

Speed Dial

Use the **Speed Dial** button to store one number. The number of Speed Dial buttons available depends on your phone set type and features. This feature is standard on the 9408 model phone. To add this feature to your 9404 model phone, please send email to TSC@lbl.gov.

Programming Speed Dial

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Scroll right or left to access the **Abr Program** feature.
3. Select **Abr Program** button, followed by any button labeled **SD**. The display screen shows: "Enter number:".
4. Enter the number as you normally would if calling the number directly, using 9 or 9+area code if needed.
5. Press **#** key to **save**. *Three short tones play as confirmation.*
6. The number you entered now appears on that button.

Note: A number can be changed using the same steps above. To erase a number, contact TSC at TSC@lbl.gov or x7997.

Accessing Voicemail

Press the **Message**  button to connect directly to your voice mail. The lighted Message  button and a red light on the upper right-hand corner of your telephone both indicate when you have messages waiting.

Log into Your Voicemail

1. To log in to your voice mail, press the **Message**  button or dial **7100**.
 2. Enter your mailbox number and password, if prompted.
- Note: If you have activated the SendAllCalls feature, all incoming calls will go directly to voice mail and your primary extension will not ring. See page 16 of the Avaya 9404/9408 User Guide for detailed use of the SendAllCalls feature.*

Scrolling and Navigation

- Use the up and down navigation arrows  to scroll up or down through lists.
- Use the right and left navigation arrows  to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.
- 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.

For additional information, please send email to TSC@lbl.gov or call Telephone Services at 510-486-7997.

AVAYA

Digital Telephone Quick Reference (models 9404 & 9408)



For additional information, please send email to TSC@lbl.gov or call Telephone Services at 510-486-7997.

June 2013

Answering and Making a Call

Answer a Call

Answer an incoming call in one of the following ways:

If you are not on another call, lift the handset, *or* press **Speaker**  to answer using the speakerphone, *or* press **Headset**  to answer using the headset.

If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**.

Make a Call

1. Lift the handset, press **Speaker** , *or* select an available line and press **OK**.
2. Dial the number you want to call.

Put a Call on Hold

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Select **Hold** button where it appears near display. The light next to the line will flash.
4. Press the button next to the line again to retrieve the call.

Transfer a Call

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Select the line you want to transfer.
3. Press **Transfer**. Your first caller will be placed on hold.
4. Dial the telephone number, *or* use the **Contacts**  list *or* **History**  of outgoing calls.
5. Press **Transfer** again or simply hang up to transfer the call.

Conference Calls

Speak with up to **five** other people in different locations on the same call.

Set up a Conference Call

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Select the line of your active call, then press **Conf**.
3. Dial the telephone number, *or* use the **Contacts**  list *or* **History**  of outgoing calls.
4. Press **Conf** to add the person to the existing call.

Note: See page 9 of the Avaya 9404/9408 User Guide for detailed use of the Conference Feature.

Place a Conference Call on hold

1. Press **Hold** during a conference call.
Note: When your conference call is on hold, the other parties can still talk to one another.
2. To resume the call, press the feature button next to the line that is conferenced.

Dropping a Person from a Conference Call

1. Press **Phone**  to view the main Phone screen if necessary.
2. Press **Conf Display** to view *and* scroll through the parties on the call.
3. Press **Drop** when you have scrolled to the name or number that you wish to drop from the call.

Note: Other parties on the call can also view and drop callers using the same steps 1-3 above.

Features

SendAllCalls (all incoming calls are sent to voice mail)

1. From the Phone screen, scroll right to access the Features menu.
2. Select **SendAllCalls** button to send all incoming calls directly to voice mail.
3. The light next to **SendAllCalls** will be on and a triangle ► will appear. To turn off, select the button again. The light will turn off and the triangle will disappear.

Call Forwarding

Allows you to forward your calls to another phone number. You can also change Call Forwarding remotely by requesting the Remote Access feature. To add Remote Access, send your request to TSC@lbl.gov.

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Scroll right or left to access the Call Forward feature.
3. Select **Call Forward** button.
4. You will hear dial tone. Dial as you normally would if calling the number directly. Calls may be forwarded to an external or internal number.
Note: Three short tones will confirm forwarding is on. The light next to Call Forward will be on and a triangle ► will also appear. To turn off, follow steps 1-3 again.

Contacts

Call a person from the Contacts list

1. Press **Contacts** .
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the person or number.
4. Press **Call** or **OK**.

Add a new contact

1. Press **Contacts** .
2. Press **More**, then press **New**.
3. Enter the **Name** using the dial pad.
 - I. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. The number zero is used as a space key.
 - II. Pause before entering the next character if the characters are on the same key.
 - III. To change between upper and lower case letters, press **More**, then press **Abc**.
 - IV. Press **Bksp** to delete the last character.
4. Scroll down to the **Number** field.
5. Enter the telephone number as if dialing it directly (use 9 for outside calls, etc).
6. Press **Save**.

Edit a contact

1. Press **Contacts** .
2. Scroll down to browse all contacts *or* type the first letter of the contact's name.
3. Select the contact to edit.
4. Press **More**, then press **Edit**.
5. Select the Name or Number field to edit it.
6. Use the dial pad and softkeys to make changes to the contact information.
7. Press **Save**.

Call Log

Call a person from the Outgoing call log

1. Press **History** , then scroll left or right to the Outgoing log.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Add an entry from the call log to your Contacts list

1. Press **History** .
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit name as desired. Edit external numbers by preceding with a "9", if needed.
5. Press **Save**.