



# AVAYA IP OFFICE DECT 160

## CORDLESS PHONE

### USER MANUAL

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## TELEPHONE KEYS AND FEATURES

- |                                  |  |
|----------------------------------|--|
| <b>1 Up/Down Keys</b>            | Control the speaker and ringer volume. Allows correction of name and number when programming speed dial buttons.   |
| <b>2 Mute Key</b>                | Mutes the handset microphone.  |
| <b>3 Softkeys (S1-S4)</b>        | Activate the option listed above it on display. There are four Softkeys below the display. Commands above the keys changed depending on the state of the phone, ie: on an active call. See <a href="#">Page 2</a> for Softkey definitions. |
| <b>4 Talk/Off-Hook/Handsfree</b> | Answers a call or enters Handsfree mode.   |
| <b>5 END/On-Hook</b>             | Ends a call or exits a menu  |
| <b>6 Dialpad</b>                 | Use to make calls, enter contact numbers and names and navigate through Contacts and Call Logs .   |
| <b>7 Function Keys (F1-8)</b>    | Activates the feature assigned to that key. There are eight configurable function keys.  |

This guide covers the basic functionality of your IP Office D160 Wireless Phone. For more information on your phone settings and features, see the Avaya D160 Wireless Telephone Installation and User Guide.

## SOFTKEYS AND SOFTKEY LABELS

Softkey Labels appear on display to indicate features that can be activated by pressing the keys directly below. These features change based on the current state of the phone. IE: on an active call, idle, etc.

The **MORE** Softkey appears in the majority of Softkey menus and allows to view additional Softkey options.

When the phone is **IDLE** the following Softkeys appear.

- + **Featur** Displays a list of available features, you can scroll through list and select applicable feature. It can be used to access a wide range of user settings.
- + **Msgs** Accesses your voicemail and prompts you for log in information.
- + **Redial** Redials the last number called from your phone.
- + **More** Displays additional Softkey options.
- + **Clog** Displays your call history for missed, answered and outgoing calls.
- + **Dir** Accesses both a personal directory you can program and a system directory that contains all users extensions.
- + **Time** Provides the ability to change the time format on your display.
- + **Config** user settings are found here such as ringtones, etc.
- + **Abc** Toggles dial pad entries between Numbers and Alphabet characters.

When the phone is **RINGING** the following Softkeys appear.

- + **Answer** Answers the ringing call.
- + **Ignore** Stops the ringing of your telephone. (Caller will still hear ringing on their end).

When you are **CONNECTED** to a call the following Softkeys appear.

- + **Featur** Displays a list of available features, you can scroll through list and select applicable feature. It can be used to access a wide range of user settings.
- + **Hold** Places the active call on hold.
- + **More** Displays additional Softkey Options.
- + **Activ** Returns you to a call you previously placed on Hold
- + **New** Gives you access to system dialtone to allow to make a second call.
- + **Trans** Begins the Transfer process.
- + **Conf** Allows you to set up a three party conference call.

# CALL PROCESSING

## ANSWERING AND PLACING CALLS

**TO ANSWER INCOMING CALL:** Phone rings, Indicator Flashes Slow.  
Press **ANSWR** Softkey.

**NOTE:** To quiet a ringing call, press **IGNORE** Softkey.

**TO ANSWER SECOND CALL:** Hear alert tone. Press **ANSWR** Softkey. First call automatically holds.

**TOGGLE BETWEEN CALLS:** Press **CALLS** Softkey to view active calls.  
Press **ACTIV** Softkey to connect to displayed call, other call is placed on hold.

**TO PLACE A CALL:** Press **TALK** Key.  
**Internal:** Enter **EXTENSION** Number.  
**External:** Enter dialing prefix (typically 8 or 9) 1 area code and number.

**TO PLACE A SECOND CALL:** Press **MORE** Softkey.  
Press **NEW** Softkey.  
Enter Number.  
Press **SEND** Softkey.

**SPEAKER:** Press to toggle calls between handset and speaker.

**TO SWITCH TO SPEAKER FROM HANDSET:** Press **TALK** Key.  
**TO RESUME PRIVACY:** Press **TALK** Key *again*.  
**TO END SPEAKERPHONE CALL:** Press **END** Key.

**MUTE:** Turns off your Microphone (Speaker, Handset) to allow you to speak privately.  
Caller cannot overhear office noise/conversation

**TO USE:** Press **MUTE** Key. Mute icon appears on the display.  
**TO RESUME CONVERSATION:** Press **MUTE** Key *again*. Mute icon disappears from the display.

