

The Avaya 1616 IP Handset Quick Reference Guide

The 1616 value edition IP Handset is designed for the Navigator user profile and managers needing one-touch access and a large display.

Supports 16 line appearances /feature keys on the phone itself and includes a 32-button expansion model, which provides access to a total of 48 feature keys or speed dial buttons.

AVAYA one-X™ Deskphone Edition



Scrolling and Navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. 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 or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the OK button places a call to that person.

Answering and Making a Call

Answering a Call

Answer an incoming call in the following ways:

- If you are not on another call, lift the handset, or press the call/line appearance button whose green LED flashes for the incoming call, or press the Answer softkey if one appears, or press the Speaker button to answer using the speakerphone, or press the Headset button to answer using the headset. If you are using a wireless headset, press the ON button.
- If you are on another call, press the call/line appearance button whose green LED flashes for the incoming call, or press the Answer softkey if one appears.

Making a Call

1. Lift the handset, press the Speaker button, press the Headset button, press an available line button, or press the OK button if an idle call/line appearance is available.
2. Dial the number you want to call.

Putting a Call on Hold

1. Press the Hold button to put your active call on hold.
2. To resume the call, do one of the following:
 - If there is more than one call on hold, press the call/line appearance button or scroll to the call and press the Resume softkey or the OK button to resume the call.
 - If there is only one call on hold, press the Hold button, or press the call/line appearance button, or press the Resume softkey, or press the OK button to retrieve the call.

Transferring a Call

1. If the call you want to transfer is not your active call, press the call/line appearance button for the call you want to transfer.
2. Press the Transfer button.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.
4. Press the Transfer button or the Complete softkey to transfer the call.

Conference Calls

Making a conference call

1. While active on a call, press the Conference button.
2. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.
3. Press the Conference button or the Join softkey to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active conference call.
2. Press the Conference button.
3. Do one of the following:
 - Press the call/line appearance button for the call on hold.
 - Scroll to the call on hold, and press the Resume softkey.
4. Press the Join softkey or the Conference button to add the person to the conference call.

Dropping the last person added to a conference call

While active on a conference call, press the Drop button.

Avaya Menu

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

The Avaya Menu has six sub-menus:

- **Screen/Sound**—lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
- **Call Settings**—lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.
- **Applications**—lets you turn call logging on and off as well

as turn logging of bridged calls, line calls, and line calls answered by others on and off.

- **Advanced Options**—lets you select the display language; set automatic gain control on the handset, headset, and speaker; or initiate a manual backup/restore if you have a backup/Restore file server. See your system administrator for more information.
- **Network Information**—shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
- **Log Out**—lets you log out of your telephone to prevent unauthorized use during your absence.

Advanced Telephone Features

The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

Forwarding a call

1. Press the CFwd feature button. You hear a dial tone prompting you to dial the forwarding number.
2. Dial the number you want to forward your calls to. After you dial the number, you hear a confirmation tone.
3. To turn call forwarding off, press the CFwd feature button.

Send all calls

1. Press the SAC feature button to send all calls to coverage.
2. To turn the feature off, press the SAC feature button.

Calling a person from the corporate directory

1. Press the Directory feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
3. Press the Next feature button to view the next name alphabetically in the directory, if necessary.

4. Press the Make Call feature button when you see the name you want.
5. To exit the Directory, press the Phone/Exit button or the Exit softkey.

Contacts

Calling a person from the contacts list

1. Press the Contacts button.
2. Scroll up or down to select the person or number you want to call.
3. Press the OK button or the Call softkey.

Adding a new contact

1. Press the Contacts button.
2. Press the More softkey.
3. Press the New softkey.
4. Enter the name using the dialpad. To enter characters using the dialpad:
 - a. Repeatedly press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - b. Pause before entering the next character if the characters are on the same key.
 - c. To enter a space, press 0.
 - d. Enter remaining letters or numbers.
 - e. Press the Bksp softkey to delete the last character.
5. Press the OK button or the OK softkey.
6. Enter the telephone number.
7. Press the Save softkey or the OK button.

Editing a contact

1. Press the Contacts button.
2. Scroll to the contact you want to edit.
3. Press the Details softkey.
4. Press the Edit softkey.
5. Scroll up or down to choose the field you want to edit.

6. Use the dialpad and softkeys to make changes to the contact information.
7. Press the Save softkey or the OK button to save your changes.

Call Log

Calling a person from the call log

1. Press the Call Log button.
2. Scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the OK button or the Call softkey.

Adding an entry from the call log to your contacts list

1. Press the Call Log button.
2. Scroll to the number you want to add to your contacts list.
3. Press the Details softkey.
4. Press the +Contact softkey.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the Save softkey or the OK button.

Changing the language

1. Press the A button.
2. Scroll to Advanced Options.
3. Press the Select softkey or the OK button.
4. Select Language.
5. Press the Select softkey or the OK button.
6. Scroll up or down to select a display language.
7. Press the Select softkey or the OK button to change to the selected language.
8. Press the OK button to confirm selection.

