

***Use of Phones
And
Description of Features***

*Installation and Training
Provided by
Just Results, Inc.
603-624-0090
ccurran@jrphones.com*




USING YOUR AVAYA 5400 SERIES TELEPHONE

- 1. Display, Call Appearance and Feature Buttons:** Call Appearance keys allow you to handle multiple calls and the display shows call information. Details on system features (allocated by your system administrator) can also be displayed.

Using Call Appearance When Answering an Incoming Call:



- If you are not active on another call, answer the call using your handset, headset, or speakerphone (see "Speakerphone").
- If you are active on a call already, place the active call on hold (see "hold"), and then answer the incoming call.
- If the call appearance for the ringing call is not displayed on the current Home screen page, use the arrow keys to cycle through the pages. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Using Call Appearance When Placing Calls:

- Pick up the handset or press the  to use the speakerphone.
- The system will acquire one of the Call Appearance lines. Begin dialing the outside number including any outside digits and/or area code.
- NOTE: When placing a call outside the office, the phone number must be preceded by a "9" in order to access an outside line on the system.






- 2. Message Lamp:** The lamp is used as follows:

- *On* (Continuous): There are new messages in your voicemail mailbox, or another mailbox for which you have been configured to receive "Message Waiting Indication".
- *Flashing*: The lamp can also be set to flash when the phone receives a call.


- 3. Arrow Keys:**   Depending on the current screen display, you can use these keys to move between screen pages, to cycle through Log and Speed Dial entries, and to move the cursor during data entry.

- 4. Messages:**  Speed dial for direct access to voicemail.


5. Call Handling Buttons:


-  **Hold:** the hold feature puts a call on hold at your extension. If the call is not retrieved within the set time, it will ring back to you.
-  **Transfer:** Transfers a call to another phone.
-  **Conference:** Sets up conference calls with more than one person.
-  **Drop:** Drops the current call or, if on a conference call, drops the last person to join the conference.
-  **Redial:** Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.


6. **Dial Pad:** Standard 12-button pad for dialing phone numbers.


7.  **Volume Controls:** Adjusts the speaker, handset, headset, or ringer volume depending on which is currently in use.


8. **Handset and Headset Sockets:** Used for connection of the handset and optional headset.

9.  **Mute:** Turns the microphone on/off. When in use, the associated light is on and the callers cannot hear you.

10.  **Headset:** Switches from handset to headset. The light associated with this button turns on when the headset is active.

11.  **Speaker:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active. Note that while the speakerphone is active the handset is muted.

12.  **Exit:** Returns you to the mail call handling screen.

13.  **Soft Keys:** These keys allow you to perform specific functions. The functions available and the corresponding labels change according to the screen displayed.

Call Handling In Detail

TRANSFER: Transfer allows you to transfer a call from your telephone to another extension.

To Transfer the current call to another extension:

1. While on a call, press **[Transfer]** Transfer.
2. When you hear dial tone, dial the extension to which the call is to be transferred.
3. Do one of the following:
 - o To transfer the call without announcing it, press **[Transfer]** Transfer again.
 - o To announce the call before transferring it, wait for the called party to answer.
4. When the called party answers, announce the call. If the line is busy or if there is no answer press **[Drop]** Drop. Then return to the held call by pressing its call appearance button.
5. Press **[Transfer]** Transfer again to complete the transfer.

To transfer the current call directly to another extension's mailbox

1. While on a call, press **[Transfer]** Transfer.
2. When you hear dial tone, dial "#" plus the extension number where the call is to be transferred.
3. Press **[Transfer]** Transfer again to complete the transfer.

CONFERENCE:

To add another party to a call

1. Press **[Conference]** Conference.
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer.
4. To add that person to the conference, press **[Conference]** Conference again.
5. Note, if the called party does not answer or does not want to join the conference, press **[Drop]** Drop and by using the **[Left]** **[Right]** keys, locate call to be dropped and press drop key from the display.
6. Repeat steps 1 through 4 for additional conference connections.

Custom Features

CALL PARK: Use to put a call on a special type of hold that allows you or another user to pick up the call at another phone. If the call is not picked up within the set time, it will return (ring back) at the phone that parked it.

- TO SET: While active on the call, press one of the available PARK buttons; a marker appears.
- TO RETRIEVE: Press the marked PARK button announced to you; you are connected to the call.
- *Note:* you may need to press additional buttons to retrieve a call parked to a particular location. See administrator for details.

DIRECT VOICEMAIL TRANSFER: To transfer a call directly to someone's voicemail, press the TRNSFR button, then press # followed by the extension number, and press TRNSFR again.

DO NOT DISTURB: When pressed and activated, all calls immediately direct to your voicemail.

- TO ACTIVATE: Press the "DND" button and a marker appears next to the feature
- TO DE-ACTIVATE: Press the "DND" button again and the marker disappears

**While DND is set, you will hear a reminder tone when you lift the handset.*

FORWARD NUMBER (FwdNo): When forwarding your calls, press this button and enter the destination phone number. The destination number is any number the user can enter, either internal or external. When Call Forwarding is turned on (see below), all calls will be sent to the number programmed here.

FORWARD UNCONDITIONAL ON (*FwdUOn*): When activated, all calls will be forwarded to the number entered in the *FwdNo* entry. When enabled, a **D** appears in the telephone's display.

Voicemail

FIRST TIME LOG IN TO VOICE MAIL

1. Press the Messages button on your telephone
2. Enter you extension number followed by the # key
3. Press the # key when prompted for your password (for first time log in only)
4. Enter your new password followed by the # key (passwords must be 1-15 digits)
5. Re-enter your new password followed by the # key
6. You will be prompted to record your name
 - a. Press 1 and speak your name
 - b. Press 1 after recording
 - c. System will playback recording
 - d. Press # to approve

TO RECORD PERSONAL GREETING (Outgoing Message)

1. Log in to voicemail if not already connected.
2. Press 3 to administer your greetings
3. Press 1 to create a greeting
4. Press 1 to indicate the greeting number (e.g., 1 for your regular everyday greeting)
5. Press 1 after recording
6. Press # to approve
7. AFTER APPROVAL FOLLOW INSTRUCTIONS TO ACTIVATE GREETING!

REMOTE VOICEMAIL ACCESS: To access voicemail remotely, dial your direct number and press *7 when you hear your greeting. You will then be prompted for your extension number followed by the # sign, then your password and # sign.

