Using IP Office 1403 Phones

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Chapter 1: Navigation

The following image shows the key controls on the phone.

Some features described in this document might not be available on your phone. If you find that a feature is not available, contact your system administrator.

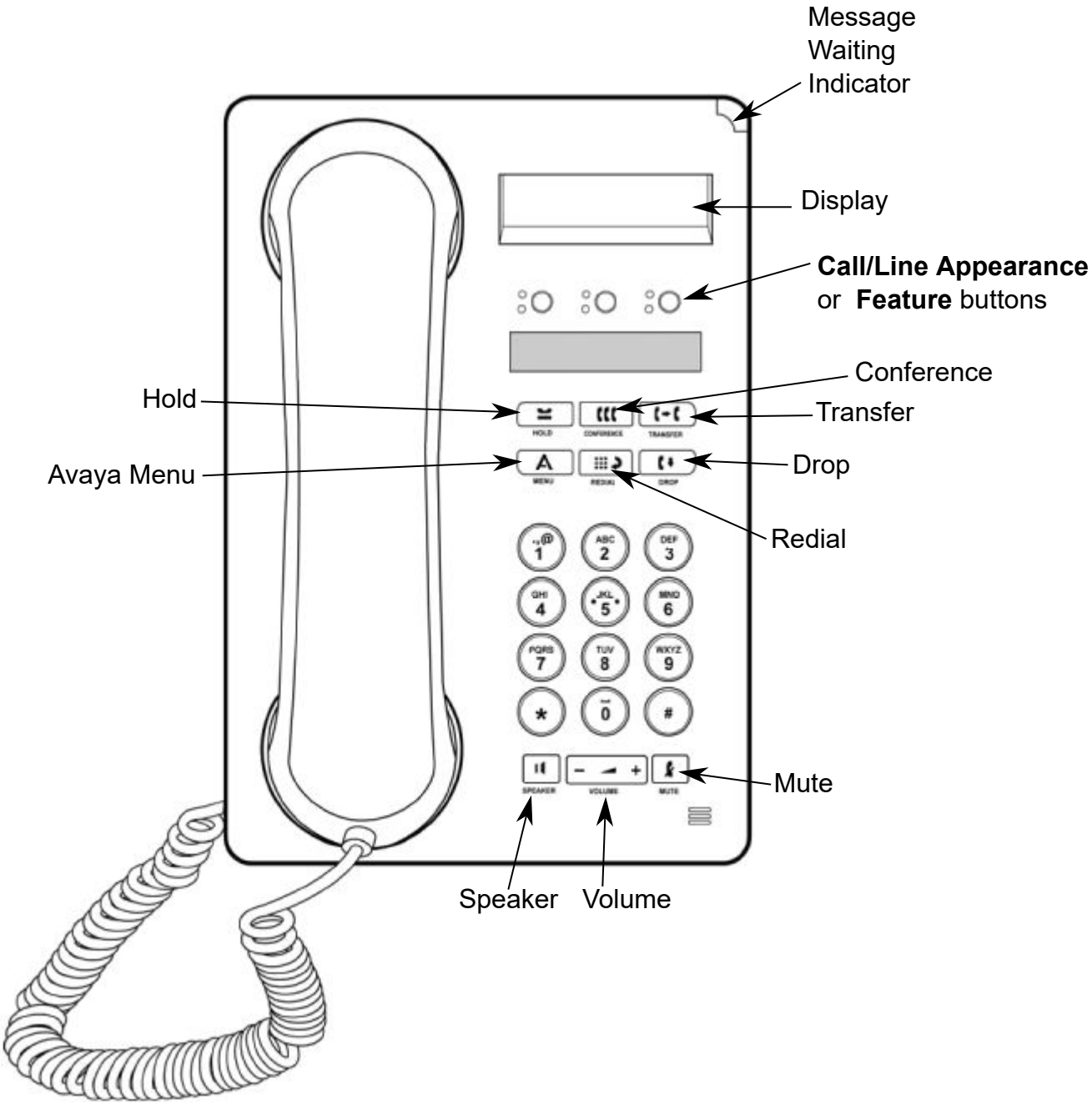

Figure 1: Phone controls

Phone controls	Description
Message Waiting Indicator (MWI)	An illuminated red light in the upper-right corner of your phone indicates you have voice mail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.

