ITS Office of Information Technology Services

Reference Guide for the Avaya 1600 Series IP Phones – VoIP Stand Alone PBX

(Including the 1603, 1608, and the 1616 Model IP Phones)

Overview of an Avaya Phone - Model Depicted is a 1616:

Soft keys - Available Features/ options appear in the last line of the display. To use, press the corresponding soft key button.

Display - Provides information including date & time, extension #, and available call information

Message Waiting Indicator – indicates a new voicemail message or an incoming call

Navigation Pad – Arrows & OK Button: Provides 4-way navigation and center Ok (select) button.

Call/Line Appearance or Feature Buttons with red (idle) / green (active) lights

Message – Access voicemail messages

Phone/Exit – Exits menu, returns display normal.

A Menu (Avaya Menu) – Adusts and customized phone settings including ringer and display.

Hold – use to place a call on hold

Conference – use to create a conference call of up to 6 parties (including yourself)

Contacts – Stores up 100 names and numbers

Transfer

Call Log – Logs up to 100 entries of Missed, Placed, and Received calls

Drop – disconnects call or last call added to conference call

Dial Pad

Redial

Headset

Mute – On/Off

Volume – Controls Handset, Speakerphone, Headset, and Ringer volume independently

Speaker – On/Off Speakerphone
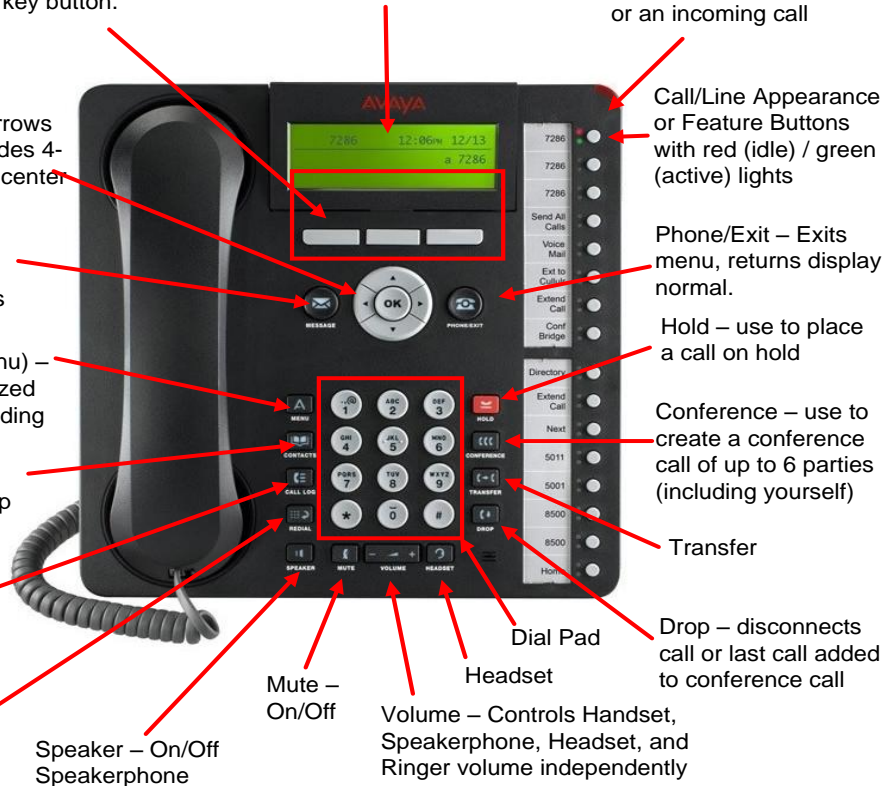
Icon	Description
#X	Number of calls missed. Where "**#**" represents the number of calls missed
⇒	Call forward, Send All Calls (SAC), or EC500 is active. *(Optional Feature, must be administered)*
🔔	Incoming call, line is ringing
(	Call is active, line in use
=	Call is on hold
⌣	Call is on soft hold (when using Conference or Transfer feature)
((	Conference is active
⇌	Conference is on hold
◀	Use the Navigation Pad to Scroll to the left for other options
▶	Use the Navigation Pad to Scroll to the right for other options
↕	Use the Navigation Pad to Scroll up or down for other options

