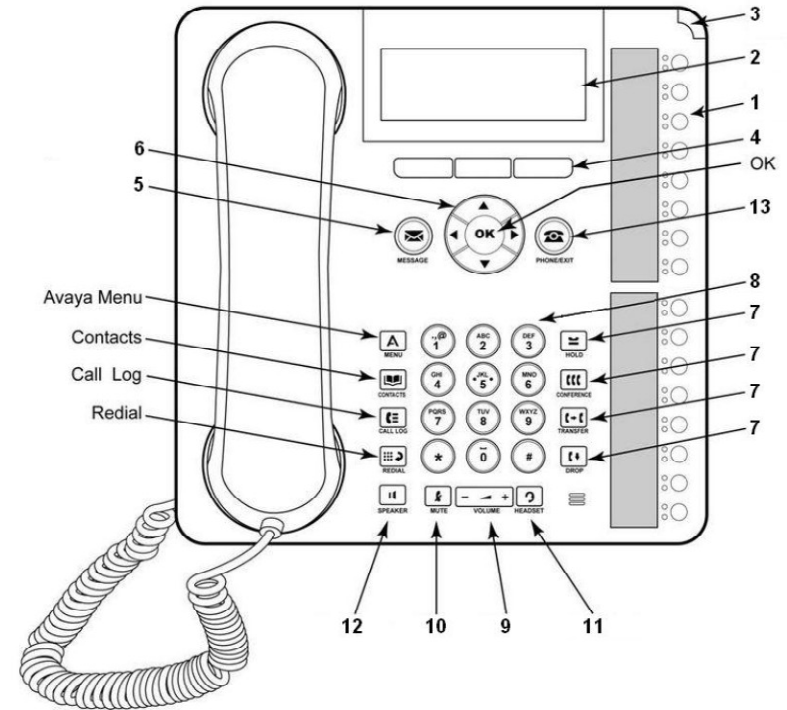### System Manager Role

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Company Voicemail

Your Avaya PBX system is set up to allow calls coming to the site which are not answered during the day, and all calls after business hours to redirect into the Voicemail system.

When either voicemail box has a message to be checked the red message lamp will be lit on selected digital telephones (set up to customer request by the installing engineer when the system is installed, usually Reception).

To Retrieve Messages

1. Dial the message retrieval code (set up by the installing engineer, generally *200 for day and *300 for night).

2. Messages will be played automatically.

3. Listen to the dial options that follow the message to action each message. e.g. dialing 4 will delete the current message.

Features Summary

1. Call/line Appearance or Feature Buttons	7. Call Handling Keys
2. Display	8. Dialpad
3. Message Lamp	9. Volume Control Keys
4. Soft keys	10. Mute Key
5. Message Key	11. Headset Key
6. Navigation Keys	12. Speaker Key
	13. Exit Key

Features In Detail

1. Call/Line Appearance or Feature Buttons
Use to access incoming/outgoing lines and programmed features. A red light indicates the currently selected call appearance.

2. Display
Shows the status for the call appearances, information for a call, information provided by the Avaya call server, the Home screen, the Speed Dial screen, the Call Log screen and the Options screen

3. Message Lamp
This lamp is lit when a message has arrived in your voice mailbox. When you enable the Flash Message Lamp option, this lamp flashes to alert you to incoming calls.

4. Soft Keys
Allow you to perform specific functions. The functions available and the corresponding soft key labels change according to the screen displayed.
To initially view soft key labels, press any soft key.

5. Message Key
Use to retrieve personal messages

6. Navigation Keys
Use to move between screen pages, to cycle through Call Log entries, Speed Dial entries and to move the cursor during data entry.

7. Call Handling Keys
For call handling activities. See Call Handling Keys on pages 6 and 7 for more information.

8. Dialpad
Standard 12 button pad that allows you to dial telephone numbers.

9. Volume Control Keys
Use to adjust speaker, handset, headset or ringer volume depending on which component is un use.

10. Mute Key
Turns on/off the microphone in the handset, headset or speakerphone. When the Mute feature is active, the associated light turns on and the person at the other end of the call cannot hear you. You will still be able to hear them.

11. Headset Key
Use to activate a headset which is connected to the 1416 headset jack. The light associated with this button turns on when the headset is active.

