RINGS AND INDICATORS

SELECT RING TYPE *Choose from 14 different ring types to help distinguish your phone ringing from others*

Leave handset in place

Press MENU/HOME Key   *Scroll to Options and Settings*
Press SELECT SOFTKEY   *Scroll to Screen/Sound Options*
Press SELECT Soft Key
Use UP/DOWN Arrow Keys   *to locate Personalized Ringing*
Press SELECT or CHANGE Soft Key
Use UP/DOWN Arrow Keys *to listen to various selections*
Press CLASSIC Softkey to hear additional "business style" ringtones
Press RICH Softkey to hear default ringtones
Press SAVE Soft Key   *to set desired ring*
Press EXIT or PHONE Key to return to the main screen

If you choose a CLASSIC ring tone, your telephone *rings* differently for *different* types of calls

EXTERNAL	*Two Short rings* Repeated	(a new external call or a transferred external call)
INTERNAL	*Single ring* Repeated	
RINGBACK	*Single Ring followed by two short rings* Repeated	

NOTE: if you choose "RICH" Ringtones, you will not hear differences. They only apply to "CLASSIC" ringtones.

ADJUST RING VOLUME   *Leave handset in place*
    You can adjust the volume while phone is ringing or idle
    Press PLUS/MINUS VOLUME CONTROL Key to adjust the volume

MENU/HOME OPTIONS *Note: menu options may vary slightly*

User Options and Settings
    Call Settings

Display call Timer	Adjusts whether ring/call time is displayed for calls
Visual Alerting	Controls light – when on light flashes for new incoming calls
Audio Path	Toggles between Headset and Speaker

    Screen and Sound Options

Brightness	Adjust the display brightness
Contrast	Adjust the display contrast
Personalized Ringing	Selects different ring tone
Language	Select the language used for phone menus
Button Click	Turn the phone menu Key click on or off
Error Tones	Turn the phone menu error tones on or off

WESTHILL
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AVAYA

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Quick Reference Guide

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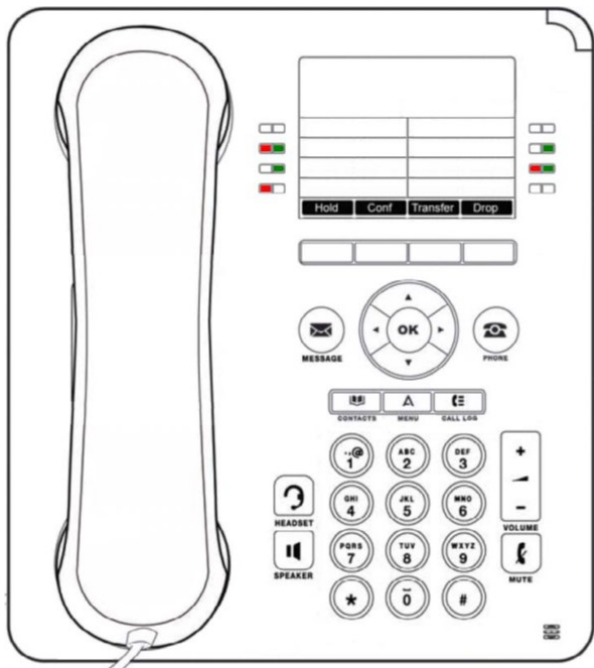
TELEPHONE KEYS AND FEATURES

MESSAGE LAMP /RINGING INDICATOR: ON: Indicates new messages in your voicemail box. **FLASHING:** indicates a ringing call

DISPLAY shows call information, details on system features and call appearance Keys

CALL APPEARANCE OR FEATURE KEYS (24) **Press left/right arrow keys to see 2 additional screens**– *These Keys have four roles*

       CALL APPEARANCE KEYS: Allow you to handle multiple calls.
                          Used to *Make **or** Receive **Internal** and **External** Calls*
       FEATURE KEYS: *Features and menus* are accessed by pressing these Keys
       HUNT GROUP KEYS: Rings and/or flashes for "group" calls, ie: Departmental or main numbers
       USER KEYS: Show appearance of other users extensions and indicate status
                                   Slow Flash indicates ringing call
                                   Fast Flash indicates on a call
                                   Solid Red indicates DND

DISPLAY INDICATORS   *Appears on your display to indicate the Status of your phone*

STATUS SOFTKEY	*Indicates a change in the State of your phone: Do Not Disturb, Forwarded, etc*
	Press STATUS Softkey for more information
CONF 100	*Indicates you are part of a system conference call, whether you initiate it or not*
NO USER	*The extension is not currently logged on (see HOT DESK on page 6)*
OUT OF SERVICE	*Displays if one or more hunt groups is in out of hours (night) mode*
G (GROUP)	*You are a member of a group*
N	*Phone is in DND Mode*
D	*Phone is forwarded*

