# IP Office

## 1403 Phone User Guide

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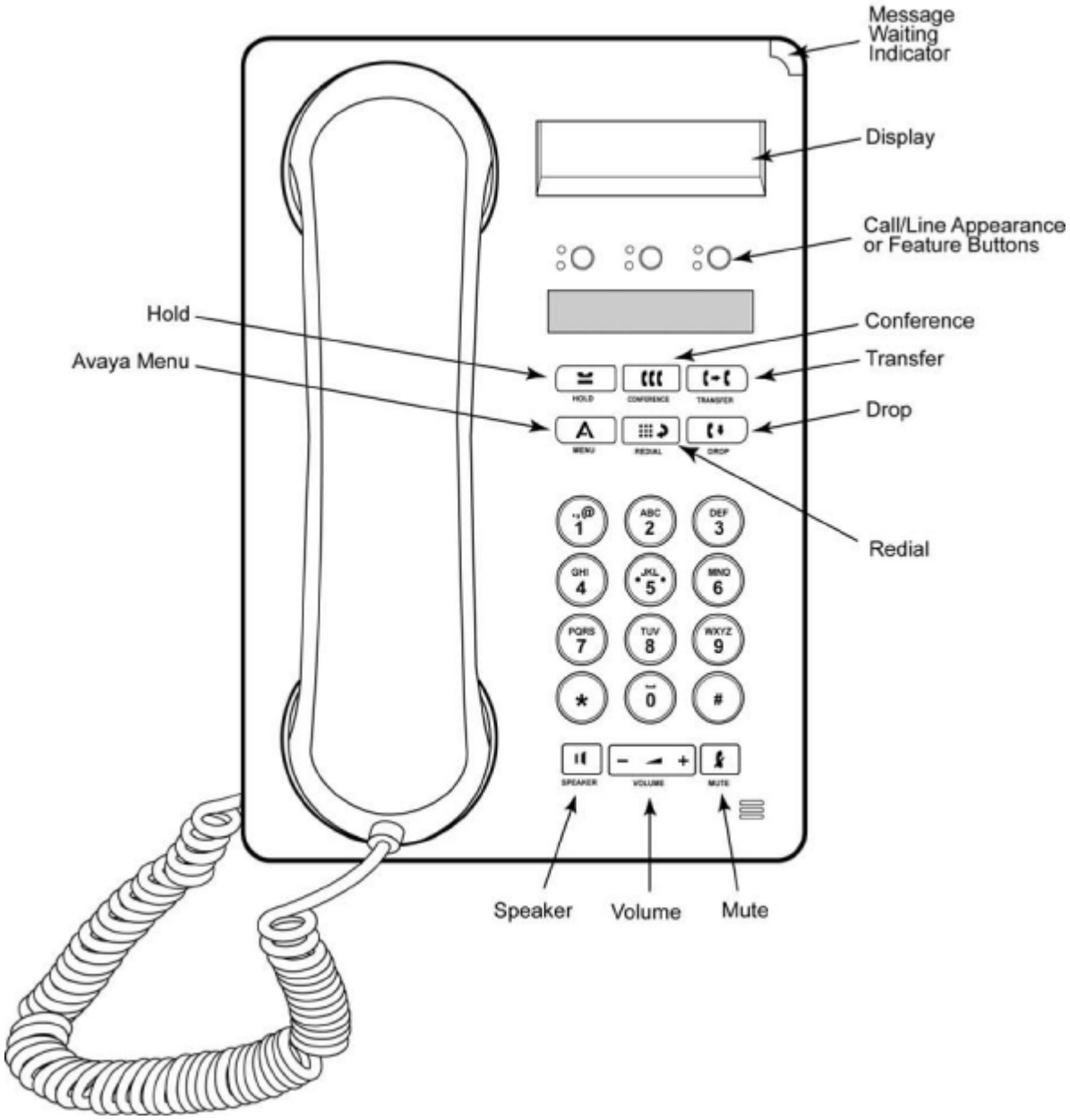
# Chapter 1.
# The Phone

# 1. The Phone

This guide covers the operation of 1403 telephone on a IP Office telephone system. Note that not all features described in this user guide may be available on your telephone. If you find that a feature is not available, contact your system administrator.



| Name | Description |
|---|---|
| **Message Waiting Indicator** | An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call. |
| **Avaya Menu** | Press the **A** button to access the Avaya menu. Press the A button twice to exit the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, select the display language, view network information, and log out. |
| **Redial** | Press **Redial** to dial the last number you dialed. |
| **Hold** | Press **Hold** to put the active call on hold. |
| **Conference** | Press **Conference** to add another party to an existing call. |
| **Transfer** | Press **Transfer** to transfer a call to another number. |
| **Drop** | Press **Drop** to drop the active call. While on a conference call, press **Drop** to drop the last person added to the conference call. |
| **Volume** | Press + or - on the volume button while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press + or - on the volume button while the handset and speaker are inactive. |
| **Mute** | Press **Mute** to mute a call in progress. To take a call off mute, press **Mute** again. |
| **Speaker** | Press **Speaker** to use the speakerphone. To take a call off speakerphone, lift the handset. |
| **Feature Buttons and Appearance Buttons** | There are 3 buttons that can be programmed by the system administrator as either call appearance buttons or feature buttons. Press a call appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. Typically, two buttons are administered as call appearance buttons and one button is administered as a feature button. The feature button provides access to an Avaya call management system feature that has been administered for your extension. The green LED next to the feature button indicates if the feature is currently on or off. If the light is on, the feature is on. |

## 1.1 Important Safety Information

- **! Warning:** This handset may pickup small metal objects such as metal pins or staples.
- During a power surge, EFT or ESD, calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- The phone should not be connected directly to the outdoor telecommunication network.