12. Speaker Key
Use to access the built in, two way speakerphone. The light associated with this button turns on when the speakerphone is active.

13. Exit Key
Returns you to the first page of the Home screen.

Systems Settings
System Manager Role

Changing System Directory

To change the System Directory you must sign in to a System manager Extn and access the Contacts Menu.

With an idle phone:

1. Dial *35*333*1234#

2. You will hear the confirmation tone and the screen now indicates your Extn is 333.

3. Press [ ] (contacts).

4. Press the Right key to reach the directory you wish to update. The screen will show
"Directory:<All>"
"Directory:<Personal>"
"Directory:<External>"
"Directory:<Users>"
"Directory:<Groups>"

5. Press the **List** soft key to edit the contacts or press the **New** soft key to create a new directory listing. Skip to step 9 in this case.

6. Press the Up and Down keys to select the desired Directory listing to be changed.

7. Press the **Details** soft key.

8. Press the **More** soft key.

9. Press the **Edit** soft key.

10. Enter the new "Name" or a number for speed dial and press the Down key to change the "Number". Press the **Bksp** soft key to delete the existing name if applicable.

11. Enter the new Number and press the **Save** soft key. Press the **Bksp** soft key to delete the existing number if applicable.

12. Press the [ ] (Phone/Exit).

13. Dial *36#. This will return the phone to the original Extn number and allow calls on the phone again.

This feature will modify the System Directory for all phones.

Systems Settings
System Manager Role

Changing the System Time

To change the system time you must sign into a System Manager Extn and access the System Menu

With an idle phone:

1. Dial *35*333*1234#

2. You will hear the confirmation tone and the screen now indicates your Extn is 333.

3. Press the **Features** soft key.

4. Press the down key twice, the screen will show "Phone User".

5. Press the **Select** soft key.

6. Press the Down key 4 times. The screen will show "System Admin…".

7. Press the **Select** soft key.

8. Enter the Admin PIN "1234".

9. Press the **Done** soft key.

10. Press the down key twice. The screen will show "Time".

11. Press the **Select** soft key.

12. Dial in the new Time in 24 hour format using "*" for ":".

13. Press the **Done** soft key.

14. Press ☎ (phone/Exit).

15. Dial *36# and then press ⬜ (drop). This will return the phone to the original Extn number and allow calls on the phone again.

This feature will modify the system for all phones.

| Making a Call	Receiving a call
1. Lift handset. 2. Dial Number (no access code required) Or 1. Press ⬜ (Speaker) or ⬜ (Headset). 2. Dial Number (no access code required). The Avaya PBX system doesn't require users to dial 0 for an outside line, the PBX automatically routes calls based on what is dialed.	When phone rings a Line Appearance Key will flash slowly green. Either: 1. Lift handset Or 1. Press ⬜ (Speaker) or ⬜ (Headset). Or 1. Press Line Appearance Key corresponding to the incoming call (a, b or c).
Clearing an Active Call	**Redial**
Whilst in a conversation either: Replace handset in cradle. Or Press ⬜ (Speaker) or ⬜ (Headset). Or Press ⬜ (drop)	The redial feature provides a list of recently dialed numbers and allows you to search through the list using the up & down navigation arrows. 1. Press ⬜ (redial). 2. The number for the most recent outgoing call in your personal call log is listed in the Display screen. 3. To list other recently dialed numbers scroll down using the navigation arrows. 4. When the desired number is displayed press **OK** to call.

Call Handling Keys

Hold

The Hold feature puts a call on hold until you can return to it.

To put a call on hold press the red (hold) button.

Transfer

The transfer feature allows you to transfer a call from your telephone to another extension or outside number (outside transfer is not available on some systems).
To transfer the current call

1. While on a call, press [+[(transfer)

2. When you hear the dial tone, dial the number to which the call is to be transferred.

1. Perform one of the following steps:

   - To transfer the call without announcing it, press [+[(transfer) again and hang up. The transfer will complete automatically.

- To announce the call before transferring it, wait for the called party to answer and continue to step 4.

4. When the called party answers, announce the call and press [+[(drop). The 'Transfer Completed' message appears.

5. If the line is busy or there is no answer, press [+[(drop). Then you can return to the held call by pressing its Line Appearance key (a, b or c) which will be flashing green quickly to indicate line on hold.

