

UNIVERSITY *of* HAWAII[®]

WEST O'AHU



AVAYA
VOICE OVER INTERNET PROTOCOL (VOIP)
TELEPHONE
REFERENCE GUIDE

Information from Hawaiian Telecom

Modified by Leeward Community College, UH West O'ahu

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PLACING CALLS

Pre-dial

- Dial the number you are trying to reach.
- Pick up the handset or press the **Handsfree** button.
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

On Campus Calls

- Pick up the handset or press the **Handsfree** button.
- Dial the four digit extension number you are trying to reach.
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

Off Campus Calls or Calls to Other UH Campuses

- Pick up the handset or press the **Handsfree** button.
- Dial **9**, then the number which you are trying to call. (ex. 9 5555555)
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

Long Distance Calls


In order to make long distance calls, your phone number must be provisioned with that feature.

- Pick up the handset or press the **Handsfree** button.
- Dial **9, 1**, the area code, then the phone number you are trying to reach. (ex. 9 1 808 555 5555).
- To end the call, you can either hang up the handset or hit the **Goodbye** button.

International

In order to make international calls, your phone number must be provisioned with that feature.

- Pick up the handset or press the **Handsfree** button.
- Dial **9, 011**, the country code, the area code, then the phone number you are trying to reach. (ex. 9 011 555 55 5555).
- To end the call, you can either hang up the handset or hit the **Goodbye** button.



Emergency Calls
All phones are able to
dial 911 or 9+911

ANSWERING CALLS

On Your Extension

- Pick up the handset or press the **Handsfree** button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to answer the call as well.

On Another Extension

Use only if you have multiple extensions displayed on your VoIP Phone.

- Locate the extension number you wish to answer on the phone's display screen. It will have a flashing telephone icon next to the extension number.
- Press the button next to it.
- You can either pick up the handset or press the **Handsfree** button to answer the call.
- If you have a headset attached to the VoIP phone, you can press the **Headset** button to answer the call as well.

ACTIONS YOU CAN PERFORM WHILE ON A CALL

Switching from Handset to Handsfree and Back

- While on a handset call, press the **Handsfree** button and place the handset back in the cradle.
- While on **Handsfree** call, just lift the handset.

Call Hold

- While on a call, press the **Hold** button to put the caller on hold.
- To take the caller off hold, press the button next to the extension number which you put the caller on hold. There will be a flashing telephone icon next to that extension number.
- If you have more than one extension number on your phone, when answering a second call on your phone, press the **Hold** button to put the first caller on hold, and then select the extension number which is ringing.

Mute

You may want to use this action when you are participating in conference calls to block out the background noises at your location.

- While in a conference call, if you just want to listen and prevent background noises from interfering with the conference call, press the **Mute** button. You will know that you are in mute mode because you will see a flashing red light on the mute button.
- If you want to be heard, don't press the **Mute** button from the start of the conference call.
- If you are in mute mode during a conference call and want to be heard, press the **Mute** button to unmute yourself.

Call Transfer

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To transfer the call, you first press the soft key with the word **Trans** over it.

- When you hear the dial tone, enter the extension number you wish to transfer the active call to.
- Press the **Trans** soft key again to complete the call transfer.

Initiating Conference Calls

- While on an active call, press the **Conf** soft key. The caller is put on hold and you will hear a dial tone.
- Dial the number you wish to have a conference call with.
- Press the **Conf** soft key to conference all parties.
- You may be able to conference up to six parties by repeating the first three steps.
- The conference call remains connected even if you disconnect from the conference call.

Call Forward

To Set

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Dial the number to forward your calls to.
 - To forward to another on-campus extension, enter the four digit extension
 - To forward to voicemail, enter 2801
 - To forward to an external number enter 9 + phone number
- Press the **Fwd** soft key again to initiate calls being forwarded to the number you just entered.
- You will know that the forward feature is activated because you will see an arrow next to it.

To View Forwarded Number

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Using the Navigation Keys, press the down arrow to view the telephone number you are forwarding your calls to.
- To end the viewing, you can press the **OK** soft key or press the **Goodbye** button.

To Cancel Forwarding

- Press the **Fwd** soft key located on the left-hand side of your display screen.
- Press the **Cancel** soft key to cancel call forwarding. A message will be displayed stating call forward cancelled.

Call Park

To Park A Call

- While on an active call you will see two options in the display screen, **Conf** and **Trans**.
- To start the call park process, you first press the soft key with the word **Trans** over it.
- You then dial ***5** followed by the extension you wish to park your active call.
- Press the **Trans** soft key again to park your active call.

To Retrieve the Parked Call

- First go to the location of the VoIP Phone extension number which you parked your active call against. **Note: The parked call lasts 120 seconds. After 120 seconds, the call will ring again where it was first received.**
- From that VoIP Phone, pick up the handset or press the **Handsfree** button to get a dial tone.
- Dial **#5** followed by the extension number the active call was parked against.

- You are now connected to the active call you parked.

DIRECTORIES

Callers List

The callers list can store 100 incoming calls you received.

