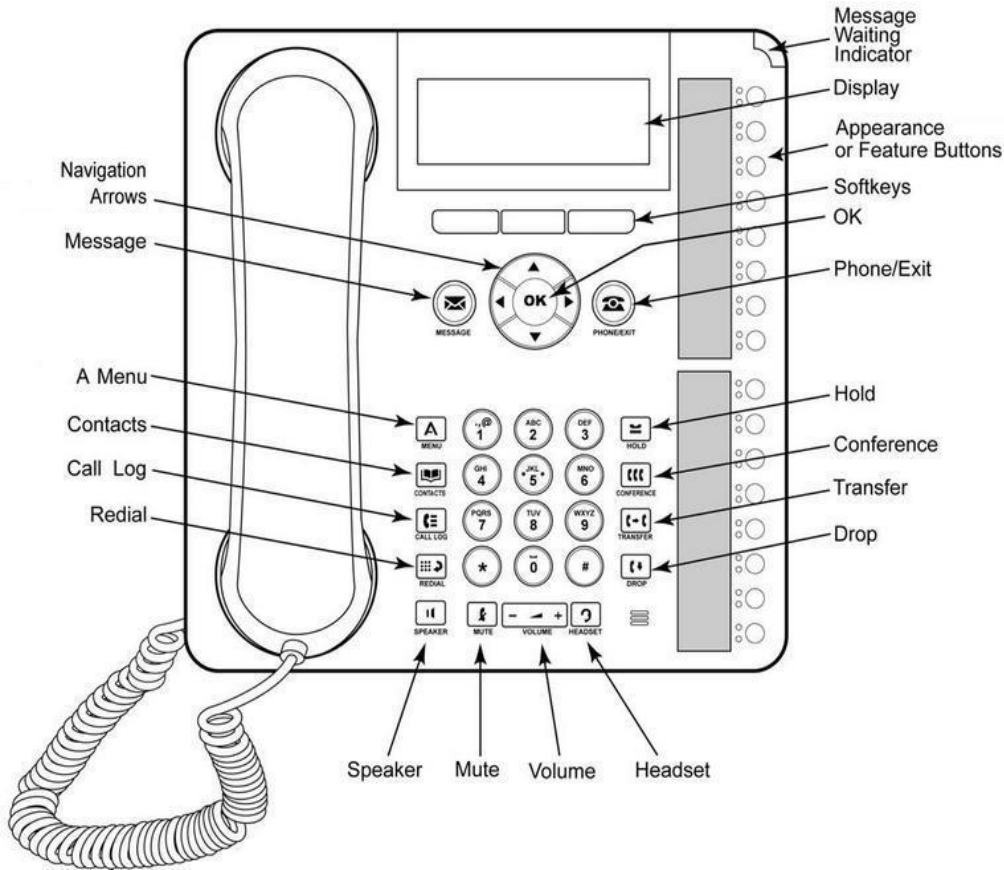




# AVAYA 1416/1616 Telephone QUICK REFERENCE




Telephone Set Feature/Functions	
Name	Description
<b>Message Waiting Indicator</b>	Illuminates when there is a voicemail waiting or flashes when receiving an incoming call.
<b>Display</b>	Identifies number of missed calls, date, time, application specific information and softkey labels.
<b>Call/Line Appearance or Feature Buttons</b>	Call appearance button allows you to make a call, answer a call or resume a call that is on hold.
<b>Softkey</b>	Used to navigate to or initiate administered features such as Speed Dial as well as control actions with the features.
<b>OK</b>	Shortcut key to initiate an action.
<b>Phone/Exit</b>	Press to view and manage calls.
<b>Hold</b>	Press to place the active call on hold
<b>Conference</b>	Press to add another call to an existing call.
<b>Transfer</b>	Press to transfer a call to another number and hang up the call.
<b>Drop</b>	Press to drop the active call.
<b>Headset</b>	Press to answer/release a call if using a headset.
<b>Volume</b>	Adjusts speaker, handset, headset or ringer volume.
<b>Mute</b>	Press to mute a call in progress.
<b>Speaker</b>	Activates the speakerphone.
<b>Redial</b>	Press to access a list of numbers dialed from your extension.
<b>Call Log</b>	Press to view a list of all answered, unanswered and outgoing calls.
<b>Contacts</b>	Press to view the entries in your contact list.
<b>Avaya Menu</b>	Provides options that allows you to perform tasks such as customize telephone settings, configure call logging, select display language etc.
<b>Message</b>	Press to connect to the voicemail system. Illuminates when there is a voicemail waiting.
<b>Navigation Arrows</b>	Use the up and down arrows to scroll through lines. Press the right and left arrow to navigate between views of an application or to move the cursor during text input.

