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Avaya Agent Deskphone 16CC User Guide

Contents

Contents

Notices

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Top Display Line Combinations for Agents

What you see on the top line of the screen depends on what you are doing at the time (your agent work mode) and whether you are idle or have an active, held, or incoming call. Top line space is limited, and sometimes it's hard to determine whether you have a pending call or not.

Use this chart as a guide to possible top line display combinations. In the chart, ACD=Automatic Call Distribution; ACW=After Call Work; Auto=Auto-in; Aux=Auxiliary mode; DAC=Direct Agent Call; Man=Manual in; RC=Reason Code #.

1st Field (Agent State) shows	2nd Field (Work Mode) shows	3rd Field (DAC Pending) shows	4th Field (Time of Day) shows	What they mean:
Auto or Man	Avail		Time	You are ready to receive DAC or ACD calls.
Auto or Man	Incoming		Time	You have a non-ACD, non-DAC call and, if applicable, a DAC is pending.
Auto or Man	Incoming-ACD		Time	You have an ACD call coming in and, if applicable, a DAC is pending..
Auto or Man	Incoming-DAC		Time	You have a DAC coming in and, if applicable, a DAC is pending.
Auto or Man	On-ACD		Time	You are on an ACD call.
Auto or Man	On-ACD	DAC	Time	A DAC is pending while you are on an ACD call.
Auto or Man	On-DAC		Time	You are on a DAC.
Auto or Man	On-DAC	DAC	Time	A DAC is pending while you are on a DAC.
Auto or Man	Hold		Time	You have a non-ACD, non-DAC on hold.
Auto or Man	Hold	DAC	Time	You have a non-ACD, non-DAC on hold and a DAC is pending.
Auto or Man	On-ACD-Hold		Time	You have an ACD call on hold.
Auto or Man	On-ACD-Hold	DAC		You have an ACD call on hold and a DAC is pending.
Auto or Man	On-DAC-Hold		Time	You have a DAC on hold.
Auto or Man	On-DAC-Hold	DAC		You have a DAC on hold and a DAC is pending.
	Aux or Aux with RC		Time	You are not available to receive DAC or ACD calls.

1st Field (Agent State) shows	2nd Field (Work Mode) shows	3rd Field (DAC Pending) shows	4th Field (Time of Day) shows	What they mean:
	Aux or Aux with RC	DAC	Time	You are not available to receive DAC or ACD calls, but a DAC is pending.
	ACW		Time	You are performing after call work and not available to receive DAC or ACD calls.
	ACW	DAC	Time	You are performing after call work and not available to receive DAC or ACD calls, but a DAC is pending.
Auto or Man	Aux Pend or Aux RC Pend		Time	You are switching into Aux mode and have no incoming or pending calls.
Auto or Man	Aux Pend or Aux RC Pend	DAC		You are switching into Aux mode and a DAC is pending or you have put a DAC or ACD call on hold, are switching into Aux mode, and have a pending DAC..
Auto or Man	ACW Pend		Time	You are switching into ACW mode and have no incoming or pending calls.
Auto or Man	ACW Pend	DAC		You are switching into ACW mode and a DAC is pending or you have put a DAC or ACD call on hold, are switching into ACW mode, and have a pending DAC.

Introduction to the Avaya Agent Deskphone 16CC

The 16CC telephone is a multiline SIP telephone for use with Avaya Call Center 5.0. The 16CC telephone puts convenient features and capabilities at your fingertips, including a Phone screen to view and manage your calls, a Contacts list, a Call Log, designated feature buttons to change your agent work mode or status, a menu of options and settings to customize your phone, and access to your voice mail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, contact your system administrator.