To View Callers List

- Press the **Caller** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Callers List in the display screen.
 - Press the **Select** soft key
- The new and total number of incoming calls you received will be displayed. Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Callers List

- To Dial
 - Press the **Dial** soft key to dial the number you are currently viewing.
 - Before doing this, external numbers must be edited to follow the appropriate format.
- To Edit
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Key to place the cursor at the beginning of the phone number.
 - Add the numbers required by pressing that number on the Keypad (for example 9 in front of external phone numbers).
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.
- To Copy
 - Press the **Copy** soft key to begin copying the phone number to your Personal Directory.
 - Press the **Next** soft key and then the **Done** soft key to save that number.
 - Remember to edit this number as required when you are in your Personal Directory menu.
- To Delete
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the **Yes** soft key to confirm deletion.

To Delete All Entries in the Callers List

- Press the **Caller** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Callers List in the display screen.
 - Press the **Select** soft key
- The new and total number of incoming calls you received will be displayed.
- Press the **Del** soft key to delete all the entries in the callers list.

- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Redial List

The redial list can store 20 outgoing calls you made.

To View Redial List

- Press the **Redial** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Redial List in the display screen.
 - Press the **Select** soft key
- The total number of phone numbers in your Redial list will be displayed.
- Use the Navigation Keys to view the incoming call phone numbers by scrolling up or down.
- To exit, press the **Directory** button.

Actions You Can Perform While Viewing Redial List

- To Dial
 - Press the **Dial** soft key to dial the number you are currently viewing.
- To Edit
 - Press the **Edit** soft key to edit the number you are currently viewing.
 - Use the Navigation Keys to move the cursor to the desired location.
 - Use the **Delete** soft key to delete numbers.
 - Add numbers by pressing the desired number on the Key Pad.
 - Press the **Done** soft key to complete the editing process.
 - You now can dial the number by pressing the **Dial** soft key.
 - To exit and return to the previous menu, press the **Cancel** soft key.
- To Copy
 - Press the **Copy** soft key to start copying the phone number to your Personal Directory.
 - Press **Next** soft Key then the **Done** soft key to save that number.
- To Delete
 - Press the **Del** soft key to delete the phone number you are currently viewing.
 - Press the **Yes** soft key to confirm deletion.

To Delete All Entries in the Redial List

- Press the **Redial** soft key, OR:
 - Press the **Directory** button.
 - Using the Navigation Keys, scroll down until you see Redial List in the display screen.
 - Press the **Select** soft key
- The total number of phone numbers in your Redial list will be displayed.
- Press the **Del** soft key to delete all the entries in the callers list.
- Press the **Yes** soft key to confirm deletion.
- To exit, press the **Directory** button.

Personal Directory

You can store up to 100 telephone number entries. You may attach a USB Keyboard to the phone to add or edit your entries in your Personal Directory. The USB port is located on the back side of the phone.

To Enter Your Personal Directory Menu

- Press the **Directory** button.
- The Personal Directory should be displayed on your display screen. If not, use the Navigation Keys to find Personal Directory.
- Press the **Select** soft key to enter your phone's Personal Directory menu.

Add an Entry

- While in the Personal Directory menu, press the **Add** soft key.
- Enter the name for the entry using the Key Pad.
 - You can toggle through the letters by pressing the number associated with that letter. For example, to enter the letter "O," you would press the number 6 three times.
 - If you have to enter a letter that is in the same group of letters associated with that number, wait a few seconds before pressing that number again. For example, to enter "BA," you would press the number 2 twice. Wait about three seconds. Then press the number 2 again.
 - To add a space, press the number 0.
- After entering the name, press the **Next** soft key.
- Enter the number for the entry using the keypad. Don't forget to enter **9** before external numbers; **9, 1**, the area code, then the phone number for long distance numbers.
- Press the **Done** soft key to store the entry.

Edit an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to edit.
- Press the **Edit** soft key to begin editing that entry.
- Make the necessary changes to that entry using the **Delete** soft key and the letters on the keypad.
- Press the **Done** soft key to save the entry you just edited.

Delete an Entry

- While in the Personal Directory menu, use the Navigation Keys to search for the entry you want to delete.
- Press the **Del** soft key.
- Press the **Confirm** soft key to delete that entry.

Delete All Entries

- While in the Personal Directory menu, press the Del soft key to delete all entries in your Personal Directory.

PHONE OPTIONS

Adjusting Volume for the

Ringer

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- The first option you will see is **Ringer**.
- Press the **Select** soft key and you will hear the current volume of your ringer. Use the **Up** or **Down** soft keys to either raise or lower the volume of your ringer.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Handset

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- Use the **Up/Down** Navigation Keys to find **Handset listen**.
- Press the **Select** soft key and then pick up your handset. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.
- When satisfied with the volume, press the **Select** soft key.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Handsfree

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- You will then see **Volume adjustment...** in the display screen.
- Press the **Select** soft key to view options which you can change the volume to.
- Use the **Up/Down** Navigation Keys to find **Handsfree listen**.
- Press the **Select** soft key and then press the **Handsfree** button. You will hear a dial tone.
- Use the **Up/Down** soft keys to either raise or lower the volume of your handset.
- When satisfied with the volume, press the **Select** soft key and then the **Goodbye** button.
- Press the **Cancel** soft key to go back to the Volume Adjustment menu.
- Press the **Services** button to exit out completely.

