AVAYA

How to Use Your PARTNER® Phone

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:
- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:
- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

To order copies of this and other documents:

Call: Avaya Publications Center

   Voice 1.800.457.1235 or
   1.207.866.6701
   FAX   1.800.457.1764 or
   1.207.626.7269

Write: Globalware Solutions
   200 Ward Hill Avenue
   Haverhill, MA 01835 USA
Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

For the most current versions of documentation, go to the Avaya Web site:
http://www.avaya.com/support/

Contents

Basic Phone Functions

Make a Call

To make an outside call:

1 Press (Spkr), a line button, or lift the handset.

2 If required, dial the outside line code, usually (9), and then dial the telephone number.

To make an inside call:

1 Press either (Intercom) button.

2 Lift the handset, if desired.

3 Dial an extension.

Answer a Call

To answer an outside call or inside call:

- Press the button for the line you wish to answer, lift the handset, or press (Spkr).

To enable Hands-Free Answer on Intercom:

- Press (Mic) which allows you to respond to voice-signaled (not ringing) intercom calls without having to lift the handset or press any buttons.

Use the Hold Feature

1 While active on a call, press (Hold).

2 To retrieve a call from hold while on the handset or speaker, press the line button next to the winking green light (a call you put on hold) or the winking red light (a call put on hold at another extension).

Transfer a Call to an Extension

1 Press (*Transfr*).

2 Dial the extension number.

3 Perform one of the following steps:

- To transfer the call without announcing it, hang up.

- To announce the call before transferring it, wait for the called party to answer. When the called party answers, announce the call. To complete the transfer, hang up.

  If you want to cancel the transfer and return to that call, press the intercom button or line button of the call you were transferring.

Transfer a Call to a Voice Mailbox

1 Press (*Feature*) (*1*)(*4*).

2 Dial the extension number.

3 Hang up.

Make a Conference Call

While connected to the first party:

1 Press (*Conf*).

2 Press an idle intercom or line button.

3 Call the next party.

4 Press (*Conf*) again. Calls are now conferenced.

5 Repeat steps 1 through 4 to add up to a total of 2 outside and 2 inside connections.

You can remove the last-added outside party from the conference by pressing (*Feature*) (*0*)(*6*).

Use Your Voice Mailbox

To listen to your messages:

- Press (Intercom) ⑦⑦⑦.

To have voice mail answer your calls immediately:

- Press *Do Not Disturb*.

NOTE▶

Do Not Disturb must be programmed previously on a button.

Join a Call in Progress

A steady red light indicates a call in progress on another extension.

NOTE▶

You cannot join a call if Privacy is enabled or Automatic Extension Privacy is assigned at the other extension.

1 Press the button next to the red light.

2 Lift the handset or press (Spkr).

Forward Your Calls

1 Press (Feature) ①①.

2 Dial your extension number.

3 Dial the destination extension number.

4 To cancel, follow steps 1 through 3, but dial your extension number in step 3.

NOTE▶

Your System Administrator can program this feature on a button.

Send Calls to a Covering Extension

To use this feature, a voice mail system must be installed and administered in the PARTNER system, and your extension must be a subscriber to the voice mail system.

1 Press (Feature) (2)(0).

2 Dial your extension number.

3 Dial the covering extension number.

To send calls to the covering extension as soon as they start to ring, press *Do Not Disturb*.

NOTE▶
Do Not Disturb must be programmed previously on a button.

To cancel call coverage, follow steps 1 through 3, but dial your extension number in step 3.

Adjust the Volume

To adjust the ringer volume:

- To increase volume, press ⊖ or ⌃ while the phone is idle or ringing and the handset is in its cradle.

- To decrease volume, press ⊖ or ▽ while the phone is idle or ringing and the handset is in its cradle.

To adjust the speaker volume (while using the speaker) or handset volume (while using the handset):

- To increase volume, press ⊕ or ⌃.

- To decrease volume, press ⊖ or ▽.

Adjust the Display Contrast

The phone must be idle and the handset must be in its cradle when you adjust the display contrast.

To adjust the display contrast:

- To increase contrast, press ⊛ then press ⊕ or △.

- To decrease contrast, press ⊛ then press ⊖ or ▽.

Advanced Phone Functions

Screen Calls

To listen to a caller leaving a voice mail message:

- Press the programmed Call Screen button while the call is ringing.

To screen all incoming calls:

- Press the programmed Call Screen button. The steady green light indicates the call screening feature is activated.

Record Calls

This procedure requires special programming in your voice mail system.

NOTE▶

This feature is available on PARTNER ACS Release 3.0 or later systems using PARTNER Messaging R1.0 and later systems or PMVS R5.0 and later systems.