How To	Directions	Notes
Place an INTERNAL CALL	Lift handset or press speaker, • Dial **7-digit number** *OR* • Dial **5-digit number**	*NOTE: Dependent on your location, if unsure see your Telecom Agency Representative*

Place an EXTERNAL CALL	Lift handset or press speaker,
	 • Dial the **phone number**
	   OR
	 • Dial ***99 +Local or Long distance number**
		No Access Code Required.
		
		 Local calls: 7 digits
		          (or 10 digits)
		
		 Long distance numbers:
		 1 + area code + 7 digits

Hold/Retrieve a Call	Press the **HOLD** button To retrieve a call: Press the **Call Appearance (extension) button**	*Held Line appearance button will flash green* *When reconnected to call, both the red and green light will be lit steady.*

Transfer a call	1. While connected to the call, press **TRANSFER** button. *(Call is automatically placed on hold)*
	 2. Dial the **number** you want to transfer the call to.
	 3. When the phone rings on the other end, either:
	    a. ***Supervise the Transfer*:**
	       ANNOUNCE the call, press **TRANSFER** to connect callers.
	    b. ***Blind Transfer*:**
	       Press **TRANSFER** again, then hang-up
		To Cancel a Transfer*:*
		
		 *Either press the **Cancel Soft Key***
		 OR
		 *Press the L**ine Appearance** that the original call is on.*

Conference Call	1. While connected to a call, press the **CONFERENCE** button. *(The call is automatically placed on hold and a new line is automatically activated and dial-tone is heard.)* 2. **Dial Number of 2ⁿᵈ party** – Wait for 2ⁿᵈ call to connect 3. Announce conference call, then press **CONFERENCE** button to add the party to the conference call.	*Repeat steps to join up to 6 Parties, including yourself*
Drop	While on a call: Press **DROP** to disconnect call, dial-tone will be heard. *OR* While on a conference call: press **DROP** to disconnect the last person added to a conference	*Drop disconnects a call and returns dial-tone*
Mute	While on a call, press **MUTE** *(the mute button lights and microphone is turned off)* To resume the conversation: press **MUTE** again	*Microphone turns on/off (light on = microphone off). Mute can be used when on the handset, speaker phone or headset.*
Speaker	**To Activate:** Press the **SPEAKER** button (Line appearance is activated and dial-tone is heard) **To Disconnect:** Press **SPEAKER** button again	*To change from speakerphone conversation to handset, simply lift handset.*

Terminal Busy Button (TB)/ Busy Indicator	TB Button is a *Dual- function button:* A. To call an extension, press the **TB** button Or, To Transfer a call to that extension: press **Transfer**, then the **TB** button B. The provides the status of the extension - indicator will light red when extension is in use	TB/Busy Indicator button is pre-programmed and cannot be changed by the user.
Send All Calls (SAC)	To Activate: Press **SAC** button or **Lift Handset, dial *03** To Cancel: Press **SAC** button or **Lift handset, dial *86**	Sends all calls immediately to a pre-designated number, such as voicemail

Auto Dial (SD)	**To Program an Autodial Button (SD):**
	  1. Press **PROGRAM** or **lift handset, dial*83.**
	  2. Press **SD** button to be programmed,
	  3. Enter the **number** as you would normally dial
	  4. Press the" **#"** key, confirmation tone is heard.
	
	To Use Autodial (SD) button: Press **SD** button
		Auto Dial buttons Store numbers for one touch dialing. You can store up to 16 digits.

