





Welcome to Hosted VoIP!



Dialing Instructions:

- To dial within the office, or a local number outside of the office, the entire 7 digit phone number is required. (**NOTE:** You do not have to dial 9)
- For Long Distance, dial the area code followed by the 7 digit phone number.

Answering a Call:

- To answer an inbound call, do one of the following: Lift the handset; Press the **“Answer”** softkey; or press the **“Speaker On/Off”** key to answer using the speakerphone; Press **“Headset On/Off”** to answer using a headset (if applicable).
- To answer an inbound call while on another line, press the ringing line. This will automatically place your current call on hold.

Making a Call:

1. Lift the handset, press **“Speaker On/Off”**, **“Headset On/Off”** (if applicable), or a **“Line Key”** for an available line.
2. Dial the number you wish to call.

Using the Hold Feature:

- **Placing a call on hold:** While on the active call, press the **“Hold”** softkey. The line key will change from a solid red/green to a blinking green indicating the call has been placed on hold.
- **Retrieving a call that was placed on hold from your phone:** Press the **“Resume”** softkey, or the **“Line Key”** of the held call to retrieve the call.

Setting Up a Conference Call:

1. From the Phone screen, select your active call.
2. Press the **“Conference”** softkey.
3. Dial the telephone number; select a favorite; press a speed dial; call the person from the Contacts list; or call the person from the History list.
4. When the line is answered, press the **“Join”** or **“OK”** softkey to add the party to the existing call.
5. To add additional parties, press the **“Add”** softkey and repeat the above steps. (Max of 6 parties)
6. Press the **“Drop”** softkey at any time to drop the last party added.

Adding a Person On Hold to a Conference Call:

1. While on a call, press the **“Conf”** softkey. If already on a conference call, press the **“Add”** softkey.
2. Press the **“Line Key”** of the call that is on hold
3. Press the **“Join”** softkey to add the person to the conference call.

Transferring a Call:

1. Select the active call appearance line on which the call you wish to transfer appears.
2. Press the **“Transfer”** softkey.
3. Dial the telephone number; select a favorite; press a speed dial; call the person from the Contacts list; or call the person from the History list.
4. If you do not wish to announce the call being transferred, you can hang up, or press the **“Complete”** softkey. If you would like to announce the call, remain on the line until the party answers. Once the call is announced, you may either hang-up or press the **“Complete”** softkey to complete the transfer.

Voicemail:

First Time Voicemail Setup:

1. Press the “**Get Messages**” key.
2. Key in your temporary password of “**3695123**” followed by the “**#**” key.
3. Key in your new password (**must be at least 7-digits in length**).
4. Speak your Full Name and press “**#**” to stop recording.
5. Press “**1**” to keep a standard greeting, or “**2**” to record a personal greeting.

Modify / Record Greetings:

1. Press the “**Get Messages**” key and login to mailbox.
2. Press “**4**” for User Preferences.
3. Press “**3**” for Greetings.
 - Personal Greeting - 1
 - Extended Absence - 2
 - Change Recorded Name - 3

To Retrieve Messages:

1. Press the “**Get Messages**” key.
2. Enter your password followed by the “**#**” key.
3. Press “**1**” for message review.

Accessing Voicemail Remotely:

1. Dial your direct number.
2. Press “*** ***” once your voicemail picks up.
3. Press “**#**” to access voicemail.
4. When prompted for a mailbox number, enter your phone number followed by the “**#**” key.
5. When prompted for password, enter your 7-digit voicemail password followed by the “**#**” key.

Call Forwarding:

1. Dial “***108**”.
2. At the tone, enter the destination number to which you would like to forward your calls, followed by the “**#**” key.
3. To disable, dial “**#108**”.

Contacts:

Note: If you press the “**Contacts**” key and nothing happens, your system administrator has disabled the key and its functionality.

Adding a New Contact:

1. Press the “**Access Contacts**” key.
2. Press the “**New**” softkey.
3. Enter the first and/or last name by using the dialpad.
4. Enter the telephone number or numbers.
5. Select the type of number entered (Work, Home, Mobile).
6. Press the “**Save**” softkey.

Editing a Contact:

1. Press the “**Access Contacts**” key.
2. Search for and highlight the contact you wish to edit.
3. Press the “**More**” softkey.
4. Press the “**Edit**” softkey.
5. Choose the field and edit the information you wish to change.
6. Press the “**Save**” softkey.

Calling a Person From the Contacts List:

1. Press the “**Access Contacts**” key.
2. Select the person or primary number you want to call. (Note: You can search for a contact by typing in letters of the persons name)
3. Press the “**Call**” or “**OK**” softkey.

Call History

Calling a Person From Call History:

1. Press the “**Access Call History**” key.
2. Scroll to the left or right to view a filtered list of un-answered, answered, or outgoing calls.
3. Scroll up or down to select the person or number you wish to call.
4. Press the “**Call**” or “**OK**” softkey.

Adding an entry from Call History to your Contacts List:

1. Press the “**Access Call History**” key.
2. Select the number you wish to add to your Contacts list.
3. Press the “**+Contact**” softkey.
4. Edit the name and telephone number, if necessary.
5. Press the “**Save**” softkey.

About Features

Your administrator may place selected features on softkeys, or on the phone screen. For more information about features, contact your system administrator.

Send All Calls (Optional Feature):

1. From the phone screen, scroll right to access the Features List.
2. Select the “**Line Key**” next to “**SAC**”.

Setting Autodials:

1. From the Phone screen, arrow right twice to display the System Numbers menu.
2. Scroll to the line you wish to edit. (Note: Some labels are not editable)
3. Press the “**Edit**” softkey.
4. Use the dialpad to edit the label and/or the Autodial number.
5. Press the “**Save**” softkey.

Assigning Favorites:

1. Press the “**Access Avaya Menu**” key.
2. Press “**OK**” or the “**Select**” softkey to select “**Options & Settings**”.
3. Press “**OK**” or the “**Select**” softkey to select “**Assign Favorite Entries**”.
4. Perform one of the following actions: To add a favorite contact, press Contacts; To add a favorite feature, press Features.
5. Press “**OK**” or the “**Select**” softkey to select the required contact or feature.

Setting Speed Dials:

1. Press the “**Access Avaya Menu**” key.
2. Press “**OK**” or the “**Select**” softkey to select “**Options & Settings**”.
3. Press “**OK**” or the “**Select**” softkey to select “**Assign Speed Dial Entries**”.
4. Scroll and press “**Assign**” on desired speed dial.
5. Press “**OK**” to select the number that you want to assign.

Personalize Labels:

1. Press the “**Access Avaya Menu**” key.
2. Press “**OK**” or the “**Select**” softkey to select Options & Settings
3. Press “**OK**” or the “**Select**” softkey to select Application Settings
4. Press “**OK**” or the “**Select**” softkey to select Personalize Key Labels.
5. Select the label you wish to edit. If the label you wish to edit is on the Features menu, scroll down past your call appearances, and select the feature you want to edit. (Note: You can scroll right and left through the screens)
6. Press the “**Edit**” softkey.
7. Type a new label.
8. Press the “**Save**” softkey.

Setting Ringtones

1. Press the “**Access Avaya Menu**” key.
2. Press “**OK**” or the “**Select**” softkey to select Options & Settings.
3. Press “**OK**” or the “**Select**” softkey to select Screen & Sound Options.
4. Press “**OK**” or the “**Select**” softkey to select Personalized Ringing.
5. Select the ringtone using the navigation keys.
6. Press the “**Save**” softkey.