IP Office 版本 6

1403、1603 电话参考指南

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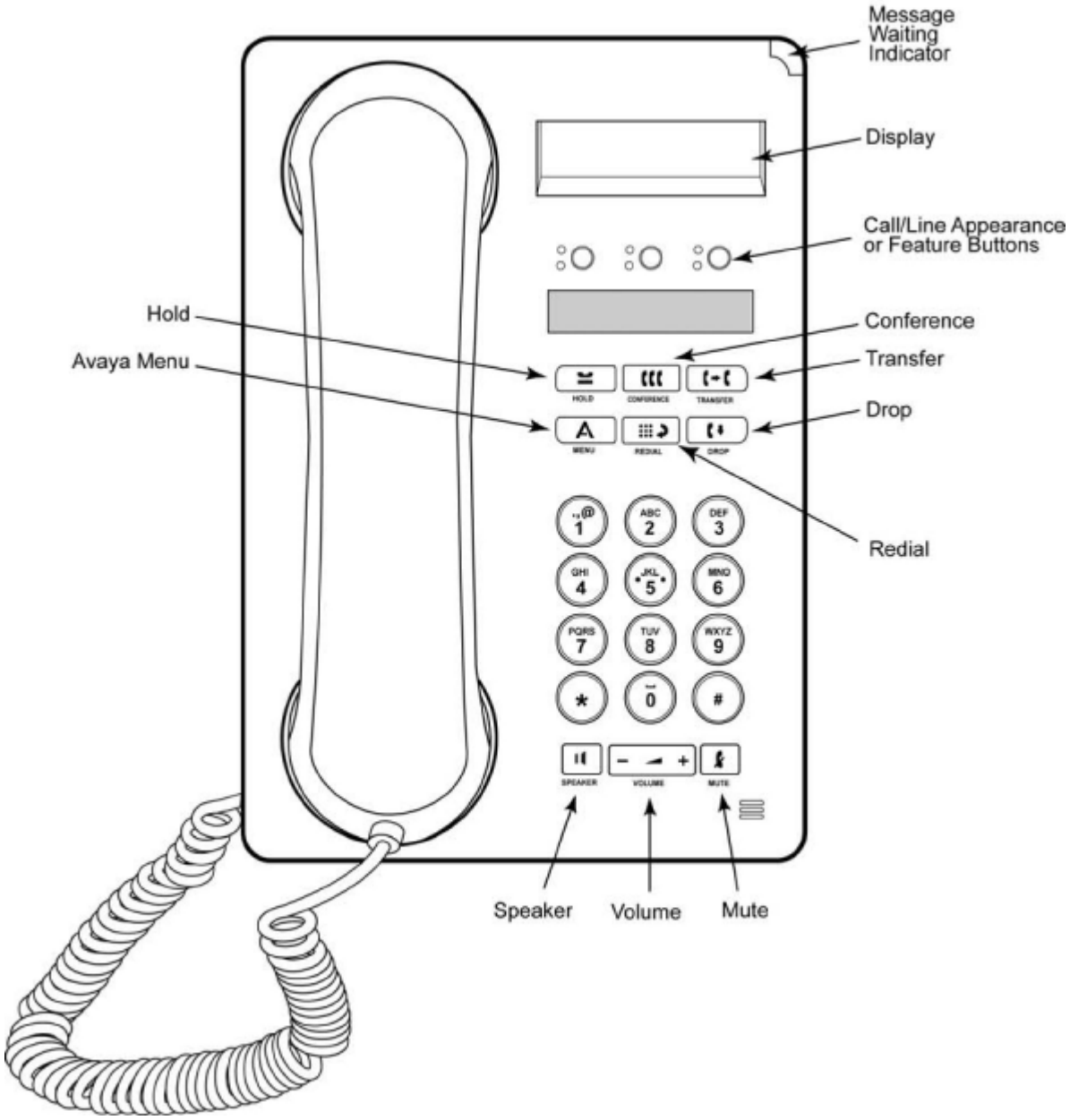
Chapter 1.
1403, 1603

