



Avaya 1616/1616-I IP Deskphone User Guide

16-601448
Issue 2
February 2010

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Name	Description
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.

LEDs

Each

Icons in the telephone display

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.

Icon	Description
#X	Number of calls missed, where # represents the number.
⇒	Call forward, Send All Calls, or EC500 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 left for other options.
▶	Scroll right for other options.
↕	Scroll up or down for other options.

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.

Chapter 2: Logging in to and out of your telephone

Logging in and out maintains your contacts and personal options if you share a telephone with other users, or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence.

 **Note:**

Call log information is lost after you log out.

Logging in to your telephone

Log in from the initial screen that prompts you for your extension.

-
1. Enter your extension.
 2. Press the **OK** button, the **OK** softkey, or the **#** button.
 3. Enter your password.
 4. Press the **OK** button, the **OK** softkey, or the **#** button.
-

Logging out of your telephone

-
1. Press the **A** button.
 2. Scroll down to select Log Out.

 **Note:**

Log Out is not available if you are on a call.

3. Press the **OK** button or the **Select** softkey.
 4. Press the **Select** softkey again to confirm.
-

Logging in to and out of your telephone

Chapter 3: Making calls

Calling a person from the contacts list

-
1. Press the **Contacts** button.
 2. Scroll up or down to select the person or number you want to call.
 3. Press the **OK** button or the

Chapter 4: Handling calls

Use the procedures in this chapter to handle calls from your telephone. This includes

Sending an incoming call directly to voice mail

Press the **To Vmail** softkey to send an incoming call directly to voice mail without answering.

To do this, your voice mail must be administered as the first entry in your coverage path. See your system administrator for more information.

Ignoring an incoming call

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

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.
-

Putting a call on hold

-
1. Press the **Hold** button to put your active call on hold.

The fast blinking green LED next to the call/line appearance button indicates the call is on hold. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.

2. To resume the call when there is more than one call on hold, do one of the following:
 - Press the call/line appearance button.
 - Scroll to the call and press the **Resume** softkey or the **OK** button.
 3. To resume the call when there is only one call on hold, do one of the following:
 - Press the **Hold** button.
 - Press the call/line appearance button.
 - Press the **Resume** softkey.
 - Press the **OK** button.
-

Transferring a call

1. If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
2. Press the **Transfer** button.

The very fast blinking green LED next to the call/line appearance button indicates the call is being transferred. If the active call is on a line appearance on an Avaya Distributed Office system, the red LED will also be on.
3. Dial the telephone number, call the person from the contacts list, or call the person from the call log.

 **Note:**

To transfer the call to a call that is on hold, press the call/line appearance button for the call that is on hold.

4. Press the **Transfer** button or the **Complete** softkey to transfer the call.
-

Handling calls

Chapter 5: Conference calls

You can use conference calls

- Press the call/line appearance button for the call on hold. Be sure not to choose the call/line appearance button for the call that is on soft hold.
 - Scroll to the call on hold, and press the **Resume** softkey.
4. Press the **Join** softkey or the **Conference** button to add the person to the conference 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 the **Hold** button during a conference call.
The blinking green LED next to the call/line appearance button indicates the conference is on hold.
 2. Press the **Resume** softkey or the **Hold** button to resume the conference call.
-

Viewing conference details

-
1. From the Phone screen, press the **Details** softkey (if available) during a conference call.
 2. Scroll to view the participants on the call.
 3. To exit conference details, press the **Exit** softkey.
-

Dropping the last person added from a conference call

While active on a conference call, press the **Drop** button.

Dropping a person from a conference call

-
1. From the Phone screen, select the **Details** softkey (if available) during a conference call.
 2. Scroll to the person you want to drop.
 3. Press the **Drop** button.
-

Silencing a person on a conference call

Only people calling from external numbers can be silenced on a conference call.

-
1. From the Phone screen, select the **Details** softkey (if available) during a conference call.
 2. Scroll to the person you want to silence.
 3. Press the **Silence** softkey.
-

Chapter 6: Getting your messages

Use the **Message** button to connect to your voice mail system. When you have messages waiting, the red light on the upper right-hand corner of your telephone is illuminated. Your messages are an administered function. Contact your system administrator with any questions.

