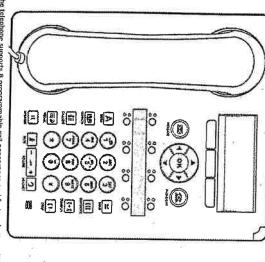
NAMA IP Office 1608 telephone quick reference guide

Your 1608 telephone
The IP Office supports the 1608 telephone.



The telephone supports 8 programmable call appearance and feature buttons. The labels for these are displayed in the main display and can be controlled by the adjacent buttons.

Your system administrator can assign functions to the telephone call appearance and feature buttons, or you can assign them yourself. However, you cannot replace the call appearance buttons set by your system administrator. There are features that the system administrator can set, but you cannot assign those features.

More information

og on to www.avaya.com/support for the latest support information, including user guide, installation and maintenance uide, interactive document and software downloads.

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Making calls

Internal Calls: Lift handset and dial 4-digit extension.

External Calls: Lift handset, press 9 and dial number. For long distance, enter long distance code.

Setting a callback

If the call is to an internal user and they do not answer, press the >> double-arrow soft key to access additional options. For example, to set a callbuck, press the AutCB soft key. When the user ends their current or next call, the system will call you and, when you answer, automatically make another call attempt to the user. 1個のようなる後に本のなるでは、下の

Calling a person from the contacts list

You can call directory contact. You can also use the directory in any function where Dir is displayed

- 1.Press the [即] CONTACTS key. The console displays the directory menu.
- Use the ◀ left and right ► arrow keys to select the type of directory entries you want; External, Users, Groups, Personal and All.
- Use the ▲ up and down ♥ arrow keys to scroll through the list or to dial the name you want to find to display matching entries. To return to the full list, press Clear.

Redialling a previous number .

1. Press Redial. Use the 🛦 up and down 🌹 arrow keys to scroll through the 10 most recent outgoing calls.

2. Press Call or OK to call the number displayed in the call record.

Answering calls

A slow flashing appearance button indicates an alerting call. This may also be accompanied by ringing and a flashing message lamp. If you are currently not on a call:

- To make the ringing quite, press the >> double-arrow soft key and then press the Ignore soft key. The call will still continue alerting visually.
- To redirect the call to voicemail, press the >> double-arrow soft key and then press the To VM soft key
- To answer the call using the handset, lift the handset.
- To answer the call without using the handset, press the $egin{bmatrix} \mathbf{ii} \end{bmatrix}$ SPEAKER key
- After you have answered the call, you can switch between different talk modes: To answer the call using a headset, press the 2 HEADSET key.
- To switch to the handset, lift the handset.
- ullet To switch to the handsfree mode, press the $oxed{II}$ SPEAKER key and then replace the handset.
- ullet To switch to the headset mode, press the $oxed{2}_2^2$ HEADSET key and then replace the handset.
- To put a call on hold, press the call appearance key or any other appearance key.

Answering a new call

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

- To answer a new call, press the appearance button. The existing call is placed on hold.
- Alternatively, use the up and down arrow keys, to scroll the display and highlight the walting call then press
 the double-arrow (>>) soft key and do one of the following: Answer, To VM, Ignore or Drop.

Diverting a callito voicemail

ou can transfer a call directly to your voicemail mailbox.

- Use the ▲ up and down ▼ arrow keys to highlight the call if it is not highlighted
- 2.Press the >> double-arrow soft key.
 3.Press To VM. The call is redirected to your mailbox.

Slience a ringing call.
You can stence the ringer of a currently alarting call. The call will continue alarting visually but with no audible ring.

- 1. Use the lacktriangle up and down lacktriangle arrow keys to highlight the call if it is not highlighted.
- Press the >> double-arrow soft key.
 Press Ignore.

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Call handling

Adjusting the call volume

While on a call, you can adjust the volume of an incoming call. The volume is adjusted separately for the device, that is, handset, headset or speaker, that you are currently using.

1. Press the - + VOLUME key.

2. Use the plus key (+) and the minus key (-) to adjust the volume

To ensure that a caller cannot hear you, place the telephone on mute. However you can still hear the caller. The mute setting remains active even if you switch between calls using held or appearance buttons. If you change the listening mode, for example, from the handset to the speaker, the mute setting is canceled. Muting a call

1. To activate mute, press the 4 MUTE key. The button will be lit while mute is active.

2. To switch mute off, press the K MUTE key again

- Ending a call Use the Drop key to end the current call.
- Press the 193 HEADSET key to end the current call that is on the headset mode. Press the
 SPEAKER key to end the current call that is on the speaker mode.
- Replace the handset to end the current call that is on the handset mode.

Starting a conference

Alternatively, to start a conference or to add another party to a conference: ress the CONFERENCE key to start a conference with all the connected calls and calls placed on hold.

1. Press the CONFERENCE key. The telephone system automatically places the current call on hold

- Dial the number of the person that you want to add to the conference.
- Press the CONFERENCE key again, or press the Join soft key after the call is answered and the person would like to join the conference.
- 4. Press Drop key and then press the appearance key of the held call if the call is not answered.