The following *LAMP* states are used by appearance Keys configured as call appearance keys
Red On   You have line active
Red off   Idle, currently not in use
Red Slow Flash   Incoming call, accompanied by ringing, If already on a call, only a single ring is heard
NO INDICATOR   Line *available*

CONTACTS: Contains four preprogrammed directories and one 100 number personal directory that you program

TYPES OF DIRECTORIES:
ALL: All directory entries (External, Personal, Users and Groups)
EXTERNAL: Entries stored by the system administrator to be used by all users
GROUPS: Names and numbers of hunt groups on the telephone system
USERS: Names and numbers of all users on the telephone system
PERSONAL: Entries stored by you, to be used from your phone

        TO PROGRAM: *Leave HANDSET IN PLACE*
                               Press CONTACTS key
                               Press the NEW Soft Key
                               Enter Name & Number   *(include the 9, 1 and area code If required)*
                               Press SAVE Soft Key   *Information is automatically saved to your Personal directory*
                               To exit without making changes, press CANCEL Softkey
        TO USE: Press CONTACTS Key
                                 Begin spelling name on dial pad
                               Lift your handset **or** Press the CALL Soft Key, Speaker key, Headset key **or** the OK Key to call

NOTE: When searching for a name in the contacts, only press a key once for each letter
           Example: when searching for ZsaZsa – Press 972972 (Not 9 four times to indicate z)

HISTORY/ CALL LOG: Accesses a list of your recent calls   *last 10 incoming, last 10 missed and last 10 outgoing*

        TO USE: Press CALL LOG Key   *if you have new missed calls CALL LOG Key will be illuminated and*
                                      LOG will open to missed calls
Use the LEFT/RIGHT Arrow Keys to scroll through MISSED, ANSWERED, OUTGOING or ALL

        TO DIAL: Press CALL Soft Key or OK to call the number shown in the display

        TO SAVE A NUMBER AS A CONTACT: Press CALL LOG Key
        Use LEFT/RIGHT Arrow Keys to Scroll through ALL/MISSED/INCOMING/OUTGOING
        Use the UP/DOWN Arrow Keys to scroll through records
        Press the DETAILS Soft Key
        Press MORE Soft Key then Press the +CONTACT Soft Key
        Use the UP/DOWN Arrow Keys to switch between and edit the name and number   *include 9 if needed*
        Press SAVE Soft Key, *to cancel without saving press CANCEL Soft Key*

NOTE: MISSED CALL INDICATION in upper left hand portion of display indicates the number of missed
calls.**ie:** 4 〖 X

        TO CLEAR: Delete calls in missed call log by pressing CALL LOG Key, scroll to MISSED CALLS, press MORE
Softkey then press DELETE ALL Softkey

HOT DESKING: Allows you to log in your extension at another internal set
                        Moves the "features" from your phone to another internal phone, you must LOG IN and OUT

        TO LOG OUT: *At phone you **are moving to***
                                Press HOT DESK KEY OR *36   logs out current extension

        TO LOG IN: Press LOGIN Softkey
                                 Enter EXTENSION Number of phone you want moved
                                 Enter PASSWORD   *either the extension number or a number assigned by system admin.*
                                 Press DONE Softkey

NOTES: When you log in at another telephone, it logs you out of your telephone.
        When you log out of the phone you logged in to, it both phones should return to their original extension.
        When Hot Desking to a different physical building, 911 calls will display the address of the phones
        "home" location.

REDIAL: Displays the last 10 numbers dialed **or** Redials the last number dialed. The redial function uses the outgoing call records stored in the call log

TO USE: Press REDIAL Softkey
Displays shows last 10 numbers dialed
Use UP/DOWN Arrow Keys to highlight number you want to redial
Press CALL Soft Key

TO VIEW CALL DETAILS: Call duration, number of times called and time of last call are displayed

Press DETAILS Soft Key
Use UP/DOWN Arrow Keys to scroll through details about call

USER PROGRAMMING

CALL FORWARD: Programs your phone to ring at another *Extension*

TO PROGRAM: Press CALL FWD Key
Enter EXTENSION Number of phone that you want calls forwarded to
Press SAVE Softkey   *FWD Key lights, D appears in display*

TO CANCEL: Press CALL FWD Key   *hear tone   CALL FWD Key light goes out, D disappears*

NOTE: A missed call will return to your voicemail as the call was originally intended for you.

