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Missouri State University Telecommunications

Avaya IP Office 1600 Series Phone User Guide



Telecommunications Center
Blair 153
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<http://ntg.missouristate.edu>

Multi-line Set Feature Instructions

Conference

To add another party to a call-

1. Press [conf]
2. Dial the next phone number and wait for an answer **
3. Press [join] or [conference] to add the dialed number to the conference
4. Repeat steps 1 through 3 until all dialed numbers are connected to the conference

****Note:** If no answer or busy, press the call appearance button to return to holding party.

Note: Using a multi-line phone, a total of three parties can be conferenced; you and two other calls. The switchboard operator (dial 0) can conference up to six parties. Conference calls exceeding these limitations will require the assistance of an outside vendor to connect all callers. Outside vendor information can be obtained through the switchboard (dial 0).

To add a call on hold to the conference call-

1. Press [conference] if you are already in a conference
2. Select the call on hold that you want to add
3. Press [join] or [conference] to add the person to the conference call

To drop a single party from the conference call-

1. Navigate to the party that you want to drop
2. Press [drop]
3. Press [resume] to return to the remaining party

Note: All other parties must hang-up to disconnect from the conference call.

Redial

To call the last number dialed from the phone -

1. Pick up the handset or press [speaker]
2. Press [redial]

Hold

To put a call on hold -

1. Press [hold]
2. Press [resume] or the line button of the held call to retrieve the call

Message

Message lamp will light when you have voicemail. To access messages follow your voicemail instructions.

Mute

To hear the caller while blocking conversation from the caller or to resume the conversation-

1. Press [mute]

Ring Pattern

To select a personalized ring pattern-

1. Press [menu]
2. Select Screen/Sound Options
3. Select Personalized Ringing
4. Navigate to the selected ring pattern and press [play] to hear it
5. Press [save] to make it your ring pattern

Ring Volume

To adjust the ringer volume-

1. Leave phone on hook
2. Press the appropriate end of the volume button bar, located just below the keypad.

Speaker

To place, answer, or end a call without lifting the handset-

1. Press [speaker]
2. Place or answer the call
3. Press [speaker]

To adjust the speaker volume-

Press the appropriate end of the volume button bar, located just below the keypad.

To change from speakerphone to handset-

Pick up the handset

To change from handset to speakerphone-

1. Press [speaker]
2. Hang-up handset

Transfer

To transfer a call to another extension-

1. Press [trnsfr] to get dial tone
2. Dial the number
3. Remain on the line to announce the call
4. Press [trnsfr] or [complete]
5. Hang-up

Note: If the line is busy or no answer, return to the call by pressing the call appearance button.

Optional Features ↔

Contacts

To add a new contact-

1. Press [contacts]
2. Press [more] and then press [new]
3. Enter the name using the dial pad, press [more] and then press [next]
4. Enter the telephone number
5. Press [more] and then press [next]
6. Press [yes] and then press [phone/exit]

Deleting a contact-

1. Press [contacts]
2. Press [more] then [delete] then press [phone/exit]

Call Pickup

To pick up any call within your group-

1. Press [call pickup any]
 - a. The system selects the telephone and the call targeted for pickup

To pick up a call on a specific extension within your group-

1. Press [call pickup extension]
2. Dial the ringing extension
-or-
 1. Press [call pickup list]
 2. Select extension in the list of calls available to pick up

Note: If two people pick up simultaneously, one will hear a dial tone the other will hear the caller.

Send All Calls

To send all calls, except priority calls, to coverage-

1. Press the SAC feature button to send all calls to coverage.

The forwarding icon appears on the top line of your phone display, and the green LED next to the feature button turns on.

2. To turn the feature off, press the SAC feature button.

The forwarding icon no longer appears on the top line of your phone display, and the green LED next to the feature button turns off.

Voicemail

To login to your voicemail-

1. Press the Message button
2. Follow the voice prompts from your voicemail system.

System Features

System features are standard on *most* campus phones.

Busy-line Automatic Callback

To activate automatic callback-

1. Dial number.
2. Hear busy.
3. Press [Transfer] (hear confirmation tones).
4. Dial * 5.
5. Hang-up.

Phone will give a Priority ring when the “callback” phone is available.

To cancel automatic callback-

1. Press # 5 (hear confirmation tones)

Call Forwarding

To activate call forwarding-

1. Press [callfwd]
2. Navigate to [all calls] or [after 3 rings] or [on busy]
3. Press [select] and then press [change]
4. Navigate to [dialed #] and press [select]
5. Enter the number to which calls will be forwarded.
6. Press [next], [save], then [phone/exit]

To cancel call forwarding-

1. Press [callfwd]
2. Select [all calls] or [after 3 rings] or [on busy]
3. Press [off] and then press [phone/exit]

Bridged Appearance Calls

To answer a call on a bridged line-

1. Select the bridged call that you want to answer
2. Press [answer]

Last Number Redial

To redial the last number dialed-

1. Press [spkr] or pick up handset
 2. Press # 9
- or-
1. Press [redial] button

Frequently asked questions

Q. Why are all of my calls going directly to voicemail? The phone hasn't been ringing.

A. Your phone is probably set on “Send All Calls.” Try this – Get dial tone, then press # 3.

Q. Why does my phone ring a short ring, then no one is on the line?

A. Your phone is probably set on “Call Forwarding.” Try this – Get dial tone, then press # 2.

Q. Why do I keep hearing a beeping tone when I answer my phone?

A. Someone may think they are dialing a fax number. Try this – Transfer the call to a fax machine. The printed fax may list a phone number of the misguided party.

Q. Why can't I just use the last 4 digits of my phone number?

A. All campus numbers, 836, 837, 547 (Mt Grove), and 255 (West Plains), are dialed using only the last 5 digits of the phone number. The first number of the extension will vary from phone to phone. For this reason, you should include all 5 digits when giving someone your extension number.

Q. Who do I call if my phone isn't working properly?

A. Dial “0” to place a trouble report with the campus operator.

Q. Are West Plains and Mt Grove local calls?

A. All off-campus phone numbers using the same prefix in Springfield, West Plains, and Mt Grove are treated as a local call. Simply dial 9+ the seven-digit number to complete the call.

Q. Where can I find more instruction information about the university's data and voice network?

A. <https://ntg.missouristate.edu/Documentation/guidestraining.aspx>