1. 1403, 1603

本指南内容包括 Avaya IP Office 电话系统中 1403、1603 和 1603SW 电话的操作。请注意，本用户手册所述功能并非全部适用于您的话机。如果您发现某项功能不可用，请与系统管理员联系。

1403、1603 和 1603SW 电话的操作方法完全相似，并具有如下所示的相同的用户控件。



名称	说明
留言等待指示	话机右上角的发光红灯指示您有语音信箱留言等待。如启用了 "视觉提示 "(Visual Alerting) 功能，此灯将在您收到拨入呼叫时闪烁提示。
Avaya 菜单	按 **A** 按钮可访问 Avaya 菜单。按两次 A 按钮可退出 Avaya 菜单。Avaya 菜单包括多个选项，可供您执行自定义电话设置、选择显示语言、查看网络信息和注销操作。
重拨	按 **"重拨 "(Redial)** 拨打您上次拨打的号码。
保持	按 **"保持 "(Hold)** 使活动的呼叫进入保持状态。
会议	按 **"会议 "(Conference)** 添加另一方进入现有呼叫。
转接	按 **"转接 "(Transfer)** 将呼叫转接至另一个号码。
挂断	按 **"挂断 "(Drop)** 挂断活动的呼叫。当进行会议呼叫时，按 **"挂断 "(Drop)** 可挂断添加至会议呼叫的最后一人。
音量	当听筒或扬声器处于活动状态时，按音量按钮上的 + 或 - 可调整音量。要调节响铃的音量，可在听筒或扬声器处于非活动状态时按音量按钮上的 + 或 - 即可。
静音	按 **"静音 "(Mute)** 静音正在进行的呼叫。要取消呼叫静音，请再次按 **"静音 "(Mute)**。
扬声器	按 **"扬声器 "(Speaker)** 可使用免提。要取消免提，请拿起听筒。
功能按钮和呼叫/线路状态按钮	系统管理员可将电话上的 3 个按钮编程作为呼叫/线路状态按钮或功能按钮。按呼叫/线路状态按钮可呼叫或应答呼叫，或恢复保持的呼叫。按标注的功能按钮可启用或禁用该功能。通常，两个按钮作为呼叫/线路状态按钮进行管理，一个按钮作为功能按钮进行管理。使用功能按钮可访问已管理用于分机的 Avaya 呼叫管理系统功能。功能按钮旁边的绿色 LED 可指示该功能当前的开关状态。如该灯亮起，则该功能处于开启状态。

1.1 重要安全信息

- **!警告：**该听筒可能会吸起较小的金属物品，例如金属别针或钉书钉。
- 在电源浪涌（EFT 或 ESD）过程中，可能会挂断呼叫。电源浪涌（EFT 或 ESD）后，恢复电话重启的正常条件。
- 在 Avaya 电话附近使用手机、移动电话、GSM 电话或双向无线电可能会造成干扰。
- 不得将该电话直接与户外通信网络连接。

1.2 关于 LED

每个呼叫/线路状态按钮和功能按钮都有两个 LED，一个为绿色，一个为红色，用于指示呼叫/线路状态或功能的状态。根据 LED 的打开、关闭或闪烁来确定该状态，如下表所述。

表 1. 呼叫/线路状态按钮 LED

LED	说明
稳定绿灯	呼叫/线路状态处于活动状态。
慢闪绿灯	呼叫/线路状态处于响铃状态。
快闪绿灯	呼叫/线路状态处于保持状态。
急闪绿灯	“会议”(Conference) 或“转接”(Transfer) 处于待处理状态。
稳定红灯	已选择呼叫/线路状态并将在您摘机时使用。在使用呼叫/线路状态的过程中，该红灯保持稳定。
关闭	呼叫/线路状态处于可用状态。

表 2. 功能按钮 LED

LED	说明
稳定绿灯	功能处于活动状态。
闪烁绿灯	功能处于待处理状态（正在处理请求，无法立即使用）。
关闭	功能处于非活动状态。

1.3 关于图标

电话显示屏中的图标用于指示呼叫的状态和导航选择。电话显示屏中显示的图标如下表所述。

表 3. 电话显示屏中的图标

图标	说明
	“呼叫转发”(Call forward) 或“发送所有呼叫”(Send All Calls) 处于活动状态。（当这些功能受管理用于您的电话时可用。）
	拨入呼叫正在响铃。
	呼叫处于活动状态。
	呼叫处于保持状态。
	呼叫处于软保持状态（当使用“会议”(Conference) 或“转接”(Transfer) 功能时）。
	会议处于活动状态。
	会议处于保持状态。
	向上或向下滚动查看其他选项。

