


AVAYA IP Office 5410 Quick Reference Guide





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Making a Call

- Dial and extension directly to make a call, ie. 377 dials Pam.
- Dial 9 to make and outside call.


Holding a Call

- To place a call on hold, press  Hold.
- To retrieve a held call, press  corresponding to the held call.


Transferring a Call

1. With the call active, press  Transfer. The call is placed on hold;  is displayed and you hear a dial tone. Dial the number you want to transfer the call to.
2. To transfer without announcing the call, if the line is free, hang up. If the line is busy or if no one answers, press  corresponding to the held call.
OR
To announce the call, remain on the line and wait for an answer. Announce the call and hang up.
If the line is busy or if no one answers, press  corresponding to the held call.

Clearing a Call

- When you are finished with a call you may hang up OR keep the receiver off the hook and
- press the Drop  button to terminate the call. This allows you to make another call quickly.



Volume Adjustment

- There are four volume adjustments for your phone. Adjust the handset, speaker, headset or
- ringer volume depending on which component is currently in use by adjusting the volume
- controls .

Do Not Disturb

- To switch on DND, press the softkey next to DND on the upper right side of your screen.
- While DND is in use you will hear a stuttered dialtone on your phone line and the letter "N"
- appears on the lower left of the display.








Mute

- To prevent another person on the line from hearing you, press the Mute  button.
- To reinstate two-way conversation, press Mute  again.


Redials

- To redial a previously dialed number, press  redial. Press  to locate the desired
- number and then press the associated feature button.




Speed Dials

- To dial a speed dial:
 1. Press  the softkey SpDial and then press  and  to display your speed dials.
 2. When the speed dial you require is shown, press the feature button  adjacent to the speed dial name. Your phone automatically dials the number.
- To add a speed dial:
 1. Press  SpDial and then press  Add.
 2. A cursor is displayed in the name field. Dial in the name using the dialing pad. Depending on the
 - character you require, you may have to press the key more than once. If the next character is on the same
 - key, press  and then enter the next character.





Exit Button

- The Exit button  (looks like a door) will always bring you to your home screen on the LCD display. The
- home screen will always begin with the display of lines A=, B= and C=.

Conference Calls



1. To add another party to a call, dial the first party and then press  **Conference**. The current call is placed on hold,  is displayed and you hear a dial tone.
2. Dial the number of the next party and wait for an answer.
3. To add the new party to the call, press  **Conference** again.
4. Repeat Steps 1 to 3 to add further participants.

To add a held call to the current call:





1. Press  **Conference**. The icon on the current line changes to .
2. Press  corresponding to the held call.
3. Press  **Conference** again. All parties are now connected.

To drop yourself from the conference, hang up.


Your Display...Call Appearance...Feature Keys...Softkeys

- Call Appearance Keys allow the user to handle multiple calls and are listed on your screen as A=, B=, C=. They display incoming call information.
- Feature keys  allow you to activate the feature listed next to the key.
- Softkeys  allow you to initiate features like Speed Dial and Call Log. Press Menu to see options.

Using the Call Log

- Your phone maintains a call log; to access, press the softkey below Log . This log can store up to 100 entries. These can be a combination of incoming answered calls, incoming unanswered (missed) calls and outgoing calls.
- You can select which types of calls are included in the log. You can also use call log entries to make return calls or convert the entry into a speed dial for future use.
- To display the previous or next logged call, press .
- Use the  key to select the call in the display.
- The  keys provide a number of actions like save, call, delete.

Options

- The Options menu lets you change ringer options (FYI, by default outside calls begin with a double ring, inside calls begin with a single ring)
- You can also adjust the contrast for your screen in the Options menu using the  arrow keys.

Time




- The Time softkey on page two of your display allows you to set your display to show the date and time instead of displaying your name. Time is a "toggled" key, on shows date and time, off shows name.

Forwarding Calls from Your Extension

- Your calls can be forwarded to another extension or an external number.
- To set the number to which your calls are forwarded, dial *07*377#, forwarding to 377 in this example. Or to forward to a cell phone dial *07*9-555-1212 (9 sends to an outside line).
- To switch Forward Unconditional On (all calls forwarded) dial *01. A "D" is displayed on the lower left corner of your display. To switch it off, dial *02.

(FYI) The phone will hold the last forwarding number you entered until you reset the forwarding number.

The Directory

- Our phone system has a built in directory that lists every Lockwood user.
- The directory feature can be accessed on the second display screen using the  page right arrow.
- Choose the Directory with the  feature button, then press the Index button.
- Key in the user by first name using the dial pad keys (FYI...to key in the name Carol press 2, 2, 7, 6, 5. You won't have to press all those keys. Give the directory enough info to find C's or Ca's and then use the  keys till you find the name you are seeking.
- We will print one directory this year and then hope to use the phone's directory system to keep track of our users.

