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

Softkeys: Used to navigate to or initiate administered features such as Speed Dial, as well as control actions with the features.

Phone / Exit: Press to view and manage calls.

OK: Shortcut key to initiate an action.

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.

Drop: Press to drop the active call.

Headset: Press to activate the headset or use the phone in headset mode.

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

Mute: Press to mute a call in progress.

Speaker: Activates the speakerphone.

Redial: Press to access a list of numbers dialed from your extension.

Call Log: Press to view a list of all answered, unanswered, and outgoing calls.

Contacts: Press to view the entries in your contact list.

Avaya Menu: Provides options that allow you to perform tasks such as customize telephone settings, configure call logging, select display language, etc.

Message: Press to connect to the voicemail system. Illuminates when there is a voicemail waiting.

Navigation Arrows: Use the up and down arrows to scroll through lists. Press the right and left arrows to navigate between views of an application or to move the cursor during text input.

Quick Reference Guide
Avaya IP Office
1416 Digital Voicemail Pro
—Intuity Prompting

Help Desk Number

680-7070

Voicemail Pro Intuity Quick Tips

**LOGIN**

Temporary Password 253 #.

From INSIDE the office:
Press Voice Mail (Messages) button
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
*# 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:
1. If you are active on another call, press the Transfer button.
2. If you are not active on another call, press the Call Appearance button (slow flashing green lamp) that has the external number you want to call.

**MAKE A CALL**
Dial the internal extension number or “9” followed by the external number.

**To have the telephone make a call automatically**
Perform one of the following steps:
1. Press the Redial button and select from the list of numbers.
2. Press the Call Log button and start a call to a specific entry.
3. Access your Contacts and start a call to a specific entry.

**HOLD**

**To place a call on hold**
While connected to the call, press the Hold button.

**To return to the held call**
Press the Call Appearance button of the held call (fast flashing green lamp).

**REDIAL**
Pressing the Redial button enables you to select from a list of numbers that have been previously 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 the 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 the 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 the Conference button 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 the Drop button. Return to the held call by pressing the appropriate call appearance button (fast flashing green button).
6. Repeat Steps 1 through 4 for additional conference connections.

**Note:**
- Pressing the Conference button will merge any parties that you have active or on hold at your extension into a conference call.
- You can view the parties on a conference call by pressing the Details softkey. Then use the up and down navigation arrows to scroll through the parties. Use the Drop softkey to selectively remove the displayed party from the conference call.

**CALL FORWARD (D)**
This feature forwards all your incoming calls to another phone to be answered by a co-worker when you're out of the office or to be answered by you at times when you're at another location.

**To Activate:** Press the CFrwd feature button and dial the extension number where the calls are to be forwarded to. Then press Done. If the extension has been forwarded before and you wish to change the destination use the left navigation arrow to erase the destination—enter the new destination the press Done. A fast busy tone will be heard if you lift the handset when Call Forward is activated. You are still able to make outbound calls.

**To Deactivate:** Press the CFrwd feature button.

**DO NOT DISTURB (N)**
Press the DND feature button to send all calls to voicemail.

**To Activate:** Press the DND feature button. A fast busy tone will be heard if you lift the handset. You are still able to make outbound calls.

**To Deactivate:** Press the DND feature button.

**CONTACTS (Speed Dials)**
The 1400 series telephones allow you to store up to 100 names and telephone numbers as speed dials. These can be searched for alphabetically.

**Adding a new contact:**
1. Enter the name using the dial pad— utilize the same convention as when entering in a name on your cell phone.
2. Enter the telephone number— exactly as you would dial it out (remember to insert a “9” for an outside number).
3. Press Save.

**Editing a contact:**
1. Enter the contact information you wish to edit.
2. Press Details.
3. Press the Details softkey.
4. Press the +Contact softkey.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the Save softkey or the OK button.

**AVAYA MENU**
This allows you to set your personal preferences for: Screen and Sound options and Call Settings.
You must select Save to make any changes permanent.

**CALL LOG** (Illuminated button = missed calls)
The 1416 telephone maintains a log of the last 45 calls that have come into or gone out from your extension. (Call log button illuminates when you have a missed call. The number of missed calls is displayed in the top left corner of your screen)

The Call Log is set to record missed, incoming, answered, and outgoing calls.

1. Press the Call Log button.
2. Scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the OK button or the Call softkey to make a call to the designated number.

To add an entry from the call log to your contacts.
1. Press the Call Log button.
2. Scroll to the number that you want to add to your contact list.
3. Press the Details softkey.
4. Press the +Contact softkey.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the Save softkey or the OK button.

**Use the dial pad and softkeys to make changes to the contact information**

**Press Save**

**Deleting a contact**

**Press Contacts**
Select the Personal Directory entry you wish to delete.

**Press Details**
Press Delete—Press Delete again to confirm deletion