Dropping/Muling

- 1. While in the conference, press the DROP key, the details menu appears. Scroll through the list of callers in the
- To drop a caller from the conference, highlight the call and press Drop.
- To mute a caller, highlight the call and press Mute. Repeat this to unmute
- To return to the call display, press the Exit soft key

To transfer a call, your telephone must have an available call appearance button. If all the call appearance buttons are in use, end or park one of the existing calls.

- 1. Press the TRANSFER key. The telephone system automatically places the current call on hold.
- 2. Dial the number to which you want to transfer the call. Alternatively, press DIr to select a destination from the
- To complete the transfer, press the TRANSFER key or press the Complete soft key while the call is still
 ringing or after it is answered.
- If the transfer destination does not answer or does not want to accept the call, press Cancel

Transfering to voicemail

You can use the Message key to transfer a call to another user or to the voicemall mailbox of a group

- 1. When connected to a call, press the Message key. You can still continue talking.
- 2. Dial the extension number of the user or group and press Select.

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Redirecting calls

Do Not Disturb

When you select Do Not Disturb, the calls are redirected to volcemail if available, otherwise, you hear a busy tone. Calls to any group of which you are a member are not presented to you. You can still use the telephone to make outgoing calls. When you go off-hook, you hear a broken dial tone.

1. Press Features. Use the ▲ up and down ▼ arrow keys to highlight Call Settings. Press Select.

2. Use the ◀ left and ₱right arrow keys to change the setting or use the indicated soft key

Use the Status menu to change the forward unconditional settings onward Unconditional

Press the Status soft key, if shown. To access the status menu during a call, press the PHONE key and then press the Status soft key, if shown.

- 2.Use the Up and Down arrow keys to scroll the menu to Fwd Uncon.

 To switch off forward unconditional, press the Off soft key.

 To change the forwarding settings, press the Edit soft key. Use the ▲ tp and Down▼ arrow keys to scroll through
- Use the ◀ left and ₱right arrow keys to switch the forwarding on or off.
 Use the ◀ left and ₱right arrow to select which calls should be forwarded. The options are External Only , External and Group, Non Group Cells and All Calls.
 Select Edit to change the number to which calls are forwarded.
- You can redirect your calls temporarily to another extens
- 2. Use the ▲ up and down ♥ arrow keys to highlight Follow me To. Press Select. 1. Press Features. Use the lacktriangle up and down lacktriangle arrow keys to highlight Forward. Press Select
- Dial the number of another user. When the number matches the user, the name appears, Alternatively, use the Dir soft key to select a user from the directory.
- redirected to that destination. Save the selected number as the follow me to destination. All calls to your extension number will be
- ear the currently selected or set number.
- Go back to the previous menu

Contacts

Adding a new contact

You can add up to 100 personal directory contacts.

- 1. Press the (CONTACTS key. Use the ◀ left and right ► arrow keys to select your Personal directory.
- 2.To add a contact, press New. To edit a contact, highlight the contact and press Edit.
- ullet Use the lacktriangle up and down lacktriangle arrow keys to switch between number and name entries
- After you enter the required name and number, press Save.

Add a contact from the call history

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

- 1. Press the II CALL LOG button. Use the 4 left and right P arrow keys to select the call types: All, Missed,
- Use the ▲ up and down ▼ arrow keys to scroll through the records.
- Press Details and then press +Contact.
- Use the ▲ up and down ▼ arrow keys to switch between the name and number details for the new contact.

6. When the name and number are set as required, press Save

he MESSAGE button indicates new messages in the volcemail mailbox. The button remains lit until you play each new

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Checking messages

- OCKING IMPSSAGES.

 1. Press the MESSAGE button. Enter your volcemall password if requested and press Done.
- 2. The numbers shown next to Listen indicate the number of new, old and saved messages.
- 3. Highlight Listen and press Select
- 4.Use the ⚠ Up and Down ▼ arrow keys to highlight the messages that is New, Old or Saved, that you want to listen to and press Select. The details of the first message of that type are displayed.
- 5. You can use the 🛦 up and down 🛡 arrow keys to scroll through the messages.
- By default, messages are automatically deleted at a set time after being played. The delay depends on the particular volcamail server, for example, 24 hours for embedded volcemail and 30 days for Volcemail Pro. 6. Use the soft keys to control the playback actions for the current message.

Volcemall On/Off

- 1. Press the MESSAGE button. Enter your voicemall password if requested and press Doni
- 2.Use the ▲ up and down ▼ arrow keys to highlight Voicemail
- 4. Press the On or Off soft key to change the setting

digits or your extension number. using *17. setup. You will get verbal prompts to guide you through initial To setup and use voicemail, (envelope) to change password. The default password is 1234 and you may change it You cannot use repeating digits, consecutive use *17 for the first few times. Do not use Message button

will press 1 to re-record or # to accept back and you may change the recording if you like. instructions. the name for your mailbox. After the password prompts, you will be prompted to record Press # to end the recording; it will play Press 1 and listen for

To transfer a call to vmail:

of hang up. and hang up. Press TRANSFER, #; dial 4-digit extension number, press DROP

Lift handset, press #, dial 4-digit extension number. To leave a message in a mailbox without ringing phone

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