To record a conversation (to be stored in your voice mailbox):

- Press the programmed Record Call button at any time during the call.

You may record conference calls, but only one of the other parties can be on an inside extension.

Lock Your Extension

To prevent unauthorized people from making outside calls from your extension while you are away:

1 Press (Feature) (2)(1).

2 Dial a 4-digit code (0–9).

3 Redial the 4-digit code.

This feature also prevents calls from being screened.

To unlock your extension:

1 Press (Feature) (2)(1).

2 Dial the 4-digit code used to lock the extension.

Use Group Calling

To make or transfer a call to all extensions in a Calling Group:

1 Press (Intercom).

2 Lift the handset.

3 Dial (7) and the group number (1–4).

To page all extensions in a Calling Group:

1 Press (Intercom).

2 Lift the handset.

3 Dial (∗)(7) and the group number. Begin speaking after the beep.

Use Group Pickup

To answer a call at any extension in a Pickup Group:

1 Press (*Intercom*).

2 Lift the handset.

3 Dial ⑥⑥ and the group number (1–4).

Personalizing Your Phone

Program Your Phone

To program unused buttons to access frequently used system features, extensions, and phone numbers:

1 Press (Feature) (0)(0).

2 Press the appropriate button.

3 Dial one of the following:

- feature dial-code

- phone number

- for an inside extension, press (Intercom) and dial the extension.

See for a list of common features and dial codes.

4 Do one of the following:

- To program another button, return to step 2.

- To exit, press (Feature) (0)(0).

Feature Dial Codes

Feature	Dial Code
Account Code Entry	_Feature_ ①② + account code + _Feature_ ①②
Background Music	_Feature_ ①⑨ to turn on and off
Call Coverage	_Feature_ ②⓪ + your extension and covering extension
Call Forwarding/Call Follow-Me	_Feature_ ①① + your extension + extension where you want your calls to ring
Call Recording	_Feature_ ②④ to turn on and off This feature requires a button with lights.
Call Screening	_Feature_ ②⑤ You can program this button via Central Telephone Programming only.
Conference Drop	_Feature_ ⓪⑥ The last added outside party is dropped from a conference call.
Do Not Disturb	_Feature_ ⓪① to turn on and off This feature requires a button with lights.
Exclusive Hold	_Feature_ ⓪②
Last Number Redial	_Feature_ ⓪⑤
Message Light On/Off	To turn on: _Feature_ ⓪⑨ + extension To turn off: _Feature_ ①⓪ + extension
Privacy	_Feature_ ⓪⑦ This feature requires a button with lights.
Recall	_Feature_ ⓪③

Feature	Dial Code
Save Number Redial	To save a number: (Feature) (0)(4) after dialing the number, but before hanging up
	To redial a stored number: (Feature) (0)(4)
Voice Cover	(Feature) (1)(5)
Voice Mailbox Access	(Intercom) (7)(7)(7)
Voice Mail Transfer	(Feature) (1)(4)

Speed Dialing

System Speed Dial

To use a system speed dial code:

- Press $(Feature)$, then a 3-digit code.

  System speed dial codes are set by your system
  administrator.

Personal Speed Dial

To program your personal speed dial codes:

1 Press $(Feature)$ $(0)(0)$.

2 Press $(Feature)$ and select a 2-digit code between 80 and 99.

3 Dial the telephone number.

4 Repeat steps 2 and 3 for more numbers or, to exit, press
  $(Feature)$ $(0)(0)$.

To use your personal speed dial codes:

- Press $(Feature)$, then the 2-digit code you selected.

Directories

System Speed Dial Directory

Name	Code	Name	Code
	600		625
	601		626
	602		627
	603		628
	604		629
	605		630
	606		631
	607		632
	608		633
	609		634
	610		635
	611		636
	612		637
	613		638
	614		639
	615		640
	616		641
	617		642
	618		643
	619		644
	620		645
	621		646
	622		647
	623		648
	624		649

Name	Code	Name	Code
	650		675
	651		676
	652		677
	653		678
	654		679
	655		680
	656		681
	657		682
	658		683
	659		684
	660		685
	661		686
	662		687
	663		688
	664		689
	665		690
	666		691
	667		692
	668		693
	669		694
	670		695
	671		696
	672		697
	673		698
	674		699

Personal Speed Dial Directory

Code	Name
80	
81	
82	
83	
84	
85	
86	
87	
88	
89	
90	
91	
92	
93	
94	
95	
96	
97	
98	
99	

System Extensions Directory

Name	Ext.	Name	Ext.