Scrolling and Navigation

Use the up and down navigation arrows to scroll up or down through lists. A navigation icon appears in the phone display to indicate that you can scroll to more options or information. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to move between the Phone screen and Features list, go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see the following menus, depending on how your administrator has set up your system and on the applications available to you:

- Options & Settings...
- Browser...
- Network Information...
- About Avaya one-X
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

Making an emergency call

You do not have to be logged in to make an emergency call. When set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

1. Press the **Emerg** softkey. If you do not see an **Emerg** softkey, pick up the handset or press the **Phone** button.
2. If the telephone prompts "Do you want to make an emergency call?" press the **Yes** softkey.
3. Some phone systems will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker and displays "Emergency Call in Progress."
4. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

Speed dialing a person

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call.

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.
4. Press **Resume** to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer** or **OK**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Complete** or **OK** to transfer the call.

Conference Calls

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number,*or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **More** then **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Features

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

From the Phone screen, scroll right to access the Features menu.

Send all Calls

1. From the Phone screen, scroll right to access the Features menu.
2. Select SendAllCalls.
3. Press **Select** or **OK** to turn Send All Calls on or off.

Contacts

You can save up to 250 names and up to 4 telephone numbers per name.

Searching for a contact

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **Search** softkey.
4. Enter the person's full or partial first name if desired. To enter the last name only, skip this step and Step 5 and scroll down to the Last Name field.
5. Press the **OK** softkey.
6. Enter the person's full or partial last name.
7. Press the **Search** softkey or the **OK** button to start searching the Contact list.
8. If more than one contact is found, scroll through the search results using the up or down arrow.
9. Press the **Call** softkey to call the person or press the **+Contact** softkey to edit contact information.

Calling a person from the Contacts list

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the telephone number and press **Primary** if applicable. The primary number is the one that will always display without having to go into contact details.
6. Select the next field.
7. Select the type of number entered (work, mobile, home, handle) If you select handle, provide a value that represents the extension number, an "at" @ symbol, and the company name,

for example, 21234@avaya.com. You can then determine the contact's presence based on handle icons that appear next to this person's name/number.

8. If you have another number for this contact, scroll down and repeat Steps 5 - 7. You can add up to five additional numbers for this contact, but you can designate only one number as primary.
9. Press **Save** or **OK**.

Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Call Log

Calling a person from the call log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Adding an entry from the call log to your Contacts list

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit name and telephone number, if necessary.
5. Press **Save**.

Integrating other applications

If your administrator has set up this option, you can integrate Microsoft applications like Microsoft® Exchange Server with your phone.

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Advanced Options...
5. Press **Select** or **OK**.
6. Select Application Integration...
7. Press **Select** or **OK**.
8. Select Exchange Integration.
9. Press **Select** or **OK**.
10. Press **Change** or **OK** or use the **Right/Left**arrows to set Use Exchange Calendar to Yes or No.
11. If Use Exchange Calendar is Yes, complete the remaining fields with exchange information your administrator provides.
12. Press **Save** or **OK**.

Changing the language

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Language & Region...
5. Press **Select** or **OK**.
6. Select Language...
7. Press **Select** or **OK**.
8. Select a display language.
9. Press **Select** or **OK**.
10. Press **Yes** to confirm the selected language.

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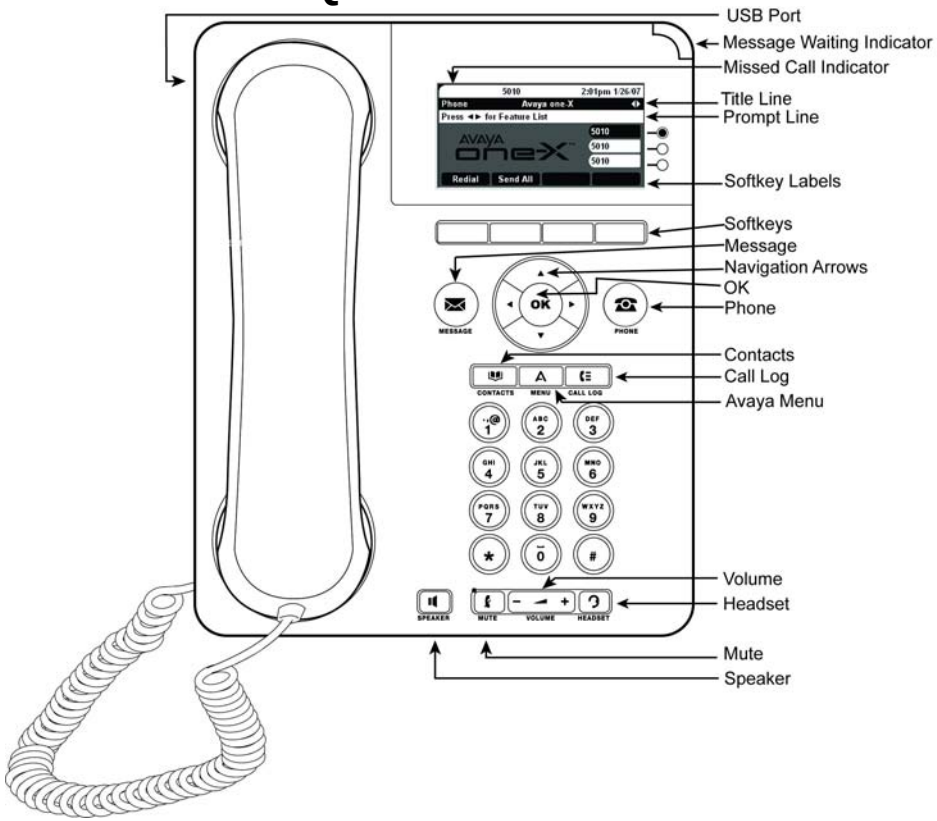

For More Information

Go to www.avaya.com/support for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.