Logging into your voice mail

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Chapter 7: Bridged call appearances



Chapter 8: Shared line appearances

If your call processing system is an Avaya Distributed Office system and depending on how it is configured, your phone may show shared line appearances on the display screen in addition to your own lines. A shared line appearance is a line that is shared among multiple users. You can answer a call, join a call in progress, and make an outgoing call on a shared line appearance. The procedures to answer, join, and make a call on a shared line appearance are similar as those for a bridged appearance. But instead of using another person's line, you are using a shared line.

Answering a call on a shared line appearance

-
1. Press the call/line appearance button associated with the shared line appearance.
The ringing shared line appearance may be selected automatically if there are no other active calls. If you are on another call when a call comes in to a shared line appearance, you may have to select the ringing shared line appearance button (just like for an incoming call to a primary line).
 2. Press the **Answer** softkey.
Answering a call on a shared line appearance is basically the same as a call on a primary line. If the ringing shared line appearance is selected, you can answer by picking up the handset, by pressing the **Speaker** or **Headset** button, or pressing the **Answer** softkey.
-

Joining a call on a shared line appearance

-
1. Scroll to the call in progress that you want to join.
 2. Press the call/line appearance button for the shared line appearance, or press the **Join** softkey.
-

Making an outgoing call on a shared line appearance

If you have any questions about how the name or extension displays to the person you are calling when you make a call on a shared line appearance, contact your system administrator.


Chapter 9: Contacts

You can save up to 100 names and telephone numbers. For additional information, see [Calling a person from the contacts list](#) on page 14.

Viewing contacts details

-
1. Press the **Contacts** button.
 2. Scroll to the contact you want to view.
Names are listed alphabetically by last name. To return to the top of the list, press the **Contacts** button again.
 3. Press the **Details** softkey to see the contact name and number.
-

Adding a new contact

-
1. Press the **Contacts** button.
 **Note:**
If this is the first contact you are adding, skip step 2.
 2. Press the **More** softkey.
If the **More** softkey is not displayed and this is not your first contact, press the **Contacts** button again.
 3. Press the **New** softkey.
 4. Enter the 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. To enter a space, press **0**.

- d. Enter remaining letters or numbers.
- e. 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 telephone number as you would if you were dialing it directly.
 7. 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 the **Details** softkey.
 4. Press the **Edit** softkey.
 5. Scroll up or down to choose the field you want to edit.
 6. Use the dialpad and softkeys to make changes to the contact information.
 7. Press the **Save** softkey or the **OK** button to save your changes.
-

Deleting a contact

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press **More > Delete** .
4. Press the **Delete** softkey again to confirm.



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

Chapter 10: Call log

You can use the call log to view a list of your recent calls or view separate lists of your outgoing, answered, or missed calls. See [Turning call logging on or off](#) on page 35 for information about logging bridged call appearances, line call appearances, and line calls that are answered by others.

Viewing the call log

-
1. Press the **Call Log** button.
You can go to the top of the list by pressing the **Call Log** button again.
 2. Scroll to the right or left to view separate lists of all, answered, outgoing, or missed calls.
-

Viewing call log details

-
1. Press the **Call Log** button.
 2. Scroll to the number you want to view.
 3. Press the **Details** softkey to view the name, number, and call duration.
 4. Scroll down to view the date and time of the call.
 5. Press the **Back** softkey to return to the list view.
-

Adding an entry from the call log to your contacts list

-
1. Press the **Call Log** button.
 2. Scroll to the number you want to add to your contacts list.
 3. Press the **Details** softkey.
 4. Press the **+Contact** softkey.
If your contacts list is full, the **+Contact** softkey is not displayed.
 5. To edit the name or number, scroll up or down and edit as appropriate.
 6. Press the **Save** softkey or the **OK** button.
-

Removing an entry from the call log

-
1. Press the **Call Log** button.
 2. Select the number you want to delete.
 3. Press **More > Delete** .
 4. Press the **Delete** softkey again to confirm.
-

3. Press **More > DelAll** to delete all of the entries in the list you are viewing.
 4. Press the **DelAll** softkey again to confirm.
-

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 or line call appearances, you can choose whether or not to include those calls in your call log.

You can also choose whether or not you want to include line call appearances that are answered by others in your call log. For example, if Log Line Calls is turned on, but you do not want line calls that are answered by others to appear as missed calls in your call log, turn on Log Answered by Others. Configured in this way, the line calls that are answered by others will appear as answered calls in your call log. To include calls only on your primary lines in your call log, turn off Log Bridged Calls and Log Line Calls.

-
1. Press the **A** button.
 2. Select **Applications**.
 3. Press the **Select** softkey.
 4. Select **Call Log**.
 5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn call logging on or off.