1.4 关于纸质标签

每个呼叫/线路状态按钮和功能按钮旁边都有一个纸质标签。该标签可确定系统管理员已在该按钮上编程的呼叫/线路状态编号或功能。如要更改某个标签或写入空标签，可移除这些标签。打印标签也适用于您的电话。有关详细信息，请与系统管理员联系。

Chapter 2.
基础电话操作

2. 基础电话操作

2.1 拨打呼叫

如果您不在呼叫中，只需拨打要呼叫的号码即可。

1. 拿起听筒，按“扬声器”(Speaker) 或按可用线路的按钮。
2. 拨打您要呼叫的号码。

2.2 重拨号码

按“重拨”(Redial) 呼叫您上次拨打的号码。

2.3 应答呼叫

当您接到拨入呼叫时，通常会自动选择拨入呼叫。但如果您已处于呼叫状态或同时接到多个拨入呼叫，您可能需要手动选择要应答的呼叫。

通过以下方式应答拨入呼叫：

- 如果您未加入另一个呼叫，请拿起听筒，或按其绿色 LED 闪烁提示拨入呼叫的呼叫/线路状态按钮，或按“扬声器”(Speaker) 用免提电话应答。
- 如果您已加入另一个呼叫，按其绿色 LED 闪烁提示拨入呼叫的呼叫/线路状态按钮。
    - 如果系统管理员启用了“自动保持”(Auto Hold) 功能，您无需先将活动的呼叫置于保持状态即可应答另一个呼叫。如未启用“自动保持”(Auto Hold) 功能，您必须先将活动的呼叫置于保持状态，然后才能应答拨入呼叫；否则，当您应答另一个呼叫时将会挂断活动的呼叫。

2.4 静音呼叫

如果呼叫处于静音状态而您在听筒、话筒或免提电话之间切换，静音将被关闭。当 "静音"(Mute) 按钮灯亮起时，该呼叫处于静音状态。

1. 在呼叫过程中按 "静音"(Mute) 按钮可使其他人听不到您的谈话。
2. 再次按 "静音"(Mute) 按钮可对该呼叫取消静音。

2.5 使呼叫进入保持状态

1. 按 "保持"(Hold) 使活动的呼叫进入保持状态。呼叫/线路状态按钮旁边快闪的绿色 LED 指示该呼叫正处于保持状态。
2. 要恢复呼叫，请按呼叫/线路状态按钮以恢复呼叫。

2.6 转接呼叫

1. 如果要转接的呼叫并非您的活动呼叫，请按要转接呼叫的呼叫/线路状态按钮。
   - 按 "转接"(**Transfer**)。
2. 呼叫/线路状态按钮旁边急闪的绿色 LED 指示该呼叫正在转接中。
   - 拨打该电话号码。
3. 要将该呼叫转接至处于保持状态的呼叫，请按处于保持状态的呼叫的呼叫/线路状态按钮。
4. 再次按 "转接"(Transfer) 或挂断完成转接。

2.7 会议呼叫

您可以使用会议呼叫在同一呼叫中与三个不同位置的人员进行交谈。其他会议选项可从 "扩展式 Meet-Me 会议 "中获取。有关此功能的详细信息，请与系统管理员联系。

拨打会议电话

1. 当进行呼叫时，按 "会议 "(Conference)。
   - 注意： 呼叫/线路状态按钮旁边急闪的绿色 LED 指示该呼叫正在会议中。
2. 拨打该电话号码。
3. 按 "会议 "(Conference) 将人员添加至现有呼叫中。