Adding/Editing Your Personal Contacts

So long as the telephone system capacity has not been reached, you can add up to 100 personal directory entries.

Adding Personal Contacts	Edit Your Personal Contacts
1. Press [img] (contacts). The directory menu is displayed.	1. Press [img] (contacts). The directory menu is displayed.
2. Use the left and right arrow keys to select your **Personal** directory.	2. Use the left and right arrow keys to select your **Personal** directory.
3. Press the **New** soft key. The menu now allows editing of the name and number. Use the up and down arrow keys to switch between number and name entry.	3. Either press the **List** soft key to display all the directory entries or start dialing the name to display only matching entries.
4. When the name has been entered as required, press the **OK** soft key	4. Use the up and down arrow keys to scroll through the matching entries.
5. When the number has been are required, press the **Save** soft key.	5. Locate the required entry.
6. To exit without making any changes, press the **Cancel** soft key.	6. Press the **Details** soft key. Press the **More** soft key and then the **Edit** soft key. The menu now allows editing of the name and number.
	7. When the name has been entered, press the **OK** soft key.
	8. When the number has been entered, press the **Save** soft key.

Contacts

You can use any directory contacts to make a call. You can also use the directory in almost any telephone function where you need to select the number for a destination, for example during transfers.

Using Contacts Menu

1. Press (contacts). The directory menu is displayed.

2. Use the left and right arrow keys to select which type of directory entries you want displayed.

· **All**
All directory entries.
· **External**
Directory entries stored by the telephony system for all users to use.
· **Groups**
The names and numbers of hunt groups on the telephone system.
· **Users**
The names and numbers of other users on the telephone system.
· **Personal**
Your own personal directory entries.

3. Either press the **List** soft key to display all the directory entries or start dialing the name of the contact, or the allocated speed dial number to display only matching entries.

4. Use the up and down arrow keys to scroll through the matching entries.

5. To return to the start to match a different directory selection, press the **Clear** soft key.

6. When the required entry is displayed, press the **Call** soft key.

7. Continue as for a normally dialed call.

Conference

The conference feature allows you to conference up to 64 parties (including yourself) on a call.

Whilst in a call, to add another party to a call:

1. Press ☐ (conference). The current call will be automatically put on hold.

2. When you hear the dial tone, dial the number of the person you want to add to the call.

3. Wait for an answer.

4. To add the person to the call, press ☐ (conference) again. If the called party does not answer or does not want to join in, press ☐ (drop). You can then return to the held call by pressing its line appearance key (a, b or c).

5. Repeat steps 1 through 4 for additional conference connections.

If you have more than one held call, or one held call and a connected call, pressing ☐ (conference) will start a conference between yourself and the calls.

You can add additional parties to an existing conference.

Press ☐ (hold) to put the conference on hold. This does not affect the other conference parties who can continue talking to each other.

Press an available appearance key on which to make a call.

Dial the party that you want to add to the conference.

If they answer and want to join the call, press ☐ (conference) again. If the called party does not answer or does not want to join in, press ☐ (drop). You can then return to the held call by pressing its line appearance key (a, b or c).

Personal Voicemail

(see Systems Settings on page 13 for Company Voicemail Settings)

The message lamp on your phone is used to indicate when you have new messages in your voicemail mailbox. The lamp will remain lit until you have played each of the new messages.

The system administrator can also configure it so that you receive new message waiting indication for a hunt group.

To Retrieve Messages

1. Press ✉ (Message).

   *Depending on how your system is configured, you may be required to enter your voicemail password and then press the **Done** soft key.*

2. The visual voice menu is displayed. The numbers shown against the Listen option indicate the number of new, old and saved messages in your mailbox.

   If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the up and down arrow keys to display the hunt group names and the number of messages in those mailboxes.

3. Press the **Select** soft key.

4. Use the up and down arrow keys to select which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.

5. You can use the up and down arrow keys to scroll through the messages

6. Use the soft keys to control the playback actions:

Soft Key Actions for Voicemail

Listen / Pause
Start/stop playback of the currently displayed message.

Delete
Delete the message.

More
Switch between the different sets of available soft key functions.

Save
Mark the message as saved. Saved messages are not normally automatically deleted.

Copy
Copy the message to another mailbox. The menu will prompt you to enter the destination number.

Call
Call the person who left the message.