Avaya Agent Deskphone 16CC Phone Buttons and Features
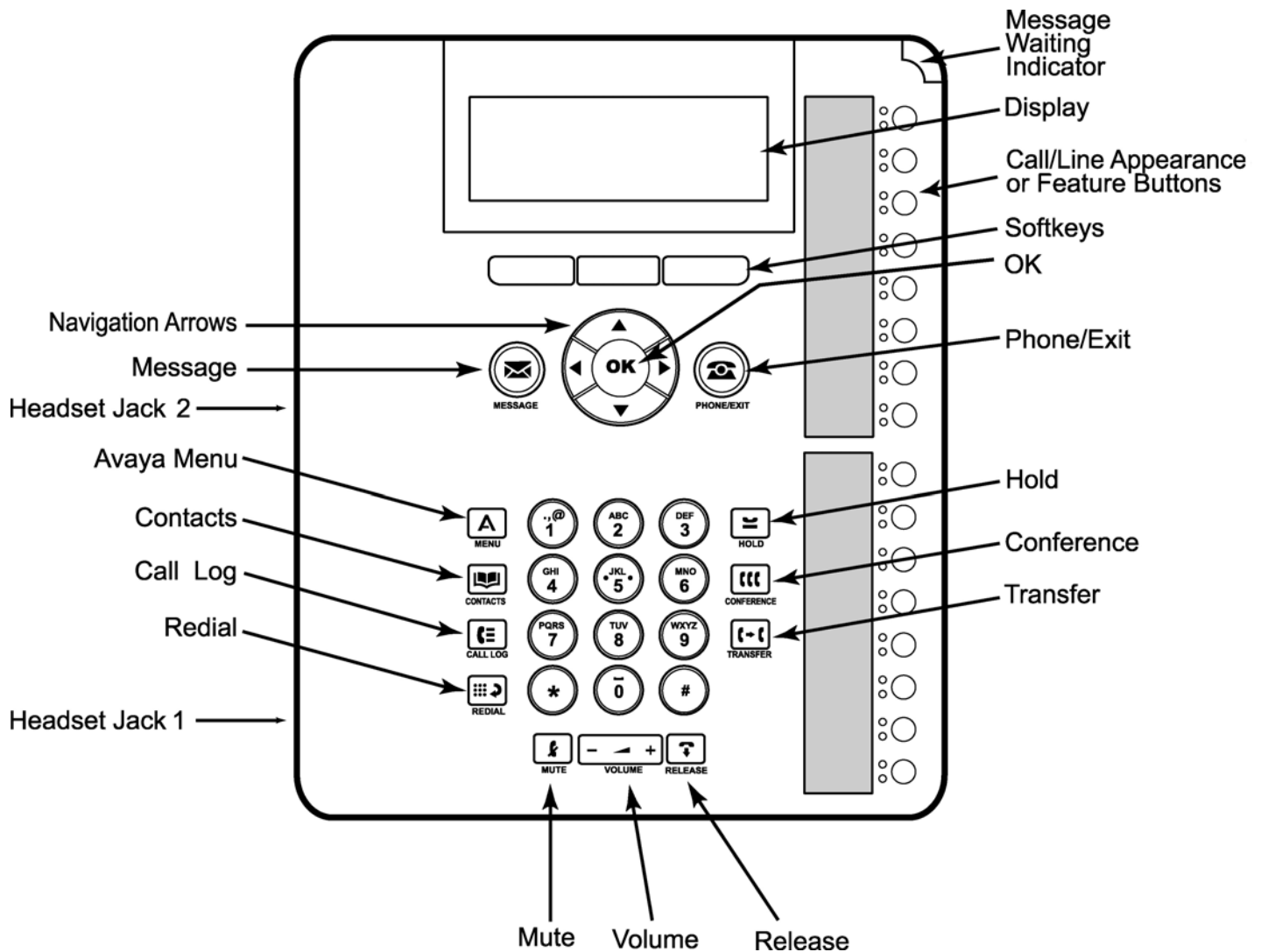
Avaya Agent Deskphone 16CC Telephone Button/Feature Descriptions

Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. This light flashes when you receive an incoming call.
Phone Display	There are four lines in the phone display. When you are not logged in as an agent and the phone is idle, the top line shows the missed call icon with the number of calls missed. The top line also shows the primary extension and the time and date. System messages are also displayed on the top line. When you are logged in as an agent, the top line shows your current work mode and state. The middle two lines display application-specific information. The bottom line displays the softkey labels.
Softkeys	Press the softkeys to select the actions indicated by the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the current context.
Message	Press the **Message** button to connect directly to your voicemail system.
Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, to move between option choices, or to turn an option on or off.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing the **OK** button dials the number.
Phone/Exit	Press the **Phone/Exit** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone/Exit** button switches the phone display back to the call view.
Avaya Menu	Press the **A** button to access the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, configure call logging, select the display language, view network information, and log the telephone extension out.
Contacts	Press the **Contacts** button to view the entries in your contact list.
Call Log	Press the **Call Log** button to view a list of your outgoing, incoming, and missed calls. The icon on the Call Log button is illuminated when you have missed calls.
Redial	Press the **Redial** button to either dial the last number you dialed or display the redial list from which you can select a number to redial. See Setting redial options for more information.
Hold	Press the **Hold** button to put the active call on hold.
Conference	Press the **Conference** button to add another party to an existing call.
Transfer	Press the **Transfer** button to transfer a call to another number.
Release	Press the **Release** button to drop the active call center call when you finish handling the call. When you are not logged in as an agent, press the **Release** button to end a non-call center call.
Volume	Press **+** or **-** on the **Volume** button while active on the headset to adjust the volume. To adjust the volume of the ringer, press + or - on the volume button while the headset is inactive.

Name	Description
Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press Mute again.
16 Call/Line Appearance Buttons or Feature Buttons	There are 16 buttons that can be programmed as either call/line appearance buttons or feature buttons. Press a call/line 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. The feature buttons provide access to the Avaya call center system features that have been administered for your extension. The green LED next to each feature button indicates if the feature is currently on or off. If the green light is on, the feature is on. The feature buttons provide the same features that are available in the features menu. For more information about the features menu, see Features Menu.

About LEDs

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

Table 1. Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line 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).
Blinking red	Feature is shown on the phone display.
Off	Feature is not active.

Note:
Depending on your call processing system, the feature button LEDs for some features may operate differently.

Scrolling and Navigation

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

Use the up and down navigation arrows to scroll up or down through lists. A navigation icon appears in the phone display to indicate that you can scroll to more options or information. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to move between the Phone screen and Features list, go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is highlighted in black with white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

About Paper Labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or 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.

Telephone Stand

Your Avaya Agent Deskphone comes with a stationary stand. You can adjust the display screen to different angles. To move the display screen, gently pull from the top of the display screen towards you. As you pull the screen towards you, you will hear a clicking sound. Each of these clicks is a locking position for the display screen. Gently push on the display screen to adjust the screen to a previous position.

About Logging In to and Out of Your Telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Log out to prevent unauthorized use of your telephone during an absence.

Note:
Call log information is lost after you log out your extension.
Call center agents have two types of logins and logouts, one for the telephone extension and one that identifies you as a call center agent. To log out from your telephone extension, you must first log out as an agent.

Logging in to your telephone extension

Log in from the initial screen when it prompts you for your Username.

1. Enter your username/extension.
2. Press **Enter** or **OK**.
3. Enter your password.
4. Press **Login** or **OK**.

Agent login

If the telephone prompts you for your Username, you must first log in to the phone extension, as covered in Logging in to your telephone extension. Log in as an agent from the Phone screen.

1. Press the **Login** softkey.
2. Enter your Agent ID.
3. Press the **Enter** softkey or the **OK** button.
4. Enter your Agent Password, if applicable.
5. Press the **Enter** softkey or the **OK** button.

Agent logout

Once you are logged in as an agent, the **Logout** softkey appears whenever you are not active on a call. Depending on how your call center system is administered, a system-generated "forced" logout might occur, for example, based on the time of day.

1. Press the **Logout** softkey.
2. If required, enter a Reason Code for the logout.
3. Press the **Enter** softkey or the **OK** button.

Logging out of your telephone extension

1. Press the **A** button.
2. Scroll down and select Logout Extension? This option won't display if you are still logged in as an agent.
3. Press **Select** or **OK**.
4. Press **Logout** to confirm.

About Agent Work Modes and Agent States

When you are logged in as an agent, the top display line shows your current work mode and state, for example, Auto On-Call. Agent work modes are None, Auto-In, and Manual-In. Agent states are:

- Aux - You are usually placed in the Auxiliary state after agent login. You must change to Auto-In or Manual-In work mode to become available to receive incoming call center calls. You can change back to Aux to indicate you are not available to receive call center calls, for example, when you want to take a break. Depending on how your system is administered, you might be prompted to optionally or be required to enter a Reason Code when changing to Aux.
- ACW - Switch to ACW to perform after call work, such as completing a call-related form. The call distribution system automatically changes your agent state to ACW if you are in Manual-In mode or in Auto-In mode, where completing a call automatically switches you to ACW for a preset time period.
- On Call - This state is automatically assigned when you are active on a call.