使会议呼叫进入保持状态

当您将会议呼叫置于保持状态时，其他各方仍然可以彼此交谈。

1. 在会议呼叫过程中，按 "保持 "(Hold)。呼叫/线路状态按钮旁边闪烁的绿色 LED 指示该会议正处于保持状态。
2. 要恢复呼叫，请按呼叫/线路状态按钮以恢复呼叫。

挂断他人的会议呼叫

1. 在会议呼叫过程中，按 "挂断 "(Drop)。
2. 按 # 挂断所示人员，按 * 查看下一名人员。

2.8 获取留言

当您有留言等待时，电话右上角的红灯会指示此情况。您的留言是一项受管理功能。如有任何疑问，请与系统管理员联系。

登录您的语音信箱

1. 请按照系统管理员提供的说明登录您的语音信箱。
2. 登录后，请按照语音信箱系统的语音提示执行操作。

2.9 Avaya 菜单

您可以使用 Avaya 菜单执行调整和自定义电话设置、选择显示语言、查看网络设置和注销操作。要访问 Avaya 菜单，请按 **A** 按钮。要退出 Avaya 菜单，请按两次 **A** 按钮。

选项因话机类型而异。

1403 A 菜单	选项	说明
'屏幕 '(Screen)/ '声音 '(Sounds)	'亮度 '(Bright)	调整显示屏亮度。
	'对比度 '(Contrast)	调整显示屏对比度。
	'响铃类型 '(Ring Type)	选择用于响铃的声音。
	'滴答声 '(Clicks)	打开或关闭移动电话菜单时听到的滴答声。
	'错误提示音 '(Error Tones)	打开或关闭使用电话菜单时偶尔听到的错误提示音。
'呼叫设置 '(Call Settings)	'视觉提示 '(Visual Alert)	打开或关闭拨入呼叫等待应答时的留言指示灯闪烁。
	'声音提示 '(Audible Alert)	打开或关闭声音响铃的使用。
'高级 '(Advanced)	'听筒 AGC '(Handset AGC)	打开或关闭听筒的自动增益控制。
	'扬声器 AGC '(Speaker AGC)	打开或关闭扬声器的自动增益控制。
	'扬声器开 '(Speaker Open)	调整扬声器在不同环境中的运行。
	'听筒 TX NR '(Handset TX NR)	打开或关闭听筒的降噪功能。
	'语言 '(Language)	选择电话菜单所使用的语言。可用的语言取决于已安装的语言。
	'擦除选项 '(Erase Options)	将所有选项重置为其默认值。
	'擦除语言 '(Erase Language)	将电话重置回默认语言。
	'自我测试 '(Self Test)	将电话置于其 '自我测试 '模式中。电话上的所有灯将点亮并在每次按钮时播放提示音。

1603 A 菜单	选项	说明
'屏幕 '(Screen)	'亮度 '(Bright)	调整显示屏亮度。
	'对比度 '(Contrast)	调整显示屏对比度。
	'视觉提示 '(Visual Alert)	打开或关闭拨入呼叫等待应答时的留言指示灯闪烁。
'声音 '(Sounds)	'响铃类型 '(Ring Type)	选择用于响铃的声音。
	'滴答声 '(Clicks)	打开或关闭移动电话菜单时听到的滴答声。
	'提示音 '(Tones)	打开或关闭使用电话菜单时偶尔听到的错误提示音。
'高级 '(Advanced)	'备份 '(Backup)	手动备份电话设置。
	'恢复 '(Restore)	手动恢复电话设置。
	'听筒 '(Handset)	打开或关闭听筒的自动增益控制。
	'扬声器 '(Speaker)	打开或关闭扬声器的自动增益控制。
	'语言 '(Language)	选择电话菜单所使用的语言。可用的语言取决于已安装的语言。

“网络信息”(Network Info)	“音频信息”(Audio info)	显示有关当前呼叫的信息。
	“IP 信息”(IP Info)	显示电话的当前 IP 地址设置和类似的信息。
	QoS	显示电话当前使用的 QoS 设置。
	“接口”(Interface)	显示电话以太网 LAN 连接的当前设置。
“注销”(Log Out)		取消电话在电话系统中的注册。建议不使用此选项。请使用 IP Office 电话系统自带的登录和注销控件。请咨询系统管理员。

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