Table continues…

Phone controls	Description
Avaya menu	Press the **A** button to access the Avaya menu. See Avaya menu on page 10. Press the button again to exit the Avaya menu.
Redial button	Press to dial the last number you called.
Hold button	Press to put the active call on hold.
Conference button	Press to add another party to an existing call.
Transfer button	Press to transfer a call to another number.
Drop button	Press to drop the active call. While on a conference call, press **Drop** to drop the last person added to the conference call.
Volume button	Press **+** or **-** while active on the handset or speaker to adjust the volume. To adjust the volume of the ringer, press **+** or **-** on the **Volume** button while the handset and speaker are inactive.
Mute button	Press to mute a call in progress. To take a call off mute, press **Mute** again.
Speaker button	Press to use the speaker phone. To take a call off speaker phone, lift the handset.
Feature and **Call appearance** buttons	There are three buttons that can be programmed by the system administrator as either **Call appearance** or **Feature** buttons. Press a **Call appearance** button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. Typically, two buttons are administered as **Call appearance** buttons and one button is administered as a **Feature** button. The **Feature** button provides access to an Avaya call management system feature that has 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.

LED button indicators

Each button has two LEDs, one green and one red, to indicate the status of the button. The status is identified by whether the LED is turned on, off, or blinking as described in the following tables.

Appearance button LEDs

LED status	Description
Steady green	Call appearance is active.
Slow blinking green	Call appearance is ringing.
Fast blinking green	Call appearance is on hold.
Very fast blinking green	Conference or call transfer is pending.
Steady red	Call appearance is selected and will be used when the phone is off the hook. The indicator remains steady red while you use the call appearance.
Off	Call appearance is available.

Feature button LEDs

LED status	Description
Steady green	Feature is active.
Blinking green	Feature is pending. The request is being processed and not immediately available.
Off	Feature is not active.

Icons in the telephone display

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons in the phone display are described in the following table.

Icon	Description
	Call forward or Send All Calls is active. **Note:** These features are only 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. This icon appears when you are using the Conference or Transfer feature.
	Conference is active.
	Conference is on hold.
	Scroll up or down for other options.

Paper labels

Paper labels are next to buttons on the telephone. The label identifies the feature that your administrator has programmed for the button. You can remove and change paper labels or write on a blank paper label.

Printed labels are also available for your telephone. For more information about printed labels, contact your system administrator.

Avaya menu

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

Avaya menu on the 1403 telephone

Menu	Option	Description
Screen and **Sounds**	**Bright**	Adjust the display brightness.
	Contrast	Adjust the display contrast.
	Ring type	Select the ringing sound.
	Clicks	Enable or disable the clicks heard when moving around phone menus.
	Error tones	Enable or disable the tones heard when using phone menus.
Call settings	**Visual alert**	Enable or disable the flashing that appears when an incoming call is waiting to be answered.
	Audible alert	Enable or disable the audible ringer.
Advanced	**Language**	Select a language for the phone menus. The languages available depend on the languages that are installed.
	Erase options	Reset all options to their defaults.
	Erase language	Reset the phone back to the default language.
	Self test	Put the phone into its self-test mode. All lights on the phone turn on and a tone plays for every button pressed.

Chapter 2: Operation

Telephone safety and other considerations

Warning:

- The handset might pick up small metal objects, such as pins or staples.
- During a power surge, EFT or ESD, calls may be dropped. After a power surge, EFT or ESD, it is normal for the phone to restart.
- Using a cell phone, mobile phone, GSM phone or two-way radio in close proximity to an Avaya telephone might cause interference.
- Avoid connecting your phone directly to the outdoor telecommunication network.

Making a call

About this task

Use the following process to make a new call when not already on a call.

Procedure

1. Lift the handset.
2. Press **Speaker** or an available line button.
3. Dial the number you want to call.

Redialing a telephone number

Procedure

Press **Redial** to call the last number dialed.