- Available - This state is automatically assigned when you are not on an active call for both Auto-In and Manual-In modes.

Depending on how your call center system is administered, "pending" states might be assigned to you automatically, for example, to indicate a call center call is waiting or when the call you are on requires after call work.

See Top Display Line Combinations for Agents at the beginning of this guide for a handy reference to how to interpret top line displays.

Changing Agent Work Mode or State

Press the line/feature button assigned to the work mode or work state to which you want to change. Alternately, scroll right to access features, then scroll down to the desired work mode/state and press the **OK** button. The associated LED flashes to indicate the work mode or state you chose is pending.

About Agent Skills

Agents are assigned one or more skills so that incoming calls can be matched with the agents best suited to answer them. The Skills screen displays briefly after agent login, but you can press the **Skills** softkey to view your skill set any time you are logged in as an agent. You cannot change your own skill set — your supervisor must make skill assignment changes.

Viewing Agent Skills

Press the **Skills** softkey any time you are logged in as an agent and you are not active on a call. If necessary, use the down arrow to scroll down the list of skills.
If you are working in another application, for example, the Call Log, first press the **Phone**/**Exit** button to return to the Phone screen, then select the **Skills** softkey.

Making a Call

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone**/**Exit** button to view the main Phone screen at any time.

Start dialing the number you want to call or press a line button for an available call appearance, then dial the number you want to call.

Redialing a number

1. From the Phone screen, press **Redial**.
   Note:
   The last number will be redialed or you will see a list of the six most recent numbers that you have dialed, from which you can select one to redial. See Setting Redial Options for information on redial settings.
2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.
   Note:
   Your system administrator can disable Redial functionality.

Calling a person from the Contacts list

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Calling a person from the call log

1. Press the **Call Log** button.
2. Select the person or number you want to call.
3. Press the **Call** softkey or the **OK** button.

Answering a Call

How you answer a call depends on whether you are logged in as an agent or not logged in as an agent. In either case, when you receive an incoming call, the green LED associated with the call will flash. 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.

Answering a call if you are logged in as an agent

1. How you answer a call depends on your type of call delivery:
   - If your call delivery mode is auto-answer, you hear a "zip tone" to announce that you have been automatically connected to a call. No action is required other than to provide your standard greeting.
   - If your call delivery mode is manual answer, listen for an audible ring, then press the **Answer** softkey or the line/call appearance button with the flashing LED.

   Note:
   If you hear an announcement that describes the origin of or service requested by the incoming call, wait until the announcement ends before taking an action like pressing Conference, Transfer, or a line button.
2. Press the **Release** button to end the call.

Answering a call if you are not logged in as an agent

1. Press the call/line appearance button whose green LED flashes for the incoming call or press the **Answer** softkey if one appears.

   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. Press the **Release** button or the line button to end the call.

Sending an incoming call to voice mail

Press the **To Vmail** softkey to send an incoming call directly to voicemail. If your telephone does not display a **To Vmail** softkey, your administrator has not made this feature available.

Ignoring an incoming call

Press the **Ignore** softkey to turn off the ringer for an incoming call.

Muting a Call

When the call is muted, the Mute button light is on and the top line displays the Mute icon.

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.

Putting a Call on Hold

1. Press **Phone/Exit** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

    Note:

    A hold timer may display when you put a call on hold. For more information, see Turning the call timer on or off.

4. Press **Resume** or the line button of the held call to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. Press **Complete** or **Transfer** to transfer the call.

Conference Calls

You can use conference calls to speak with up to five 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.When logged in as an agent, you can conference a work-related (call center) call with a regular call. When the conference ends, the Agent screen displays again.

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press .
3. Dial the telephone number,*or* call the person from the Contacts list, *or* call the person from the Call Log list.
4. When the person answers, press **Join** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conference**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conference** to add the person to the conference call.

