



Answering and calling

Answering a call when you are on another call

1. Scroll to the line that displays the incoming call.
2. Press **Answer** or **OK**.

Searching and calling a contact

1. Press **CONTACTS**.
2. Use the dialpad to type the name of the contact that you want to search.
3. Press **Call** or **OK**.

Calling a contact from the call history

1. Press **HISTORY**.
2. To view a separate list of missed, answered, or outgoing calls, scroll left or right.
3. Select the contact that you want to call.
4. Press **Call** or **OK**.

Calling a contact on a secondary number

1. Press **CONTACTS**.
2. Search and select the contact that you want to call.
3. Press **Details**.
4. Select the number that you want to call.
5. Press **Call**.

Making an emergency call

1. Press the **Emerg.** softkey.
2. At the prompt, press **Yes**.
3. To end the emergency call, press **Speaker** or the **End Call** softkey.

Note: You can make an emergency call without logging in to the deskphone.

Dialing an E.164 number

1. Lift the handset.
2. To display the plus sign (+), press asterisk (*) twice, or press the **plus (+)** softkey.
3. Dial the number that you want to call.

Transferring a call

1. Select the line on which the call that you want to transfer appears.
2. Press **Transfer**.
3. Dial the telephone number, or press **CONTACTS** or **HISTORY** to select a contact to transfer the call.
4. To announce the call, press **Complete** or **OK**.

Forwarding calls

1. From the Features menu, select **Call Fwd**.
2. Enter the number to which you want to forward your calls.
3. Press **Enter** or **OK**.

You will hear a confirmation tone after you enter the forwarding number.

Managing contacts

Adding a contact

1. Press **CONTACTS**.
2. Press **More**, then **New**.
3. Type the first and last name using the dialpad.
4. Select the next field, and type the number.
5. Select the **Track Presence** field.
6. To know the presence information of the contact, enter **Yes**.
7. Select the next field, and enter Work, Home, or Mobile.
8. Press **More >Primary** if applicable.

9. To add another number, repeat Step 4 to Step 8.
10. Press **Save** or **OK**.

Editing a contact

1. Press **CONTACTS**.
2. Search and select the required contact.
3. Press **More > Edit**.
4. Select the field that you want to edit.
5. Use the dialpad to edit the information.
6. Press **Save** or **OK**.

Conferencing

Setting up a conference call

1. Select the active call.
2. Press **Conf**.
3. Dial the telephone number, or call the contact from the contacts list or the history list.
4. When the contact answers, press **Join** or **OK** to add the contact to the existing call.
5. Press **Add**.

Adding an on-hold contact to a conference call

1. Select the active call.
2. If you are already in a conference, press **Conf** or **Add**.
3. Select the on-hold call that you want to add to the conference.
4. To take the call off hold, press **Resume**.
5. Press **Join** or **Conf**.

Using features

Enabling Send All Calls

1. From the Features menu, select **Send All Calls**.
2. Press **OK** or the line button on which **Send All Calls** appears.

Setting automatic callback

1. When you receive the busy signal, go to the Features menu.
2. Select **Auto Callback**.
3. Press **OK** or the corresponding line button.

Parking a call

1. During an active call, go to the Features menu.
2. Select **Call Park**.
3. Press **OK** or the corresponding line button.
4. On the other deskphone, press the **Call Park line/feature** button.

Configuring simultaneous ringing for multiple phones using EC500

1. From the Features menu, select **EC 500**.
2. Press **OK**.

Using call history

Adding an entry from the call history to your contacts list

1. Press **History**.
2. Select the number that you want to add to your contacts list.
3. Press **More**, and then press **+Contact**.
4. If required, edit the name and telephone number.
5. Press **Save**.

Removing an entry from a call history

1. Press **HISTORY**.
2. Select the number that you want to delete.
3. Press **More > Delete**.

Using options & settings

Changing the language

1. Press **Avaya Menu**.
2. Select **Options & Settings > Language & Region > Language**.
3. Select a display language.
4. Press **Select** or **OK**.
5. Press **Yes** to confirm the selected language.

Setting up speed dialing

1. Press **Avaya Menu**.
2. Select **Options & Settings > Set Speed Dials**.
3. Scroll to the first unassigned line, and press **Assign** or **OK**.
4. Scroll to the contact to which you want to assign the speed dial.
5. Press **Select** or **OK**.
6. Select the telephone number.
7. Press **Select** or **OK**.

Setting up favorites

1. Press **Avaya Menu**.
2. Select **Options & Settings > Set Favorites**.
3. Perform one of the following actions:
 - To add a favorite contact, select an assignment line, and press the **Contacts** softkey.
 - To add a favorite feature, select an assignment line, and press the **Features** softkey.

4. Scroll to the required contact or feature that you want to add, and press **Select** or **OK**.

Integrating other applications with your phone

1. Press **Avaya Menu**.
2. Select **Options & Settings > Advanced Options > Exchange Integration**.
3. Perform one of the following actions:
 - To establish or change your credentials, select **Contact**, and enter the required information.
 - To set or change your calendar preferences, select **Calendar**, and enter the required information.
4. Press **Save** or **OK**.

Setting call pickup alerting indication

1. Press **Avaya Menu**.
2. Select **Options & Settings > Screen & Sound Options > Call Pickup Indication**.
3. Press **Change** or **OK**.
4. Press **Save**.