Additional Feature Buttons	
Name	Description
<b>Call Fwd</b>	Allows you to enter extension you would like to forward your extension to.
<b>Call Park</b>	Allows you to park a call on your phone and retrieve the call from another.
<b>Send all calls</b>	Sends call to the location of which your phone is programmed to ring when you do not answer. Example: Voicemail.
<b>Call Pickup</b>	Allows you to pickup a ringing call from another telephone.

Avaya Aura Voicemail - ext. 41111	
<b>Accessing and setting up your mailbox for the first time.</b>	Dial extension <b>41111</b> or press the Message button on your Avaya telephone set and when prompted, enter your temporary password ( <b>2580456</b> ) followed by the # sign. The system will prompt you to enter your new password which must be 7 or 8 digits long. Continue to follow the prompts to record your name and greeting.
<b>From an Avaya telephone set</b>	Dial extension 41111 and follow the prompts. <u>If the mailbox is not yours, press * and follow prompts to access your mailbox.</u>
<b>From a Mitel telephone set</b>	Dial extension 41111 and follow the prompts.
<b>From a telephone outside of HHS</b>	Dial 905-521-2100, enter extension 41111 and follow the prompts.

For more in-depth reference material please visit the Telecommunications SharePoint site at <https://ishare.hhsc.ca/corporate/tc/>

If you have any questions, please contact the HITS Helpdesk via [HITS myIT](mailto:HITSmyIT), email to [helpd@hhsc.ca](mailto:helpd@hhsc.ca) or 905-521-2100 ext. 43000.

For additional information about features/functions that may have changed please see back. 

# FEATURE/FUNCTIONALITY THAT HAS CHANGED

## LONG DISTANCE ACCOUNT CODE NUMBERS (AUTHORIZATION CODES)

The new process to use a **long distance account number** is as follows:

- From your Avaya telephone set, dial **9** plus the long distance number you want to reach. Upon hearing 3 quick tones, enter your 7-digit long distance account number (authorization code). Your call will then be processed.

**\*\*\*Note: If you have a 9 digit code that begins with 81, please remove 81 and use the remaining 7 digits.**

## HOLD VS. PARK

The **HOLD** button is used to place an active call on HOLD and then return to that caller using the same telephone set

The **CALL PARK** button is used to place an active call on PARK and then return to that caller using the same or different telephone set.

\*The CALL PARK ring-back timer is 3 minutes.

### To place an active call on PARK:

- Press the **Call Park** button
- Hang up

### To retrieve a PARKED call from a different telephone set:

- Dial \*86 followed by the extension of the phone that the call is PARKED on.

### To retrieve a PARKED call from the same telephone set:

- Press the **Call Park** button.

## CALL PICKUP

To remotely pick up a call that is ringing at a station near you:

- Press the **Call Pickup** button on your telephone set. If you do not have a Call Pickup button, dial \*13.

## CALL FORWARDING

To **Call Forward** your extension:

- Press the **Call Forward** button and then enter the extension number where the calls are to be forwarded to. Upon completion you Call Forward indicator light will be green.

To **Unforward** your extension:

- Press the **Call Forward** button.

## HEADSETS

\*The information below is for headsets that do not use remote handset lifters.

- To **Place a call**, enter the number and press the **Headset** button.
- To **Answer** a call, press the **Headset** button.
- To **Disconnect** from an active call, press the **Headset** button.
- To **Transfer** an active call
  - Press the **Transfer** button.
  - Enter the extension.
  - Press the **Headset** button to release the call.

## BLIND TRANSFER VS. SUPERVISED TRANSFER

A **Blind Transfer** allows you to dial the destination and then releases the call regardless of whether the destination is busy or not answering.

### To complete a Blind Transfer:

- While on an active call, press the **Transfer** button.
- Dial the appropriate number.
- Hang up.

A **Supervised Transfer** allows you to wait for the called party to answer before completing the transfer. If the call is not answered or the called party is busy, you can return to the call for further processing.

### To complete a Supervised Transfer:

- While on an active call, press the **Transfer** button.
- Dial the appropriate number.
- When the party answers, announce the call.  
\*If the party does not answer, press the **Drop** button to return to the call on hold.
- Hang up.

## CONFERENCING

- While on an active call, press the **Conference** button to put the active party on hold.
- When you hear dial tone, enter the **number** for the additional participant.
- When the additional participant answers, press the **Conference** button to join all 3 participants together.

\*If the additional participant does not answer, press the **Drop** button to return to the first call.

## AUTODIAL (SPEED DIAL) BUTTONS

From the phone set, complete the following to program your Autodial buttons:

- Press the **Abr-Prog** button
- Press the button you would like to program
- Enter the 5-digit extension number or 9 plus the 10-digit telephone number
- Press # to save
- You will then receive a confirmation msg on the screen stating that the number has been saved