**HOLD:** Places an active call on hold. This is an exclusive hold to your telephone. No one else can retrieve it.

**TO HOLD:** Press **HOLD** Softkey. Display reads **HOLD**.  
**TO RETURN TO CALLER:** Press **ACTIV** Softkey.

**TRANSFER:** Allows you to connect your call to someone else. (With call on line)  
Press **MORE** Softkey.  
Press **TRANSFER** Softkey. Call is automatically held.  
Enter **EXTENSION** Number.  
Screen asks: **CONSULT WITH PARTY?**

**Blind Transfer** Press **NO** Softkey. Call is connected.  
OR

**Announced** Press **YES** Softkey.  
Wait for party to answer, (speak privately)

**TO COMPLETE TRANSFER:** Press **TRANSFER** Softkey *again*.  
**TO RETURN TO HELD CALL:** Press **CANCEL** Softkey.

**TRANSFER TO VOICEMAIL:** Sends a caller directly to voicemail without ringing the phone.

Press **MORE** Softkey.

Press **TRANSFER** Softkey. Call automatically held.

Enter **#** Sign and **EXTENSION** Number.

Press **TRANSFER** Softkey *again*. Screen asks **CONSULT WITH PARTY?**

Press **NO** Softkey. Call goes directly to voicemail.

**ADHOC CONFERENCE:** Allows for a *three-way* Conference call .

With call on line:

Press **MORE** Softkey

Press **NEW** Softkey. First call automatically holds, you hear dial tone.

Enter Second Number

Press **MORE** Softkey.

**IMPORTANT:** *wait for answer and announce conference.*

Press **CONFERENCE** Softkey *again* . All parties are connected.

**NOTE:** IF CALLED PARTY DOESN'T ANSWER/BUSY: To return to original call, Press **CANCEL** Softkey.

## ADDITIONAL FEATURES

**CALL PARK:** Allows you to place a call on hold in the system and assign it to a Call Park Slot.  
Call can be retrieved from any telephone in the system.

**TO PARK:** With call on the line  
Press **HOLD** Softkey.

**TO UNPARK:** Press **UNPARK** Key *twice*  
Enter **PARK SLOT** number and press **OK** Softkey.

**NOTES:** If parked call is not retrieved within a predetermined number of seconds, call will "Callback" to the phone it was parked from.

**PAGING:** Accesses Telephone Speakers to make an Announcement.

**TO USE:** Press **PAGE** Key *twice*. Wait for tone.  
Make Announcement.  
Press **END** Key.

**DO NOT DISTURB:** Stops ALL Tones and Ringing, lets you work undisturbed.  
Incoming callers either hear busy tone or are transferred to your voice mail.

**TO PROGRAM:** Press **DND** Key *twice*.

**TO CANCEL:** Press **DND** Key *twice*.

**NOTE:** When pressing keys twice, you must wait for the response on the display from the first press before making the second press. Pressing the keys too quickly will result in the desired action not be completed or you will receive an error.

**REDIAL:** Redials the last number dialed and allows you to redial it.

**TO REDIAL:** Press **REDIAL** Key twice.

# USER PROGRAMMING

**CALL FORWARD:** Programs your phone to ring at another extension.

- TO PROGRAM EXT:** Press \*07\*, Extension and #. Press **DROP** Key.  
Press **SEND** Softkey. Wait for tone. This sets the destination but does **NOT** activate it.
- TO ACTIVATE:** Press \*01.  
Press **SEND** Softkey. You will hear a confirmation tone.  
Press **END** Key.
- TO CANCEL:** Press \*02.  
Press **SEND** Softkey. You will hear a confirmation tone.  
Press **END** Key.

**NOTES:** A missed call will return to your voicemail as the call was originally intended for you.  
All features may not be available based on your Company's special needs.

**DIRECTORIES:** Contains one preprogrammed directory and one 100 number personal directory that you program.

## TYPES OF DIRECTORIES:

**SYSTEM:** Names and numbers of all users on the telephone system

**MY:** Entries stored by you, to be used from your phone.

### TO PROGRAM MY DIR:

Press **MORE** Softkey.

Press **DIR** Softkey.

Press **MY** Softkey.

Press **MORE** Softkey.

Press **NEW** Softkey.

Enter Name using the letters on the dialpad.

Press **OK** Softkey.

Enter Number (include the dialing prefix (typically 8 or 9), 1 and area code If required)

Press **OK** Softkey.

**TO EXIT WITHOUT MAKING CHANGES:** press **CANCEL** Softkey.

**TO USE:** Press **MORE** Softkey.

Press **DIR** Softkey.

Choose Directory: **MY** or **SYSTEM**.

Press **NEXT/PREV** to view entries.

Press **TALK** Key to call.