Avaya Phone Instructions (5000 Series) IP Office

Transfer Call:
Answer Call (Do not put call on hold) *Press Transfer Button* Press Extension Key or Dial Extension Example (202)

Stay on the line if you would like to inform end party who is on the call once you hang up the call is transferred

Transfer Call Directly to Voicemail:
Answer Call (Do not put call on hold) *Press Transfer Dial 7* Press Extension Key or Dial Extension Example (202)
Hang up phone

Conference Call:
Dial First Call Place on Hold Dial Second Call Press Conference Button

Speed Dial:
Press Contacts Start Dialing name of Speed Dial: (*Example ZACK would be 9225*) Press Call button under Display

Back To Home Screen:
Hit Phone/ Exit Button at any time to get back to main Screen

Call Park:
Answer call press Call Park button will flash.
Go to another phone and Press the Call Park Button

Avaya Visual Voicemail:

Initialize Mailbox: Press Message Button Press Select Press Select Listen to Instruction on how to record name Press 1 After you record your name Press # to d name

Change Password: Press Message Button Press Down arrow until you get to Password Enter Code Press Done Once you enter a Password you will have to use one after you press the message button

Listen to Message: Press Message Button Press Select Press Select on New or press the down arrow to retrieve Old, or Saved messages Press Select on the Category you want Message will start to play automatically Press Delete when done message is done Next Message will automatically start Playing.

Forward Message: After Listening to message Press More Press Copy Press Targets Dial Extension Press Done

Record Greeting: Press Message Button Press Down Arrow Until you get to Greeting Press Select Press Record (Remember you will not hear a tone (beep) it starts right away Press Stop Press More Press Submit

Listen To Voicemail Messages Remotely: Call Your Phone number when Auto Attendant Answers dial * and Follow Voicemail Instruction. (Must have a password set up on your phone)