Answering a call

About this task

The telephone usually selects incoming calls automatically. However, if you are on another call or if you receive multiple incoming calls at a time, you might need to select the call you want to answer manually. Use one of the following methods to answer an incoming call.

- If you are not on another call, do one of the following:
  - Lift the handset
  - Press the call appearance with a flashing green LED for the incoming call
  - Press **Speaker** to answer the call on speakerphone.
- If you are on another call, press the call appearance with a flashing green LED for the incoming call.

Note:

If your administrator has enabled the auto hold feature, you can answer a new call without putting the active call on hold.

If auto hold is not enabled, you must put the active call on hold before answering the new incoming call. Otherwise, the active call will drop when you answer the new call.

Muting a call

About this task

When you mute a call, the other party cannot hear you. If a call is on mute, and you switch between the handset, headset, or speakerphone, the mute is turned off.

- To put the call on mute, press **Mute**.

  When the **Mute** button light is on, the call is muted.
- To turn off mute, press **Mute** again.

Putting a call on hold

- To put your active call on hold, press **Hold**.

  A very fast blinking green LED appears next to the call appearance.
- To resume the call, press the call appearance button.

Transferring a call

About this task

You can transfer a call to a new user or simply transfer the call to an existing call on hold.

Procedure

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

   A very fast blinking green LED appears next to the call appearance. This indicates that the call is being transferred.
3. Do one of the following:
   - To transfer the call to another number, dial that number.
   - To transfer the call to a call on hold, press the call appearance button for the call on hold.
4. Press **Transfer** again or hang up to complete the transfer.

Conference calls

You can use conference calls to speak with up to three people in different locations on the same call. You might be able to access additional conference options with the Expanded Meet-Me Conferencing functionality. Contact your system administrator for more information about this option.

Working with conference calls

About this task

You can change a normal call to a conference call.

Procedure

1. To start a conference call, do the following:
   a. In your active call, press **Conference**.

      A very fast blinking green LED appears next to the call appearance.
   b. Dial the telephone number.
   c. Press **Conference** again to add the person to the call.
2. To put the call on hold, press **Hold**.

   To resume the call, press the call appearance button.

3. To drop a conference participant, press **Drop**.
   - Press **#** to drop the person shown.
   - Press * to go to the next person.

Accessing voice mail messages

About this task

A red light on the upper right corner of your telephone indicates when you have new voice mail messages. Voice mail messages are an administered function. If you have questions, contact your system administrator.

Procedure

1. To log in to your voice mail, follow the instructions provided by your system administrator.
2. Once you are logged in, follow the voice prompts to access your messages.

Chapter 3: Related resources

Documentation

For a complete list of IP Office documents, see *Avaya IP Office™ Platform Start Here First* at support.avaya.com.

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product** > **Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

   The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click **Enter**.

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Course code	Course title
2S00012W	APSS – Small and MidMarket Communications – IP Office™ Platform and Select Overview
4601W	Avaya IP Office™ Platform — Components
4602W	Avaya IP Office™ Platform — Editions
2S00015O	Small and Midmarket Communications — IP Office — Endpoints
10S00005E	Knowledge Access: Avaya IP Office™ Platform Implementation
5S00004E	Knowledge Access: Avaya IP Office™ Platform Support

Included in all Knowledge Collection Access offers above is a separate area called IP Office Supplemental Knowledge. This floor in the Virtual Campus contains self-directed learning objects, which cover IP Office delta information. This material can be consumed by technicians experienced in IP Office.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.

- Scroll down Playlists, and click a topic name to see the list of videos available for the topic. For example, Contact Centers.

Note:

Videos are not available for all products.

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

https://www.avaya.com is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

Avaya Sales & Partner Portal

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https://ipofficekb.avaya.com provides access to an online, regularly updated version of the IP Office Knowledge Base.

Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on https://support.avaya.com. For more information, send email to support@avaya.com.

International Avaya User Group

https://www.iaug.org is the official discussion forum for Avaya product users.

Chapter 3: Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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