Putting a conference call on hold

1. Press **Hold** during a conference call.

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

2. Press **Resume** or **OK** to resume the conference call.

Dropping the last person added from a conference call

1. From the Phone screen, select your active call.
2. Press the **Drop** softkey.

Bridged Calls

Your phone may show one or more bridged lines on the display screen in addition to your own lines. A bridged line typically belongs to someone else, but bridging allows you to see if that line is in use, answer calls on that line, or join a call in progress on that line from your telephone. You can also make outgoing calls on a bridged line when it is not in use.

Answering a call on a bridged line

Answering a call on a bridged line is basically the same as a call on a primary line. When you are logged in as an agent, incoming calls are not distributed to any of your bridged lines.

Joining a call on a bridged line

You can join an existing call on a bridged line unless that call is call-center related.

1. Select the bridged call in progress that you want to join.
2. Press the **Bridge** softkey.

Making an outgoing call on a bridged line

When you make a call on a bridged line, you are using another person's line. The caller ID may show the call as coming from you or coming from the person whose line you are

using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Select the bridged line you want to use.
2. Dial the telephone number, *or* call the person from the Contacts list, *or* call the person from the Call Log list.

Contacts

You can save up to 100 names and telephone numbers.
Note:
If you press the **Contacts** button and nothing happens, your system administrator has disabled the button and its functionality.

Searching for a contact

You can search for a person using the full (first and last) name, a partial first and/or last name, a first or last name only, or any combination of full or partial first or last name. When on-hook dialing is disabled, you can also jump to a certain group of letters in your contact list by pressing the associated dial pad key. For example, if you press "3" the contact list displays entries starting with 3, D, E or F depending on your particular contact entries.

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **Search** softkey.
4. Enter the person's full or partial first name if desired. To enter the last name only, skip this step and Step 5 and scroll down to the Last Name field.
5. Press the **OK** softkey.
6. Enter the person's full or partial last name.
7. Press the **Search** softkey or the **OK** button to start searching the Contact list.
8. If more than one contact is found, scroll through the search results using the up or down arrow.
9. Press the **Call** softkey to call the person or press the **+Contact** softkey to edit contact information.

Viewing Contacts details

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
   Note:
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

1. Press the **Contacts** button.
2. Press the **More** softkey.
3. Press the **New** softkey.
4. Enter the first name using the dialpad. To enter characters using the dialpad:
   a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   b. Pause before entering the next character if the characters are on the same key.
   c. Enter remaining letters or numbers.
   d. Press **Bksp** to delete the last character.

   Note:
   If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press **Bksp** to remove the character to the left of the cursor.

5. Press the **OK** button or the **OK** softkey.
6. Enter the last name using the dialpad.
7. Press the **OK** button or the **OK** softkey.
8. Enter the telephone number.

   Note:
   Enter the telephone number as you would if you were dialing it directly.

9. Press the **OK** button or the **OK** softkey.
10. If you don't want to enter a type, skip this step. Use the right arrow to select the type of number.
11. Press the **Save** softkey or the **OK** button.

Editing a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press **Details**.
4. Press the **Edit** softkey.
5. Use the dialpad and softkeys to edit the field displayed and/or press the **OK** softkey to display the next field.
6. Press the **Save** softkey or the **OK** button to save your change(s).

Deleting a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press the **Details** softkey.
4. Press the **Delete** softkey.

   Note:
   If you press the **Cancel** softkey prior to pressing the **Delete** softkey, your contact information will not be removed.

5. Press the **Delete** softkey again to confirm the deletion.

Call Log

When you have one or more missed calls, the Call Log button lights. When you are not logged in as an agent, the top display line shows a Missed Call Icon with the number of unanswered calls received since you last accessed the Call Log, or since you last logged in to the phone, whichever is more recent. See Turning call logging on or off for information about setting call logging for bridged call appearances, or turning call logging off entirely.

Note:
If you press the **Call Log** button and nothing happens, your system administrator has disabled the button and its functionality.

Viewing the call log

1. Press **Call Log**.
   Note:
   You can go to the top of the list by pressing **Call Log** again.
2. Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

Viewing call log details

1. Press the **Call Log** button.
2. Scroll to the number or call you want to view.
3. Press the **Details** softkey.
4. Press the **Back** softkey to return to the list view, or press the **Call** softkey to call the person, or press the **+Contact** softkey to add the person to your Contact list.