MOBILE TWINNING: Programs calls to ring simultaneously at your desk phone and an external phone. This feature must be programmed by a System Administrator.

TO USE: Press TWINNING Key
Press SELECT Softkey or OK   *display shows Status of Mobile Twinning*
Press ON or OFF Softkey   *to change status*

TO ADD DESTINATION: Select DESTINATION
Press EDIT Softkey
Enter 9 and number
Press SELECT Softkey   Press SAVE Softkey

TO CHANGE DESTINATION: Select DESTINATION
Press EDIT Softkey
Clear old number and Enter 9 and new number
Press SELECT Softkey   Press SAVE Softkey

TO SWITCH CALL BETWEEN DEVICES: Press TWINNING Key

NOTES: Missed calls will return to your office voicemail.
If you are twinning to a mobile phone and you are not in a coverage area, or your mobile phone is off, calls will go to your Mobile voicemail.

NAVIGATION KEYS: Scrolls through Call Appearance, Feature Keys, menus, call logs and speed dial lists
Use Up/Down Arrow Keys to Scroll one key at a time or Left/Right arrows to scroll one Screen at a time

OK KEY: Confirms menu choices

PHONE KEY: Exits any menu, list and returns display to main screen

MESSAGE KEY: Accesses your mailbox

CONTACTS KEY: Accesses personal and shared directories

HOME/MENU KEY: Accesses a menu for phone settings and information (see page 7 for menu details)

CALL LOG KEY: Displays a record of most recent answered, missed and outgoing calls. The key illuminates when you have *new* missed calls.

HEADSET KEY: Switches calls from handset to headset. Key is illuminated when headset is active.

SPEAKER KEY: Used to *make or answer* any call *without* lifting Handset. Key is illuminated when speaker is active.

VOLUME KEYS: Controls Ringer, Speaker, & Incoming Voice Levels over Handset/Headset.

MUTE KEY: Turns the Microphone *off* **or** *on* when you are on a call. Key is illuminated when in use, caller cannot hear you.

SOFTKEY LABELS: appear on the display to indicate features that can be activated by pressing the keys directly below.

SOFTKEYS: Appear below the Softkey labels on display and access features displayed on the label above them. These features change based on the current state of the phone. IE: ringing, on an active call, idle, etc.

IDLE STATE the following Softkeys appear when your phone is idle

- **REDIAL:** Displays a list of outgoing numbers from your call log allowing you to dial from that list (This appears once you have made outgoing calls)
- **FEATURES:** displays a scrollable list of available features and user settings. The features that you will commonly use are programmed on line/feature keys so it isn't necessary to access as many features through this menu.

RINGING STATE the following Softkeys appear when your phone is ringing

- **ANSWER:** Answers ringing call on hands free or turns a page call into a two–way conversation
- **TO VM:** Sends a ringing call to your voicemail
- **IGNORE:** Quiets the ringer for current ringing call. Call will continue to flash until answered goes to Voicemail
- **DROP:** When your phone is ringing DROP will send the caller directly to voicemail

PLACING AN EXTENSION CALL the following Softkeys appear when you are placing a call to an internal extension
- **CALLBACK:** Set an automatic Callback on the user set that you have called. When they next end a call, the telephone system will call you and when you answer, automatically make a call to the user**.**

CONNECTED TO A CALL the following Softkeys appear when you are connected to a call
- **HOLD:** Places a call on an exclusive hold to your phone
- **CONFERENCE:** Puts your current call on hold and presents dial tone to add another party to a conference
- **TRANSFER:** Puts your current call on hold and presents dial tone so you can transfer the call to another extension
- **DROP:** When you are connected to a call, DROP will disconnect you

NOTE: as you complete the process of TRANSFER and CONFERENCE additional Softkeys appear as well as when you are in Menus and Lists on the display.

CALL PROCESSING

TO ANSWER INCOMING CALL: *Phone rings-Indicator Flashes Slow*
Lift Handset **or** Press SPEAKER Key **or** Press ANSWER Softkey

NOTE: To quiet a ringing call, Press IGNORE Softkey
To send a ringing call to Voicemail, Press TOVM Softkey

TO ANSWER SECOND CALL: Press Call Appearance Key of new call *first call automatically holds*

TO PLACE A CALL: Lift Handset **or** Press SPEAKER Key
Internal: Enter EXTENSION Number
External: Enter 9 and Number

TO PLACE A SECOND CALL: Press available Appearance Key *First call automatically holds*
Enter Number

