

For full details and additional information, please download the 1408 & 1416 User Guide
http://www.itstelecom.ca/resources/avaya_resources/AVAYA_1408_1416_user_en.pdf

TELEPHONE FEATURES

Call Pickup – Any (Use to pick up any ringing telephone set on your system from your telephone set)

- Press *30

Conference Call

1. While on active call, press Conference – the call is now on hold
2. When you hear dialtone, dial the number of the second party
3. When the call is answered, press Conference again – you are now all connected
4. To add additional parties, repeat step 2
5. To drop out of a conference call, press Drop twice or Feature 06 twice if your phone does not have a Drop key
6. To drop certain parties, press Drop, scroll through the parties, when the party is shown on the display, press Drop

Do Not Disturb – On (will not allow any calls to ring on your set) **Do Not Disturb –Off**

- Press *08. press **Speaker** - Press *09. press **Speaker**

Follow Me To – Call Forward to another extension # on the system

(Activated from your own phone)

- Press *14*, enter **Extension Number** you wish to forward to, press #, press **Speaker**

Follow Me Here – Call Forward your extension # to the phone you are sitting at

(Activated from the phone you have physically moved to)

- Press *12*, enter **Your Extension Number**, press #, press **Speaker**

Follow Me To or Follow Me Here – Cancel

- Press **Status** Softkey, press **Clear** Softkey

Intercom Calls

- Lift handset to answer incoming intercom call
- Lift handset, dial extension number or press pre-programmed extension button to place outgoing intercom call

Park Call

- While on the call, press *37*, enter **Extension Number**, press #, hang up (if call is not answered, will ring back in 3 min.)

Retrieving a Parked Call

- Press *38*, enter **Extension Number**, press #

Paging, Group – All

(You may not have a Group Paging Key programmed, if this is the case please contact ITS Telecom for assistance)

- Lift handset, press **Group Paging** Key and begin your page

Paging, Group – Specific Set

(You may not have a Group Paging Key programmed, if this is the case please contact ITS Telecom for assistance)

- Press **Group Paging** Key, press **DI**Rectory Softkey, press **List** Softkey
- Scroll using the arrow key down to the name/extension number you would like to page
- Lift handset, press **GrpPg** Softkey and begin your page

Speed Dial – System

- Contact ITS Telecom to set up or make changes to system speed dial

Transferring Calls

- While on call, press the **Transfer** button, enter extension number or press pre-programmed extension button
- You can hang up to immediately transfer call to that extension or wait for co-worker to answer, announce call then hang up

Transfer to Voicemail

- While on call, press the **Transfer** button, press *, Enter **Mailbox Number**

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TELEPHONE SETTINGS

Button Programming

- Press **Features** Softkey, scroll using the arrow key down to **Phone User**, press **Select** or **OK**
- Scroll using the arrow key down to **Self-Administer**, press **Select** or **OK**
- If prompted for a Security Code, this will be the same as your password
- Scroll using the arrow key down to the feature you would like to program on a button, press **Select**, press the button you want to assign it to, press **Replace**
- Press **Back** to go back and program additional buttons or to end session press the **Phone/Exit** key

Display Brightness Adjustment Setting

- Press **Menu**, scroll down to **Screens/Sounds**, press **Select** or **OK**
- Scroll down to **Brightness**, , press **Select** or **OK** use the side to side arrows to adjust brightness
- When complete, press **Done**, press **Phone/Exit**

Display Contrast Adjustment Setting

- Press **Menu**, scroll down to **Screens/Sounds**, press **Select** or **OK**
- Scroll down to **Contrast**, press **Select** or **OK**, use the side to side arrows to adjust contrast
- When complete, press **Done**, press **Phone/Exit**

Ring Type Setting

- Press **Menu**, scroll down to **Screens/Sounds**, press **Select** or **OK**
- Scroll down to **Personal Ringing**, press **Select** or **OK**
- Use the up and down arrow keys to scroll through the different available ring patterns
- To choose the current ring pattern, press **Save** or to leave the menu without making any changes press **Cancel**
- When complete, press **Done**, press **Phone/Exit**

Ring Volume Setting

- When the phone is idle, use the volume – and + control key to set the volume

Date - Setting

- Press **Features** Softkey, scroll using the arrow key down to **Phone User**, press **Select** or **OK**
- Scroll using the arrow key down to **System Admin**, press **Select** or **OK**
(if the option of System Admin is not present, you may not have been configured as a system phone user by your system administrator)
- If prompted for a Security Code, this will be the same as your password
- Scroll using the arrow key down to **Date**, press **Select** or **OK**
- Enter the date (MM/DD/YYYY), using the * or # keys to enter the / separators. To delete digits use the left arrow key

Time - Setting

- Press **Features** Softkey, scroll using the arrow key down to **Phone User**, press **Select** or **OK**
- Scroll using the arrow key down to **System Admin**, press **Select** or **OK**
(if the option of System Admin is not present, you may not have been configured as a system phone user by your system administrator)
- If prompted for a Security Code, this will be the same as your password
- Scroll using the arrow key down to **Time** press **Select** or **OK**
- Enter the time, using the * or # keys to enter the / separators. To delete digits use the left arrow key