Adding an entry from the call log to your Contacts list

1. Press the **Call Log** softkey.
2. Scroll to select the person and number you want to add to your Contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
5. Edit the name and telephone number, if necessary.
6. Select the type of number (Home, Work, Mobile).
7. Press the **Save** softkey or the **OK** button.

Removing an entry from the call log

1. Press the **Call Log** button.
2. Scroll to the number you want to delete.
3. Press the **More** softkey.
4. Press the **Delete** softkey.
5. Press the **Delete** softkey again to confirm, *or* press **Cancel** if you do not want to delete it .

Clearing all entries from the call log

Clearing all entries from a call log might or might not delete all of the entries in every log. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted

from the call log. However, if you are viewing the All Calls list, pressing the Del All softkey deletes all calls from the call log.

1. Press the **Call Log** button.
2. Press the **More** softkey.
3. Press the **DelAll** softkey.
4. Press the **DelAll** softkey to confirm, *or* press **Cancel** if you do not want to delete the log.

Turning call logging on or off

You can turn call logging on or off. In addition to logging your primary calls, if you have bridged call appearances, you can choose whether or not to include those calls in your call log. To include calls only on your primary lines in your call log, turn off Log Bridged Calls.

1. Press the **A** button.
2. Select Options/Settings....
3. Scroll down to Applications....
4. Press **Select**.
5. Select Log Calls or Log Bridged Calls.
6. Press **Change**or **OK** or the right or left navigation arrow to turn call logging or bridged call logging on or off.

   Note:
   The call log must be turned on in order to log bridged calls. If the call log is turned off, no calls are logged even if Log Bridged Calls is turned on.

7. Press **Save** to store the setting.

Getting Your Messages

Press the **Message** button to connect directly to your voicemail system. The lighted Message button and a red light on the upper right-hand corner of your telephone indicate when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voicemail

1. To log in to your voicemail, press the **Message** button.
2. Follow the voice prompts from your voicemail system.

About Advanced Telephone Features

Avaya call management systems provide many advanced telephone features such as Call Forwarding and Send All Calls buttons. These features are administered on the feature buttons on your telephone. The features are identified on the associated paper labels. The features that have been administered for your telephone are also listed in the Features Menu that you can access from the Phone display.

The features that are available to you depend on what your administrator has assigned to your telephone. Two of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.
Note:
Some features do not work when you are logged in as an agent.

Accessing the Features Menu

1. From the Phone screen, scroll right to access the first feature on the Features Menu.

   Note:

   To return to the main Phone screen, press the **Phone/Exit** button or the **Exit** softkey.

2. Scroll down to see the features that have been administered for your extension.

   Note:

   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. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Send all calls

The Send All Calls (SAC) feature allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If you are logged in as an agent, you cannot send your call center calls to coverage.

Sending a call to another number

Follow this procedure only if you see a **Send All** softkey. If you do not see a Send All softkey, this feature is not administered on your phone.
Note:
You cannot send call center calls to another phone.

1. Press the **Send All Calls** feature button to send all calls to coverage.

   The green LED next to the feature button turns on and the **Send All** softkey displays.

2. To turn the feature off, press the **Send All Calls** feature button.

   The green LED next to the feature button turns off.

Forwarding a call

The Call Forward feature allows you to forward your incoming calls to another number. You must enter the telephone number where the calls will be forwarded each time you use this feature. You can forward calls only to internal numbers and only when you are not logged in as an agent.

1. Press the Call Forwarding feature button.
2. Dial the number you want to forward your calls to and press the **Enter** softkey.

   The green LED next to the feature button turns on.

3. To turn call forwarding off, press the **CFrwd** feature button.

   The green LED next to the feature button turns off.

Note:

If you use a Feature Access Code to enable call forwarding, a confirmation tone indicates the feature is on.

Turning off call forwarding

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to and select Call Forwarding.
3. Press the **OK** button to turn call fowarding off. If call forwarding is assigned to a feature button, just press that button to turn call forwarding off.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, get information about your phone and network settings, and log out. When you press the **A** button, you see the following menu:

- Options/Settings...
- Network Info...
- About Avaya Agent Deskphone
- Logout Extension?