SPEAKER: Press to *make* **or** *answer* any call *without* lifting the Handset

TO SWITCH TO SPEAKER FROM HEADSET/HANDSET: Press SPEAKER Key
Replace Handset in Cradle

TO RESUME PRIVACY: Lift Handset or Press HEADSET Key

TO END SPEAKERPHONE CALL: Press SPEAKER Key or DROP Softkey

MUTE: Turns off your Microphone *(Speaker, Handset and Headset)* to allow you to speak privately.
*Caller **cannot** overhear office noise/conversation*

TO USE: Press MUTE Key *Key lights, speak privately*

TO RESUME CONVERSATION: Press MUTE Key *again*

HOLD: Places an active call on HOLD. This is an *exclusive* HOLD to your phone. No one else can retrieve call.

TO HOLD CALL: Press HOLD Softkey. *Indicator lamp flashes fast*

TO RETURN TO CALLER: Press Flashing Call Appearance Key

AUTOMATIC HOLD: When you select *another* CALL APPEARANCE Key, *or* use certain features, the line that you are already speaking on will be placed on hold *Automatically w/o pressing the* HOLD Key.

TRANSFER: Allows you to *connect* your call to someone else (*With call on line*)
Press TRANSFER Softkey *Call automatically held*
Enter EXTENSION Number

Blind Transfer Press COMPLETE Softkey *Call is connected,*
or
Announced *Wait* for party to answer, *(speak privately)*

TO COMPLETE TRANSFER: Press COMPLETE Softkey *call is connected, hang up*
TO RETURN TO HELD CALL: Press CANCEL Softkey *disconnects you from party and reconnects you to caller*
TO DROP A CALLED PARTY: Press DROP Softkey *disconnects you from called party, caller stays on hold*
TO CONFERENCE ALL PARTIES: Press CONFERENCE Softkey *all three parties are joined in a conference call*

TRANSFER TO VOICEMAIL: Sends a caller directly to voicemail without ringing the phone

Press TRANSFER Softkey, *Call automatically held*
Enter # sign and EXTENSION Number
Press COMPLETE Softkey *Immediately*

ADHOC CONFERENCE: Allows you to add multiple parties to a call (*With call on line*)

Press CONFERENCE Softkey *First call automatically holds, you hear dial tone*
Enter Second Number (internal or external)
IMPORTANT: *wait for answer and announce conference*
Press CONFERENCE Softkey *Again all parties are connected*

- To add additional parties, repeat above procedure
- To drop yourself from the conference, Hang up
- To Drop another member from the conference:
  Press DETAILS Softkey *Display gives participant information*
  Press Up/Down Arrow Keys to scroll through participants
  Press DROP Softkey to drop desired participant
- To Mute another member, Press MUTE Softkey
- To Mute yourself, Press MUTE fixed key

IF CALLED PARTY DOESN'T ANSWER/BUSY: *To return to original call*
Press CANCEL Softkey or CALL APPEARANCE key of the held line (fast green flash)

NOTE: The number of external callers you can bring into this type of conference is dependent upon the type of service from your dialtone provider. Check with your system administrator.

ADDITIONAL FEATURES

You may need to scroll by pressing the right and left arrow keys to see additional features.

CALL PARK: Allows you to place a call on *hold in the system* and assign it to a Call Park Slot.
Call can be retrieved from **any** *telephone in the system* by pressing associated Call Park Slot Key.

TO PARK: *With caller on line* Press Available CALL PARK Key, Key lights green on your phone, red on others
Advise person of Call Park Slot Number

TO RETRIEVE: Lift Handset or Press SPEAKER Key
Press Applicable CALL PARK Key *caller ID of held call is displayed*
Press CONNECT Softkey *You are connected to call, begin speaking*

NOTES: If parked call is *not retrieved* within a predetermined number of seconds, call will *"Callback"* to the phone it was parked from.

PAGING: Accesses Telephone or Overhead Speakers to make an *Announcement*.
TO USE: Lift Handset
Press PAGE Key *wait for tone*
Make Announcement
Press DROP Key, Hang Up

DO NOT DISTURB: Stops *ALL* Tones and Ringing, lets you work undisturbed.
Incoming callers either hear busy tone or are transferred to your voice mail.

TO PROGRAM: Press DND Key *STATUS Softkey appears, N appears in Display, light next to DND lights*

TO CANCEL: Press DND Key *STATUS Softkey disappears, N Disappears, light goes out*

NOTE: When certain features are active such as Do Not Disturb and Call Forward, a "stutter" dial tone is heard when you lift your receiver or press handsfree. This does not affect outcalling, it is just another indication there is a feature activated.