Adjust Screen Contrast

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Contrast adjustment**.
- Press the **Select** soft key to enter the Contrast Adjustment menu.
- Use the **Up/Down** soft keys to either raise or lower the contrast of your display screen.
- Press the **Select** soft key when you are satisfied with the contrast of your display screen.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Change Ring Type

- On your VoIP Phone, press the **Services** button.
- You will see **Telephone Options** on the display screen.
- Press the **Select** soft key to enter the Telephone Options menu.
- Use the **Up/Down** Navigation Keys to find **Ring type....**
- Press the **Select** soft key to enter the Ring Type menu.
- From this menu, you have eight ringer type options to choose from. Navigate through them using the **Up/Down** Navigation Keys.
- To listen to each of the ring type, press the **Play** soft key. Press the **Stop** soft key to stop.
- Press the **Select** soft key, when satisfied with the ring type.
- Press the **Cancel** soft key to go back to the Telephone Options menu or press the **Services** button to exit out completely.

Voice Mail

Initial Setup

NOTE: The recording will state your new password, so use the handset when you are initially setting up your voice mail to prevent anyone from hearing it.

- From your phone, pick up the handset.
- Press the **Msg/Inbox** button or you can dial **2801**
- Listen to the recording and when prompt for a password, type the temporary password, **86245**, followed by the “#” symbol on the phone key pad.
- The recording will then ask you to choose a new password. Enter your new password on the phone key pad followed by the “#” symbol.
- The recording will then restate the new password you just entered, if correct press the “#” symbol, if not press the “*” symbol to change your password.

Accessing Your Voice Mail

Using Your Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **2801**
- When prompted, enter your password.
- After listening to your messages, follow the options to save or delete them.

Using Someone Else’s Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **2801**
- During the greeting, press the “*” symbol on your phone key pad twice
- When ask to enter your mailbox number, enter your seven digit number (689 + **your extension**). Example 6895555.
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

From an Off Campus Telephone or Mobile Phone

- Dial **6892801**
- During the greeting, press the “*” symbol on your phone key pad twice
- When ask to enter your mailbox number, enter your seven digit number (689 + **your extension**). Example 6895555.
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

Commands to use with the Handset

<p>Anytime</p>	<p># - Skip / Enter / Bypass a greeting / interrupt a prompt 0 - Help * - Cancel or backup one menu</p>	
<p>1 - Review messages</p> <p>1 1 - Unread</p> <p>1 2 - Read</p> <p>1 3 - Saved</p>	<p>During Message</p> <p>1 - Rewind (a few sec)</p> <p>1 1 - Review to start</p> <p>2 - Pause / Resume</p> <p>3 - Fast forward (a few sec)</p> <p>3 3 - Fast forward to end</p> <p>4 - Slow playback</p> <p>4 4 - Slowest playback</p> <p>6 - Fast playback</p> <p>6 6 - Fastest playback</p> <p>7 - Delete</p> <p># - Skip to the next message</p>	<p>After Message</p> <p>4 - Replay</p> <p>5 - Message Details</p> <p>6 - Forward (with intro)</p> <p>6 1 - Forward (without intro)</p> <p>6 6 - Forward (rmv prev intros)</p> <p>7 - Delete</p> <p>8 - Reply</p> <p>8 8 - Call Sender</p> <p>9 - Save</p> <p>0 - More options</p> <p># - Skip to the next message</p>
<p>2 - Send Messages</p>	<p>Step 1: Record Message</p> <p style="text-align: center;">When finished, press #</p> <p>Step 2: Address Message</p> <ul style="list-style-type: none"> • Enter a mailbox number • Spell a name or distribution list • Say a name or distribution list 	<p>0 - Hear delivery options</p> <p>0 1 - Private</p> <p>0 2 - Important</p> <p>0 4 - Future Delivery</p> <p>6 - Add more recipients</p> <p>* - Cancel</p> <p># - Send</p>
<p>4 - User Preferences</p>	<p>1 - Features</p> <p>1 1 - Notify Me (on/off)</p> <p>1 4 - Reach Me (on/off)</p> <p>2 - Administrative Options</p> <p>2 1 - Password</p> <p>2 4 - Date and time playback (on/off)</p> <p>3 - Greetings</p> <p>3 1 - Personal Greeting</p> <p>3 1 1 - Standard system greeting</p> <p>3 1 2 - Record personal greeting</p> <p>3 1 2 1 - Away from phone</p> <p>3 1 2 2 - Busy</p> <p>3 2 - Extended absence</p> <p>3 3 - Name</p>	
<p>5 - Restart</p> <p>* - Exit</p>		