Options/Settings lets you change your call settings, adjust brightness and contrast, select your ringing pattern, and more.

Network Information shows a summary of network-related parameters for your phone.

About Avaya Agent Deskphone provides the release number of your telephone software.

Extension Logout lets you sign off the phone to protect your settings or to allow another user to log in. If you are logged in as an agent, this sub-menu will not be available.

Note:
The sub-menus that appear depend on how your extension was administered. Some sub-menus may not be available.

Options/Settings

The Options/Settings menu contains choices for:
- Call Settings...
- Applications...
- Screen/Sounds...
- Language/Region...

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call, displaying call timers, and controlling how Redial works.

Applications includes choices for turning call logging on or off and including bridged calls in your call log.

Screen/Sounds includes choices for adjusting your phone's brightness and contrast, the ring pattern, headset automatic gain, and button clicks and error tones.

Language/Region settings includes choices for changing the display language and setting the time format.

Turning show incoming call on or off

You can automatically display incoming calls on their respective call appearance line(s). You can turn the Show Incoming Call option on or off.

1. Press the **A** button.
2. Select Options/Settings.
3. Select Call Settings.
4. If not already displayed, scroll to Show Incoming Call.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to turn Show Incoming Call on or off.
6. Press **Save** to store the setting.

Setting redial options

You can set Redial to dial the last number you dialed or to display a list of the last six numbers you dialed.

1. Press the **A** button.
2. Select Options/Settings.
3. Select Call Settings.
4. Scroll to Redial.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to toggle between One Number and List.
6. Press **Save** to store the setting.

Turning the call timer on or off

You can set your telephone to automatically display the duration of calls. You can turn the call timer display on or off.

1. Press the **A** button.
2. Select Options/Settings.
3. Select Call Settings.
4. Scroll to Display Call Timers.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to turn the call timer display on or off.
6. Press the **Save** softkey to store the setting.

Adjusting the brightness or contrast of the display

1. Press the **A** button.
2. Select Options/Settings.
3. Select Screen/Sounds....
4. Scroll to Brightness or Contrast.
5. Scroll to the right or left to adjust the brightness or contrast.
6. Press **Save** to store the setting.

Turning button click sounds on and off

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll to and select Screen/Sounds....
4. Scroll to Button Clicks.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to turn the button click sound on or off.
6. Press the **Save** softkey to store the setting.

Turning error tones on or off

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll to and select Screen/Sounds....
4. Scroll to Error Tones.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to turn the error tone on or off.
6. Press the **Save** softkey to store the setting.

Personalizing the ring pattern

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll down to and select Screen/Sounds....
4. Scroll down to Personal Ringing.
5. Press the **Change** softkey to listen to the ring patterns or scroll right or left to play the patterns.
6. Press the **Save** softkey to make it your ring pattern.

Setting Automatic Gain Control

Automatic Gain Control helps to maintain a constant headset audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll to and select Screen/Sounds....
4. Scroll to Headset Auto Gain.
5. Press the **Change** softkey, the **OK** button, or the right or left navigation arrow to turn automatic gain control on or off.
6. Press the **Save** softkey to store the setting.

Changing the language

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll to and select Language/Region.
4. Scroll to Language.
5. Scroll to the desired language and press the **Select** softkey.

   Note:

   If just one language is available, only the Back softkey displays. Other languages may be available. Contact your system administrator.

6. Press the **Yes** softkey to confirm the change to the selected language.

Setting the time format

You can change the way the time displays on your screen, as either 12 or 24 hours.

1. Press the **A** button.
2. Select Options/Settings.
3. Scroll to and select Language/Region.
4. Scroll to Time Format.
5. Press the **Change** softkey or the right or left navigation arrow to change the format in which time displays.
6. Press the **Save** softkey to store the setting.

Viewing Network Information

1. Press the **A** button.
2. Scroll to Network Info....
3. Scroll to and select Audio Parameters..., or IP Parameters..., or Quality of Service..., or Interfaces..., or Miscellaneous....
4. Press the **Select** softkey or the **OK** button.
5. Press the **Back** softkey to return to the previous item displayed.

Index