# 1.2 About LEDs

Each button has two LEDs, one green and one red, to indicate the status of the button. The status is identified by whether the LED is turned on, off, or blinking as described in the following tables.

### Table 1. Appearance Button LEDs

| LED | Description |
|---|---|
| **Steady green** | Call appearance is active. |
| **Slow blinking green** | Call appearance is ringing. |
| **Fast blinking green** | Call appearance is on hold. |
| **Very fast blinking green** | Conference or Transfer is pending. |
| **Steady red** | Call appearance is selected and will be used when you go off-hook. It remains steady red while you use the call appearance. |
| **Off** | Call appearance is available. |

### Table 2. Feature Button LEDs

| LED | Description |
|---|---|
| **Steady green** | Feature is active. |
| **Blinking green** | Feature is pending (request is being processed and not immediately available). |
| **Off** | Feature is not active. |

## 1.3 About Icons

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

**Table 3. Icons in the Telephone Display**

| Icon | Description |
|---|---|
| | Call forward or Send All Calls is active. (These features are available if they have been administered for your telephone.) |
| | Incoming call is ringing. |
| | Call is active. |
| | Call is on hold. |
| | Call is on soft hold (when using Conference or Transfer feature). |
| | Conference is active. |
| | Conference is on hold. |
| | Scroll up or down for other options. |

## 1.4 About Paper Labels

Next to each button is a paper label. The label identifies the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

# Chapter 2.
# Basic Telephone Operation

# 2. Basic Telephone Operation

## 2.1 Making a Call

If you are not on a call, simply dial the number you want to call.

1. Lift the handset, press **Speaker** or press an available line button.
2. Dial the number you want to call.

## 2.2 Redialling a Number

Press **Redial** to call the last number dialed.

## 2.3 Answering a Call

When you receive an incoming call, the incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Answer an incoming call in the following ways:

- If you are not on another call, lift the handset, or press the call appearance button whose green LED flashes for the incoming call, or press Speaker to answer using the speakerphone.
- If you are on another call, press the call appearance button whose green LED flashes for the incoming call.
    - If the **Auto Hold** feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If **Auto Hold** is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

## 2.4 Muting a Call

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

1. Press the **Mute** button during a call so that the other person cannot hear you.
2. Press the **Mute** button again to unmute the call.

## 2.5 Putting a Call on Hold

1. Press **Hold** to put your active call on hold. The fast blinking green LED next to the call appearance button indicates the call is on hold.
2. To resume the call, press the call appearance button to resume the call.

## 2.6 Transferring a Call

1. If the call you want to transfer is not your active call, press the call appearance button for the call you want to transfer.
2. Press **Transfer**.
   - The very fast blinking green LED next to the call appearance button indicates the call is being transferred.
3. Dial the telephone number.
   - To transfer the call to a call that is on hold, press the call appearance button for the call that is on hold.
4. Press **Transfer** again or hang up to complete the transfer.

## 2.7 Conference Calls

You can use conference calls to speak with up to three people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

### Making a conference call

1. While active on a call, press **Conference**.
    - Note: The very fast blinking green LED next to the call appearance button indicates the call is being conferenced.
2. Dial the telephone number.
3. Press **Conference** to add the person to the existing call.

### Putting a conference call on hold

When you put a conference call on hold, the other parties can still talk to each other.

1. Press **Hold** during a conference call. The blinking green LED next to the call appearance button indicates the conference is on hold.
2. To resume the call, press the call appearance button to resume the call.

### Dropping a person from a conference call

1. While active on a conference call, press **Drop**.
2. Press **#** to drop the person shown, press ***** to view the next person.

## 2.8 Getting Your Messages

A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

### Logging into your voice mail

1. To log in to your voice mail, follow the instructions provided by your system administrator.
2. Once you are logged in, follow the voice prompts from your voice mail system.

## 2.9 The Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, select the display language, view network settings, and log out. To access the Avaya Menu, press the **A** button. To exit the Avaya Menu, press the **A** button twice.

| A-Menu | Option | Description |
|---|---|---|
| **Screen/Sounds** | **Bright** | Adjust the display brightness. |
| | **Contrast** | Adjust the display contrast. |
| | **Ring Type** | Select the noise used for ringing. |
| | **Clicks** | Turn on or off the clicks heard when moving around the phone's menus. |
| | **Error Tones** | Turn on or off the error tone sometimes heard when using the phone's menus. |
| **Call Settings** | **Visual Alert** | Turn on or off the flashing of the message lamp when an incoming call is waiting to be answered. |
| | **Audible Alert** | Turn on or off the use of the audible ringer. |
| **Advanced** | **Language** | Select a language for the phone menus. The languages available will depend on those installed. |
| | **Erase Options** | Reset all options to their defaults. |
| | **Erase Language** | Reset the phone back to the default language. |
| | **Self Test** | Put the phone into its self-test mode. All lights on the phone are lit and a tone is played for every button pressed. |

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