Call Pick-Up (CPU)	**Call Pick-Up Group:** Hear **dial tone**, press the **CPU** Button. **Directed Call Pick-Up:** Pick-up a specific extension that is ringing. To use: Hear **dial tone**, **dial *45** and **extension number** that you want to pick up.	*Pick-Up answers a call ringing on an extension within your pre-designated call pick-up group.* *Button maybe labeled:* ***Call Pick-Up, Pick-Up, CPU, or PU***
A MENU Button	Press the **A Menu Button,** then use the **Navigation Pad** to scroll to the desired menu: • **Screen / Sound -** Adjust display, brightness, Ring selection, etc. • **Call Settings -** Turns Call Timer on/off, etc. • **Applications -**Turns Call Log on/off, etc. • **Advanced Options -** Select display language, etc. • **Network Info -** Summary of network related parameters • **Logout -** Log out of telephone for security reasons	*The A MENU Button allows the user to view, adjust and customizes phone settings Call Logs, as applicable.* ***To Change Ring Selection***: *Press **A Menu** Button, press **Select** soft key, **Scroll** the list to select a ring. Press **PLAY** Soft key, then press **SAVE** Soft Key.* ***To Exit the Menu:*** *Press **PHONE/EXIT** button*
Navigation Pad – Arrows & OK buttons	Press **Up/Down** arrows on the **Navigation Pad** to scroll through lists such as Contacts List, Call Log, or Features. Press **Left/Right arrows on the Navigation Pad** to *move within an application* and to move the cursor during text input, or turn option on/off. Press **OK** to Select or confirm a selection	

Contacts	**To Add a Contact:** 1. Press the **CONTACTS** button *If this is your first contact, skip step 2* 2. Press the **MORE** Soft key 3. Press the **NEW** Soft key, **Enter Name** to be stored 4. Press **OK** button 5. **Enter Telephone Number** *(as you would dial it)* 6. Press **SAVE** Soft Key or **OK** 7. To Exit Menu, press **PHONE/EXIT** button. **To Edit a Contact:** 1. Press **CONTACTS** 2. **Use Navigation Pad,** Scroll to contact to be edited 3. Press **DETAILS** Soft key 4. Press **EDIT** Soft key 5. Use dial pad, Edit Name, then press **Save** Soft key 6. Use dial pad, Edit Number, then press **Save** Soft key 7. To Exit the Menu, press **PHONE/EXIT** button. **To Delete a Contact:** 1. Press **CONTACTS** button 2. Use **Navigation Pad,** Scroll to contact to be deleted 3. Press **MORE** Soft key 4. Press **DELETE** Soft Key, then press **DELETE** Soft key again to confirm deletion. 5. To Exit Menu, press the **PHONE/EXIT** button **To Call a Contact:** 1. Press **CONTACTS** button, then use **Navigation Pad** to scroll to desired contact. 2. Press **Call** Soft key to dial contact.	*100 names and numbers can be stored in Contacts.* *To Enter Letters/Numbers:* *Up to 14 characters* *Press appropriate dial-pad button until desired letter appears* *Pause a moment if next letter is on the same key* *Press "0" for a Space* *Use BKSP Soft Key to delete previous character.* *Other Soft key options:* *Details – shows name and number stored and provides option to Edit contact.* *More – gives other available Soft keys, such as New or Delete.*
Call Log	**To View a Call Log:** 1. Press the **CALL LOG** button 2. Use **Navigation Pad left/right arrows**, to move to the desired Call Log - All, Missed, Answered, or Outgoing 3. Use the **Navigation Pad up/down arrows** to scroll through selected Call Log. 4. To Exit the menu, press **PHONE/EXIT** button **To Add an Entry to the CONTACTS List:** 1. Press **CALL LOG**, 2. Scroll to the number you want to add, 3. Press **DETAILS** Soft key 4. Press the **+CONTACTS** Soft key. 5. **Edit Name** (if necessary), then press **OK** Soft key 6. **Edit Number** (if necessary), press **Save** Soft key. 7. To Exit the menu, press **PHONE/EXIT** button	*100 total entries can be stored.* *Other Soft key options:* *Details – If available, will display the number, duration of the call, and date & time.* *Call – If available, Calls the number in the entry* *More – Displays other available Soft key options.* *Delete – Deletes this entry* *Del All – Deletes ALL stored entries in that Call Log*