The call log must be turned on in order to log line calls or bridged calls. If the call log is turned off, no calls are logged even if Log Line Calls or Log Bridged Calls is turned on.
 6. Press the **Back** softkey.
 7. Select **Log Bridged Calls**, **Log Line Calls**, or **Log Answered by Others**.

Log Line Calls must be turned on in order for Log Answered by Others to operate.
 8. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn call logging on or off.
-

Chapter

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 use a Feature Access Code to enable Send All Calls, the forwarding icon does not appear in the phone display.

-
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

you are away from your desk. The cell phone number is programmed by your system administrator.

Chapter 12: Features menu

The Features menu provides access to the same advanced telephone features, such as Directory and Call Forwarding, that are programmed on your feature buttons. In addition to providing another way of accessing the features, you can use the Features Menu to confirm the features programmed on the feature buttons if, for example, a feature button label is missing or labeled incorrectly.

See [Advanced telephone features](#) on page 37 for more information about the features that can be administered for your phone.

Accessing the Features menu

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

Chapter 13: Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, configure call logging, select the display language, view network settings, and log out.

The Avaya Menu has six sub-menus:

Screen/Sound	Lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
Call Settings	Lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.
Applications	Lets you turn call logging on and off as well as turn logging of bridged calls, line calls, and line calls answered by others on and off.
Advanced Options	Lets you select the display language; set automatic gain control on the handset, headset, and speaker; or initiate a manual backup/restore if you have a backup/restore file server. See your system administrator for more information.
Network Information	Shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
Log Out	Lets you log out of your telephone to prevent unauthorized use during your absence.

 **Note:**

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

Adjusting the brightness or contrast of the display

1. Press the **A** button.
2. Select Screen/Sound Options.
3. Press the **Select** softkey or the **OK** button.
4. Select Brightness or Contrast.

5. Press the **Select** softkey or the **OK** button.
 6. Scroll to the right or left to adjust the brightness or contrast.
-

Changing the ring pattern

1. Press the **A** button.
 2. Select Screen/Sound Options.
 3. Press the **Select** softkey or the **OK** button.
 4. Select Personalized Ringing.
 5. Press the **Select** softkey or the **OK** button.
 6. Scroll up or down to see a list of the available ring patterns.
 7. Select a ring pattern to listen to it.
 8. Press the **Play** softkey to hear it again.
 9. Press the **Save** softkey to make it your ring pattern.
-

Turning button click sounds on and off

1. Press the **A** button.
 2. Select Screen/Sound Options.
 3. Press the **Select** softkey or the **OK** button.
 4. Select Button Clicks.
 5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn sounds on or off.
-

Turning error tones on or off

-
1. Press the **A** button.
 2. Select Screen/Sound Options.
 3. Press the **Select** softkey or the **OK** button.
 4. Select Error Tones.
 5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn error tones on or off.
-

Turning the call timer on or off

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

3. Press the **Select** softkey or the **OK** button.
4. Select Visual Alerting.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn visual alerting on or off.

Turning show incoming call on or off

You can set your call settings to automatically display incoming calls. You can turn the Show Incoming Call option on or off.

-
1. Press the **A** button.
 2. Scroll to Call Settings.
 3. Press the **Select** softkey or the **OK** button.
 4. Select **Show Incoming Call**.
 5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn Show Incoming Call on or off.
-

Setting automatic gain control

Automatic gain control helps to maintain a constant 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. Scroll to Advanced Options.
 3. Press the **Select** softkey or the **OK** button.
 4. Select **Automatic Gain Control**.
 5. Press the **Select** softkey or the **OK** button.
 6. Select Handset, Headset, or Speaker.
 7. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn automatic gain control on or off.
-

Changing the language

-
1. Press the **A** button.
 2. Scroll to Advanced Options.
 3. Press the **Select** softkey or the **OK** button.
 4. Select **Language**.
 5. Press the **Select** softkey or the **OK** button.
 6. Scroll up or down to select a display language.



Note:

Other languages may be available. Contact your system administrator.

7. Press the **Select** softkey or the **OK** button to change to the selected language.
 8. Press the **OK** button to confirm selection.
-

Viewing network information

-
1. Press the **A** button.
 2. Scroll to Network Information.
 3. Select Audio Parameters, IP Parameters, Quality of Service, Interfaces, or Miscellaneous.
 4. Press the **View** softkey or the **OK** button.
-

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