Message Waiting Indicator: Illuminates when there is a voicemail waiting, or flashes when receiving an incoming call.

Display: Identifies number of missed calls, date, time, application specific information, and softkey labels.

Call/Line Appearances or Feature Buttons: Call appearance button allows you to make a call, answer a call, or resume a call that is on hold.

Hold: Press to place the active call on hold.

Conference: Press to add another call to an existing call.

Transfer: Press to transfer a call to another number.

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Drop: Press to drop the active call or the last party added to a conference call.

Headset: Press to activate the headset if it is connected.

Volume: Adjusts speaker, handset, headset or ringer volume.

Mute: Press to mute a call in progress.

Speaker: Activates the speakerphone.

Redial: Press to redial the last number dialed.

Avaya Menu: Provides options that allows you to perform tasks

Quick Reference Guide
Avaya IP Office
1403 Digital Voicemail Pro—Intuity Prompting

Help Desk Number
680-7070

Voicemail Pro Intuit Quick Tips

LOGIN    Temporary Password 253 #.
From INSIDE the office:
Dial x7599.
Enter your Extension number, followed by #.
Enter your Password, followed by #.

From OUTSIDE the office:
Dial the system access number : 680-7599
or Dial your own DID. When your voicemail box answers, dial * 7
Enter your Extension number, followed by #.
Enter your Password, followed by #.

ACTIVITY MENU:
Press 1 to record and send messages
2 to retrieve your messages
3 to create your personal greeting
The following are hidden prompts:
5 to change password / re-record name
7 to scan messages quickly

RECORD GREETINGS
Press 3 at the Activity Menu then
Press 1 to record or 0 to listen to a greeting
Enter greeting number (1-9)

LISTENING TO MESSAGES:
Press 2 at the Activity Menu (Message summary header will play)
0 to listen to a message
During or after listening to a message:
Press # to save this message and skip to the next header
* D to delete this message (will skip to the next header.
1,1 to reply to the sender by voicemail
1,2 to forward message to another mailbox

PLAY BACK CONTROLS:
While listening to your messages:
Press 3 to pause then 3 again to resume,
4 to make louder,
5 to back up (in 4 second increments)
6 to advance (in 4 second increments)
7 to make softer
8 to make slower
9 to make faster
0 to replay

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ANSWER A CALL
When a call arrives at your telephone you hear a ringing tone, and the associated call appearance flashes (slow flashing green lamp).

To answer an incoming call
Perform one of the following steps:
• If you are not active on another call answer the call with your handset or speakerphone.
• If you are active on a call, press the alerting call appearance button (slow flashing green lamp) puts the existing call on hold and answers the alerting call.

MAKE A CALL
Lift the Handset or Speaker and dial the internal extension number or “9” followed by the external number.

HOLD
To place a call on hold
While connected to the call, press Hold
To return to the held call
Press the call appearance button of the held call (fast flashing green lamp).

REDIAL
Pressing the Redial button enable you to call the last number dialed.

TRANSFER
The Transfer feature allows you to transfer a call from your telephone to another extension (or outside number if you are administered to do so)
To transfer the current call to another extension
1. While on a call, press Transfer button.
2. When you hear dial tone dial the number to which the call is to be transferred.
3. Perform one of the following steps:
   • To transfer the call without announcing it, press the Transfer button again, and hang up. The transfer is complete.
   • To announce the call before transferring it, wait for the called party to answer. See Step 4.
4. When the called party answers, announce the call. If the line is busy or if there is no answer, press Drop button. Return to the held call by pressing the associated call appearance button.
5. Press the Transfer button again and hang up to complete the transfer.

CONFERENCE
You can have up to 64 total parties on conference calls within your organization.
To add another party to a call:
1. While active on a call, press Conference to put the active party on hold.
2. When you hear dial tone, dial the number of the party you want to add to the call.
3. Wait for an answer.
4. To add the party to the call, press the Conference button again.
5. If the called party does not answer or does not wish to join the conference, press Drop button. Return to the held call by pressing the appropriate call appearance button (fast flashing green lamp).
Repeat Steps 1 through 4 for additional conference connections.