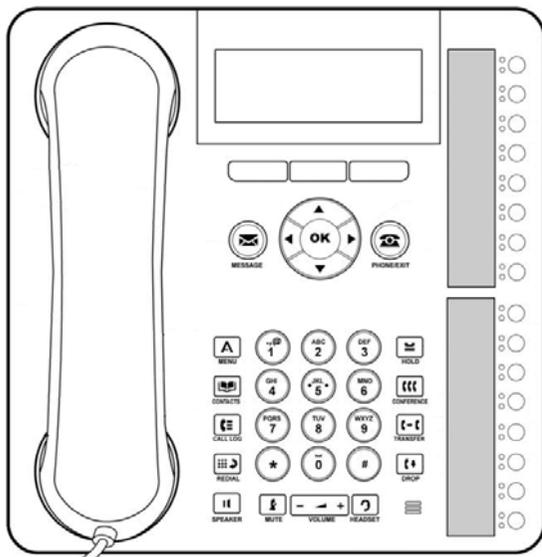


# AVAYA IP Office 1416 telephone quick reference guide

## Your 1416 Telephone

The IP Office supports the 1416 telephones.



The telephone supports 16 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

Log on to [www.avaya.com/support](http://www.avaya.com/support) for the latest support information, including user guide, installation and maintenance guide, interactive document and software downloads.

## Making calls

If you are not already on a call, just dial the number. Use the first available appearance button for the call. Alternatively, press a specific appearance button in order to make a call using that button.

## 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 callback, 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.

## 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 **CONTACTS** key. The console displays the directory menu.
2. Use the ◀ left and right ▶ arrow keys to select the type of directory entries you want; **External, Users, Groups, Personal** and **All**.
3. 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**.
4. Press **Call**.

## 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 **SPEAKER** key.
- To answer the call using a headset, press the **HEADSET** key.

After you have answered the call, you can switch between different talk modes:

- To switch to the handset, lift the handset.
- To switch to the handsfree mode, press the **SPEAKER** key and then replace the handset.
- To switch to the headset mode, press the **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 waiting call then press the double-arrow (>>) soft key and do one of the following: **Answer, To VM, Ignore** or **Drop**.

## Diverting a call to voicemail

You can transfer a call directly to your voicemail mailbox.

1. 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.

## Silence a ringing call

You can silence the ringer of a currently alerting call. The call will continue alerting visually but with no audible ring.

1. 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 **Ignore**.

## 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, headset, 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.

### Muting a call

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 hold or appearance buttons. If you change the listening mode, for example, from the handset to the speaker, the mute setting is canceled.

1. To activate mute, press the  **MUTE** key. The button will be lit while mute is active.
2. To switch mute off, press the  **MUTE** key again.

### Ending a call

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

## Starting a conference

Press the **CONFERENCE** key to start a conference with all the connected calls and calls placed on hold.

Alternatively, to start a conference or to add another party to a conference:

1. Press the **CONFERENCE** key. The telephone system automatically places the current call on hold.
2. Dial the number of the person that you want to add to the conference.
3. 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/Muting

1. While in the conference, press the **DROP** key, the details menu appears. Scroll through the list of callers in the conference and:
  - 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.

## Transferring calls

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 directory.
  - 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**.

### Transferring to voicemail

You can use the **Message** key to transfer a call to another user or to the voicemail 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**.

## Redirecting calls

### Do Not Disturb

When you select Do Not Disturb, the calls are redirected to voicemail 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.

### Forward Unconditional

Use the **Status** menu to change the forward unconditional settings.

1. 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  Up and Down  arrow keys to scroll through the editing options.
    - 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 Calls** and **All Calls**.
    - Select **Edit** to change the number to which calls are forwarded.

### Follow Me

You can redirect your calls temporarily to another extension.

1. Press **Features**. Use the  up and down  arrow keys to highlight **Forward**. Press **Select**.
2. Use the  up and down  arrow keys to highlight **Follow me To**. Press **Select**.
3. 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.
  - **Save**  
Save the selected number as the follow me to destination. All calls to your extension number will be redirected to that destination.
  - **Clear**  
Clear the currently selected or set number.
  - **Back**  
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**.
  - Use the  up and down  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  **CALL LOG** button. Use the  left and right  arrow keys to select the call types: **All**, **Missed**, **Answered** or **Outgoing**.
2. Use the  up and down  arrow keys to scroll through the records.
4. Press **Details** and then press **+Contact**.
5. 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**.

## Voicemail

The message waiting indicator (top-right of the phone) indicates new messages in your voicemail mailbox.

## Checking messages

1. Press the **MESSAGE** button. Enter your voicemail 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.
6. Use the soft keys to control the playback actions for the current message.

By default, messages are automatically deleted at a set time after being played. The delay depends on the particular voicemail server, for example, 24 hours for embedded voicemail and 30 days for Voicemail Pro.

## Voicemail On/Off

You can switch on or switch off the voicemail for your unanswered calls. This does not switch off your mailbox; you can still play existing messages and use other functions.

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