USING the VOICEMAIL SYSTEM

The Message Lamp

- The message lamp lights up when you have voice messages. It can also be set to flash when the phone is ringing. This is set with Option, Ring Options, Flash Message Lamp (toggle on and off).

Creating Name and Greetings for Voicemail

- **Logging in for the first time:**
 1. Access the voicemail system by pressing the Message Button.
 2. Enter extension and then # (if calling from your extension enter just #).
 3. When prompted for your password, enter # (do this only on the initial entry to your voice mailbox).
 4. Next you will be prompted to enter a new password (2 to 15 digits, no repetitive numbers, ie. 0000, no consecutive numbers, ie. 1234 or 4321). Enter your new password and #. You will be prompted to re-enter.
 5. Next you will be prompted to record your name.
 - a. Press 1 to record your name (first and last).
 - b. Record your name, press 1 again.
 - c. Press # to approve.
- **Recording Your Greeting**
 1. Access the voicemail system by pressing the Message Button, login by pressing extension # password #.
 2. Press 3 to create personal greetings.
 3. Press 1 to create your greeting, then enter greeting number (1-9).
(The system has room for up to 9 greetings available, use number one for now and add others if you need them.)
 4. Press 1 to record
 - a. record and press 1
 - b. press # to approve, OR 2 3 to listen, OR 2 1 to re-record.
 5. **Finish up by pressing 1 to activate greeting 1 for all calls.**

***TIP* Make your greeting short and to the point, record your greeting through the handset rather than using speakerphone...better sound.**

Recording and Sending Voicemail Messages

1. Access and login to the voicemail system by pressing the Message Button and entering your extension #, password #.
2. Press 1 to record, state the message then press # to approve.
3. Enter the recipient's extension, then # (you can send to multiple recipients at this time) when finished addressing, press # AND then # once more to send.

EXAMPLE: press 1-record msg.- press #377 #376 # - # to send (just sent to Pam and Darlene)

TIP: A message must be at least 5 seconds in length before the system thinks it is legitimate to send.

Fast way to send a message direct to voicemail: press **extension, the extension rings (don't worry the extension is only ringing to voicemail not to the user). You hear the user's greeting, press 1 to skip over the greeting. Record your message and then press the Drop button.

Listening to Voicemail Messages

1. Access the voicemail system by pressing the Message Button, login by pressing extension # password #.
2. Press 2 to listen to messages, you will hear your name and the number of messages you have in your voicemail box.
3. All messages come with a message header that details the sender, the time, the date, the length of the message and the sender's extension. Press 0 to skip the header and play the message.
4. Once you hear the message you can:
 - delete the message by pressing * 3 or respond to sender by pressing 1 then:
 - call the sender by pressing 0
 - reply to sender by voicemail by pressing 7
 - send the voicemail to someone else by pressing 4
 - forward the voicemail with a comment by pressing 2
 - save the message and skip to the next by pressing #
5. While listening to messages you can press:
 - 2 to rewind
 - 3 to pause/play (toggle)
 - 5 to back up
 - 6 to advance

TIP: You must use *D (*3) to delete a message. If you skip, reply, forward or save a message it remains in your mailbox.

Accessing the System from Home

The Lockwood phone system can be accessed from phones outside our campus by dialing 259-1533 and entering an access code. **This code should be kept private and only shared with people you would want to call your extension directly.** This number also allows access to your voicemail box from off campus.

1. Access the Lockwood phone system by dialing 259-1533 and entering the access code 2580.
2. Enter the extension you wish to call to ring directly to the extension.
3. Press 9 for a dial by name directory.
4. Press * if you are a user on the system, then proceed to login to your extension's voicemail.

Dial by Name is great when you are calling from home with no phone list.

Sending Voicemail to Group Mailboxes

You can record a message and send it to a group by using a "broadcast mailbox".

- Record a message as described earlier. When prompted to enter the recipient's extension, enter one of the broadcast mailboxes listed below:
 - Mailbox 250 is everyone on the Lockwood system including voicemail only boxes
 - Mailbox 252 is Administration (superintendent and three principals)
 - Mailbox 253 is the Primary
 - Mailbox 254 is the Intermediate
 - Mailbox 255 is the Middle School
 - Mailbox 256 is the Tech Coaches
 - Mailbox 257 is the Compass Cadre
- You can also make your own personal mail lists (distribution lists) for a group of recipients:
 - a. Login to your mailbox, then press 5.
 - b. Press 1 to create a mailing list, press 1 again to actually create the list.
 - c. You can make your list private or public, after entering extensions for the list press #.
 - d. To send to this list follow the instructions for sending messages, when asked for the extension press * and the number for your personal list.