AVAYA

IP Office 1608/1616 Quick Reference

Appearance Buttons

The phone can handle several simultaneous calls. Each call uses one of the phone's appearance buttons. By default these are labelled **a=**, **b=**, etc.

1. Pressing an appearance button makes, answers, holds or unholds the call on that button.
2. The button's lamps indicate the state of its call:
   - **Slow Green Flash:** Incoming call. Pressing the button answers it and put any other calls on hold.
   - **Green On:** Connected call. Pressing the button puts the call on hold.
   - **Fast Green Flash:** Held call. Pressing the button takes it off hold and puts any other calls on hold.
   - **Red On:** The button affected if you lift/replace the handset or press **Speaker** or **Headset**.

Soft Keys

The keys at the base of the screen change depending on which call appearance button is current highlighted.

1. Use the cursors to move the screen highlight.
2. Moving the highlight does not affect the currently connected call. This allows you to select soft-key functions for calls other than the currently connected one.

Making a Call

If you are not already on a call:

1. Dial the number required.
2. The first available appearance button is used.

Redialing a Previous Number

1. Press **Redial**.
2. Use the up/down cursor to scroll through the calls.
3. To call the highlighted contact, press **Call**.

Calling from Your Call Log

You can use your call history to make calls:

1. Press the **Call Log** button.
   - Use the left/right cursor to select the type of calls to display.
2. Use the up/down cursor to scroll through the calls.
3. To call the highlighted contact, press **Call**.

Calling from Contacts

You can use the contacts directory to make a call. You can also use contacts in any function where **Dir** is displayed.

1. Press the key.
2. Use the left/right cursor to select **All**, **Personal**, **External**, **Users** and **Groups**.
3. Use the up/down cursor to scroll through the list.
   - Alternatively, simply start dialing the name you want to display possible matches.
4. To view details of the highlighted contact, press **Details**. To return to the directory, press **List**.
5. To call the highlighted contact, press **Call**.

Set a Callback

If your call to an internal user is not answered, you can press **AutCB** and end the call attempt.

When that user next ends a call, the system calls you. When you answer, it makes another call attempt to the internal user.

Answering Calls

A slow flashing green appearance button indicates an alerting call. If you are currently not on a call:

- **Silence the ringing:** Press **Ignore**. The call continues alerting.
- **Redirect to your mailbox:** Press **To VM** if shown.
- **Answer:** Lift the handset.
- **Answer handsfree:** Press **Speaker**.
- **Answer on a headset:** Press **Headset**.

Answering Another Call

If you are already on a call, answering a new call automatically puts the existing call on hold.

1. To answer, press the waiting call's appearance button.
2. Alternatively, using the up/down cursor to highlight the waiting call. Then select the action you want: **Answer**, **To VM**, **Ignore** or **Drop**.

Diverting a Call to Voicemail

You can transfer calls to you directly to your voicemail.

1. If the call is not the currently highlighted, highlight it using the up/down cursor.
2. Press **To VM**.

Adjusting the Call Volume

You can adjust the volume of the incoming audio while you are on the call:

1. With the call connected, press the **–/+Volume** key.
2. Use the **+** plus and **–** minus keys to adjust the volume.

Switching Call Modes

Once you have answered the call, you can switch between different modes:

- **Switch to the handset:** Simply lift the handset.
- **Switch to handsfree:** Press **Speaker**. Replace the handset.
- **Switch to headset:** Press **Headset**. Replace the handset.

Holding a Call

1. To hold your current call, press **Hold** or it's call appearance button.
2. The held call is shown by its call appearance button fast-flashing green.
3. While held, the caller hears music on hold or a double tone every few seconds.

Muting a Call

Muting a call stops the caller from hearing you though you can still hear them.

1. To mute, press **Mute**. The button is lit.
2. To switch mute off, press **Mute** again.

Ending a Call

1. To end the currently connected call:
   - **Speaker:** If lit, press it.
   - **Headset:** If lit, press it.
   - **Handset:** Replacing the handset.
2. To end any call: Use the cursors to highlight the call. Press **Drop**.

Starting a Conference

If you have a connected call and held calls, pressing **Conf** conferences those calls.

Otherwise, to start a conference or to add another party to a conference:

1. Press **Conf**. Your current call is put on hold.
2. Dial the party that you want to add to the conference.
3. If they want to join, press **Conf** again.
4. If they do not want to join or do not answer, press **Drop**. Then press the appearance key of the held call.

Dropping/Muting Other Parties

1. While in a conference, press **Details**.
2. Scroll through the list of conference parties:
   - To drop a caller, highlight them and press **Drop**.
   - To mute a caller, highlight them and press **Mute**.

Transferring Calls

1. Press **Transfer**. The current call is put on hold.
2. Dial the number for the transfer.
   - If the destination does not answer or want to accept the call, press **Cancel**.
   - Otherwise, press **Complete**.

Transferring Calls to Voicemail

You can use the **Messages** key to transfer a call to another user or group's voicemail mailbox.

1. With a call connected, press **Messages**. You can continue talking.
2. Dial the extension number and press **Select**.

Adding/Editing a Contact

1. Press the key. Use the left/right cursor to select **Personal**.
2. To add a contact, press **New**. To edit a contact, highlight it and press **Edit**.
   a. Use the up/down cursor to switch between name/ number entry.
   b. When set as required, press **Save**.

Adding a Contact from Your Call Log

You can add a name and number shown in your call history to your personal contacts.

1. Press the **Call Log** button. Use the left/right cursor to select the calls shown: **All**, **Outgoing**, **Incoming** or **Missed**.
2. Use the up/down cursor to scroll through the calls.
3. Press **More** and then press **+Contact**.
   a. Use the up/down cursor to switch between name/ number entry.
   b. When set as required, press **Save**.

Checking Your Messages

1. Press the **Messages** button. Enter your voicemail password if requested and press **Done**.
2. The numbers next to **Listen** are the number of new, old and saved messages.
3. Highlight **Listen** and press **Select**.
4. Use the up/down cursor to highlight the messages (**New**, **Old** or **Saved**) you want and press **Select**.
5. The details of the first message are displayed:
   - Use the up/down cursor to scroll through the messages.
   - Use the soft keys to control the message playback.
   - Messages are automatically deleted a set time after being played.

Voicemail On/Off

You can control whether voicemail is used for your unanswered calls. This does not switch off your mailbox – you can still play existing messages and use other functions.

1. Press the **Messages** button. Enter your voicemail password if requested and press **Done**.
2. Use the up/down cursor to highlight **Voicemail**.
3. Press **Change** to select **On** or **Off**.
4. Press **Save** to save the change.